

Dr. Wolfgang Wallat

Dr. Carolyn Prior

Dr. Pandu Balaji

Dr. Emanuel Hacıaturian

Dr. Anna Draper

Dr. Tom Nicholson

WOODLANDS PRIMARY CARE



Patient Newsletter No.53

Dated: AUGUST 2022

www.woodlandssurgerysidcup.nhs.uk

Our website will give you all the latest surgery news and information.

CONSULTING A DOCTOR

If you require or need medical advice from a Doctor or staff member, please use the eConsult facility on our website and we will get back to you via text, email or phone. This will save you calling the surgery. There is no email address available for patient use.

eConsult is only for medical and administrative queries. Please do not request repeat prescriptions via eConsult. They will not be actioned in this way.

MY PLANNED CARE

My Planned Care supports people waiting for a hospital appointment, operation or treatment, and gives them advice and support while they wait.

This includes access to average waiting times at their hospital, and other useful advice about local services.

The site is updated weekly with further advice and information on how to manage pain, keep healthy, look after your mental health, access financial help and other local support services. Please visit;

www.myplannedcare.nhs.uk

SOUTH EAST LONDON SUICIDE BEREAVEMENT SERVICE

The Suicide Bereavement Service is available to help you in the aftermath of loss, offering one-to-one practical and emotional support which is built around your needs.

They run support groups where you can connect with other people bereaved by suicide, and offer trauma-informed bereavement counselling. They will also signpost you to other services that may be of benefit, depending on your needs.

Please visit their website for more information;

www.blgmind.org.uk/suicide-bereavement-support

VIRTUAL PATIENT PARTICIPATION GROUP

Our participation group is made up of patients who provide feedback to the surgery. As a practice, we hope to engage the group in helping to deliver and design services around the needs of its patients, and represent the patient's views and wishes for the surgery.

Our group is a virtual patient group. Contact is made and surveys are done via email. All responses to surveys are anonymous. If you are interested in joining our group, please fill in a form at reception, or download the form from our surgery website, and return to reception.

STOP SMOKING

If you would like help or advice to quit smoking, please visit;

www.smokefreebexley.co.uk

The service offers the full range of evidence-based smoking cessation medications, alongside free, friendly and effective practical support.

They also advise on vaping. Vaping is an effective way of quitting, and they can support you whilst you do this.

WEIGHT MANAGEMENT

We are now able to refer patients to free weight management programmes.

If you would like to be referred, please attend surgery to complete a form.

This form can be found by the waiting room blood pressure monitor. You will need to use the monitor to measure your blood pressure, and complete the form with your reading, and marking that you would like help in losing weight.

The blood pressure monitor is a walk-in service, no appointment needed. Please wear a face covering when attending.

FRIENDS AND FAMILY TEST

If you have any feedback or comments on surgery services, please visit our website to fill in a Friends & Family Test survey. It can also be completed on paper at reception.

TRAVEL VACCINATIONS

We no longer stock travel vaccines in surgery, and therefore are not able to provide travel vaccination appointments or travel advice. You will need to contact a travel clinic or private provider for these services.

We can print a list of your previous immunisations if required; please let reception know if you would like a copy.

DIAZEPAM FOR FLYING

We sometimes get patients asking us to prescribe diazepam for fear of flying. There are a number of very good reasons why prescribing this drug is not recommended and we cannot prescribe for flying.

We appreciate that fear of flying is very real and very frightening. A much better approach is to tackle this properly with a Fear of Flying course.

Please see our website for more details;

www.woodlandssurgerysidcup.nhs.uk/travel-health

SAMPLES AND RESULTS

Please ensure all samples are brought to surgery before 12pm. We cannot accept samples after 12pm and cannot store them in surgery.

It is the responsibility of the patient to contact the surgery for results. For all test results, please call the surgery between 11am and 4pm any weekday, and select line 2. We expect blood and sample results to be actioned within 5 working days. Scans and X-rays will take longer.

BEXLEY LOCAL OFFER

Bexley Local Offer provide information on services available to children and young people aged 0-25 with special educational needs or a disability. They can advise on matters relating to childcare, group activities, healthcare, education, plus more. For more information, please visit;

www.bexleylocaloffer.uk

We are here to help you.
Thank you for treating
us with respect.



Just think 111 online first

When you think you need A&E,
go to [111.NHS.UK](https://111.nhs.uk). We can
arrange for you to be seen at
an urgent treatment centre.

🔍 111