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WOODLANDS PRIMARY CARE



Patient Newsletter No.63

Dated: APRIL 2024

www.woodlandssurgerysidcup.nhs.uk

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

MAY BANK HOLIDAYS

Please note that Woodlands Surgery will be closed on the following days;

- Monday 6th May 2024
- Monday 27th May 2024

If you need medical assistance when we're closed, please visit 111.nhs.uk or call 111.

In a medical emergency, please call 999.

NEW TELEPHONE SYSTEM

Woodlands Surgery will soon be changing to a new telephone system, which we hope will make it easier to contact the surgery.

We appreciate your patience whilst we make this transition.

AVAILABLE APPOINTMENTS

In addition to our Doctors and Nurses, we have a range of staff available for telephone and face-to-face appointments in surgery and locally.

This includes;

- Clinical Pharmacists
- Social Prescriber
- Mental Health Nurse
- MSK Specialist
- Dietician

If you would like more information or to book an appointment with any of these staff members, please speak to our Reception team.

PHARMACY CONSULTATIONS

You can contact or visit your local community pharmacy for help and advice from a qualified healthcare professional, on a range of minor illnesses.

If something is more serious, they can point you to the right place to contact or attend.

They can also offer confidential advice on a range of topics, including exercise, stopping smoking, contraception and blood pressure.

They can also support you with taking medication, and any queries you may have.

Please visit nhs.uk/find-a-pharmacy to find pharmacies local to you.

BLOOD PRESSURE CHECKS

It is important for the surgery to have an up-to-date blood pressure reading for patients.

We have a self-service blood pressure machine at the back of the surgery waiting room, which can be used during our opening hours, and will take no longer than 5 minutes to use. This is a walk-in service with no appointment required.

There are also local pharmacies where you can have a free blood pressure check. To find a local pharmacy or to read more about blood pressure, please visit nhs.uk/bloodpressure.

If you have access to a blood pressure machine at home, please contact the surgery to provide a reading.

URINE SAMPLES

Please do not bring a urine sample to reception unless you have spoken to a Clinician, and they have requested you bring a sample in.

If you are asked to provide a sample, please make sure it is using one of our sterile sample pots, which are available at reception.

RESULTS LINE

Please note we have a results line available everyday between 11am and 4pm. If you would like to get your results, or request a copy of your results are printed for collection, please call our results line.

If you would like to discuss your results in more details, please book an appointment with a Clinician. It is the responsibility of the patient to contact the surgery for their results.

CONTACT DETAILS: EMAIL ADDRESS

We would like to request that patients provide us with their up-to-date contact details, including their current email address.

Please contact the surgery to check we have the correct information for you, or to provide us with your email address.

PATIENT CONFIDENTIALITY

Everyone 16 years or over needs to contact the surgery for their own results and medical information. Due to patient confidentiality, we cannot give information about any patients 16 years or over to anyone else, without prior permission.

PATIENT COMMUNICATIONS

The surgery will send out appointment reminders by text message, if you have a face-to-face appointment booked in surgery.

We will also occasionally send out health invites, surgery news, and reminders for screening services if you are eligible.

Please make sure we have your up-to-date mobile number and contact details.

PRESCRIPTION REQUESTS

Please note that prescription requests can take up to 5 working days to be actioned.

Please make sure you request your medication in plenty of time, especially if you are going on holiday, so it can be processed and sent to your nominated pharmacy.

We cannot take prescription requests over the phone. If you require an urgent prescription, please contact your pharmacy.

BOOKING AN APPOINTMENT

We would like to remind patients that appointments are for one person and one problem only. If you have more than one problem, please book a double appointment.

Due to unforeseen circumstances, you may sometimes be seen later than your appointment time. We appreciate your patience and understanding during these occasions.

If you are waiting for a telephone call from the surgery, please note that our Clinicians will only try to call twice. If you miss both calls, you will have to contact the surgery to re-book. Therefore please keep your phone(s) nearby, if waiting for a call.

Please speak to our reception team if you have any queries or questions.

EARLY AND LATE APPOINTMENTS

If you have an appointment before 8am or after 6.30pm, please press the buzzer by the surgery front doors once, and wait to speak to our reception team via the intercom.

A receptionist will be with you shortly, to confirm your appointment and let you into the surgery. We thank you for your patience when attending.

Over 40? You need to know your blood pressure



High blood pressure can increase your risk of having a heart attack or stroke.

Knowing what your numbers mean could save your life.

Talk to us, or for more information visit
nhs.uk/bloodpressure