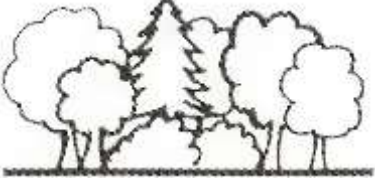


DR. WOLFGANG WALLAT DR. CAROLYN PRIOR DR PANDU BALAJI DR. EMANUEL HACIATURIAN	<b>WOODLANDS PRIMARY CARE</b> 	146 HALFWAY STREET SIDCUP KENT DA15 8DF  TEL. NO. 020 8300 1680
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## WELCOME TO WOODLANDS PRIMARY CARE

We are in the process of having our Practice Booklet updated. In the interim, we hope this will be of interest to you and would suggest that you log on to our website: [www.woodlandssurgerysidcup.nhs.uk](http://www.woodlandssurgerysidcup.nhs.uk)

### OUR DOCTORS:

Dr Wolfgang Wallat	(m)	MD MRCGP (Hanover 1986)
Dr Carolyn Prior	(f)	MB ChB (Birmingham 1987) MRCGP DRCOG
Dr Pandu Balaji	(m)	MBBS (India 1988) FRCS DRCOG MRCGP DFSRH
Dr Emanuel Hacıaturian	(m)	Doctor – Medic 2005 Carol Davila University

The practice is within NHS Bexley Clinical Commissioning Group.

NHS Bexley CCG  
Civic Offices  
Second Floor West  
2 Watling Street  
Bexleyheath, Kent DA6 7AT

The Woodlands partnership is not a limited company.

### Practice Manager And Administrative Staff

The Practice Manager, Mrs Mena Williams, the Assistant Manager, Mrs Susan Archer, Reception Manager Sharon Davies and Practice Administrator Nikki Patterson are responsible for the administration of the practice and will attend to enquiries of a non-medical nature. Our secretaries, Mrs Mary Reddington and Mrs Julie Boon can deal with any queries you may have regarding hospital referrals.

### RECEPTION STAFF

Our receptionists will assist you in making emergency or routine appointments to see a doctor or a nurse. They will also arrange an appointment if you require a blood test or to be seen at a **specialist** clinic, organise the issue of repeat prescriptions, inform you of test results, answer queries and offer assistance. If you feel your query can be dealt with via the telephone, please ask the receptionist to leave a message for the doctor or nurse. Please note that the doctors do not take messages after 1.00pm. The receptionists have a hard job keeping patients and doctors happy. Please help them by being a patient patient!

We have two Nurse Practitioners, Ellen Tucker Dip Ed Nursing, BSc Hons Nurse Practitioner and Nurse Prescriber, and Manou Jugurnauth RN BSc Hons Nurse Practitioner and Nurse Prescriber– they are available as an alternative to the GP and can issue prescriptions and refer patients.

We have a team of Practice Nurses, Jenny Kennedy RGN Family Planning, Beverley Cann RGN Family Planning, and two Health Support Workers Karen Ginman and Cathy Carter.

## ASSOCIATED STAFF

### **District Nurses**

They undertake all varieties of nursing tasks in the home and are particularly skilled in the care of patients who are seriously ill or disabled. They are usually referred to patients by our doctors or by the hospital but can be contacted directly. Telephone number: 020 8320 3550

### **Health Visitors**

They can be contacted by patients of any age who have health problems or queries. They are specially skilled in advising patients who have young children. Clinics are held at the Oval Clinic, in Sherwood Park Avenue, Sidcup. Telephone number: 0300 330 5777

We have access to CHOICE midwives, Community Psychiatric Nurses, Ellenor Nurse, Stoma Care Nurses, Incontinence Advisors, Locality Counsellors, Parkinson's nurse, MS nurse etc.

We are a training Practice. Dr Wallat and Dr Prior are qualified to train and supervise qualified doctors who are training to become principals' in General Practice.

## OUR PRACTICE AND REGISTRATION

To register with our practice, you will be asked to complete a registration pack and attend a new patient medical with our practice nurses. Patients who do not attend a new patient medical will not be registered. We have an open list and patients moving within our catchment area are free to register.

You are not registered with one doctor and may consult any doctor in the practice. We do, however, ask you to see the same doctor for the duration of a particular illness or problem. For your benefit we feel it is important for all members of a household to be registered with the same practice.

Patients requiring a chaperone during any consultation should speak to the doctor/nurse and this can be arranged.

### SURGERY OPENING TIMES:

The Surgery is open from 8am – 6.30pm Monday – Friday

#### Doctor's Appointments

Monday to Friday      8.30 - 11.30am      3.00 - 6.00pm

#### Practice Nurses:

Monday to Friday. By appointment only.

**Our Nurses and Nurse Practitioners run Extended Early morning and late evening appointments, please ask reception for details.**

Phlebotomist    Selected Mornings      By appointment only

## APPOINTMENTS

There is a walk in surgery everyday between 10 am and 11 am. If you need to see a doctor before the next available pre bookable appointments please attend the walk in clinic. These appointments can not be pre-booked on the day. If you feel you must be seen then you should come to the surgery (between 10-11am) and sit and wait for the next available doctor or nurse practitioner. You will be seen in order of arrival. There is no need to ring first and you cannot specify which clinician you see.

Please avoid queuing at the surgery for this clinic before 10am. We are unable to admit patients for the walk in before 10am due to restrictions on room. Appointments will be able to be pre booked up to three weeks in advance. There are appointments first thing in the morning, afternoon and evening to pre-book. These can be made by telephoning the surgery on 020 8300 1680 or calling in at the surgery.

We also offer some early morning or late evening clinics, by appointment only. Our usual appointments allow 10 minutes with the doctor or nurse. Please help us by booking a "double appointment" if you require more time or wish to consult about more than one problem. You will need to make a separate appointment for each patient who is to be seen. If you cannot keep an appointment, please let us know as soon as possible.

Patients who fail to cancel their appointments will be removed from our practice if they miss three appointments in any 12 month period.

## **GP HUB**

### **GP HUB**

#### **ACCESSIBLE CARE: UPDATE ON EXTENDED ACCESS**

The Queen Mary's Hospital hub opened on Monday 8 May and the Erith hub on 5th June.

Appointments are available from 6.30 to 8pm Monday to Friday and from 8am to 8pm on Saturdays and Sundays at both Erith and QMH. Appointments are to be booked via the gp surgery. If you need to cancel your appointment please ring:

QMH [020 8269 4120](tel:02082694120)

Erith: [01322 356150](tel:01322356150)

**E-consult** – Contact your surgery.

Please see our web site for the e- consult. This can be used for medical conditions, sick notes, travel advice regarding vaccinations and much more

### **HOME VISITS.**

To request a home visit, please call the surgery as early as possible and always before noon.

### **IF PTS HAVE SHORTNESS OF BREATH OR CHEST PAINS THEY SHOULD RING FOR AN AMBULANCE**

The Dr will **only** call the patient/carer back if they feel a visit is not appropriate or need further information before visiting. We cannot specify what time this will be or when the visit will be. If the patient is able to get transport to the surgery we will arrange for them to be seen asap.

### **WEEKEND AND NIGHT COVER**

Patients are not benefited by tired doctors and we are therefore covered by the NHS111 service from 6.30pm to 8.00am weekdays and Saturdays and Sundays. For urgent medical attention at these times **please dial 111**. Calls to the NHS111 service are free from both landlines and mobile phones. If you have a life threatening medical emergency please dial 999. If you have a NON-URGENT ENQUIRY THESE SHOULD BE POSTPONED UNTIL THE SURGERY IS NEXT OPEN.

## REPEAT PRESCRIPTIONS

Repeat prescriptions can be ordered via vision on line, via your preferred chemist if you sign up to eps or you can fax your request to us on 020 8309 7020.

Please allow 2 working days for your prescription to be processed.

It is the responsibility of the patient to contact the surgery (after 2 working days) to see if it is ready for collection or whether there was a query with the request.

The surgery will not contact the patient to say it is ready for collection.

If you want your prescription returned by post, please provide a stamped addressed envelope.

## ONLINE REQUESTS

Repeat Prescription requests can now be requested online using the Vision online services. To use these services you must register with the practice. To do so, please download and complete a Vision registration form then hand it in to a member of staff at the practice. We will then give you access to create log in details ready for you to manage appointments 24/7

NHS England have issued new guidelines regarding the sharing of email account for on line services.

Patients are **not** allowed to share an email account. All patients must provide their own email when registering for patient services. All patients under the age of 16 will no longer be able to register for on line services.

## SICKNESS CERTIFICATES

A self-certificate (SC2) covers illnesses of seven days or less and can be requested from the receptionists. If illness lasts longer than seven days a doctor's certificate may be necessary.

## TEST RESULTS

For all test results (including blood, x-rays and scans) please call the surgery between 11-4 pm every day and select line 2.

We expect blood results to be actioned within 3/4 days. Scans and x-rays will take much longer.

## **IT IS THE RESPONSIBILITY OF THE PATIENT TO CONTACT THE SURGERY FOR THEIR RESULTS**

## FAMILY PLANNING

All doctors and our practice nurses are happy to advise on family planning issues; teenagers are welcome. Pre-conceptual checks may be booked with either practice nurse. Coil and cap fittings are carried out by Jenny, our Practice Nurse. The surgery is able to advise on emergency contraception and, where necessary, issue prescriptions for this service.

## TRAVEL ADVICE AND IMMUNISATION

Some holiday vaccinations are not available in surgery. The nurses can advise what you will need. Please complete an E consult form via our web site Patients are advised to look on the following website, [www.dh.gov.uk](http://www.dh.gov.uk), [www.nathnac.org](http://www.nathnac.org) to find out what vaccinations they will need. We are a **registered** Yellow Fever Centre.

## FLU VACCINATIONS

Patients at risk are listed on the computer and offered vaccinations in October/November. New patients who would like this vaccine should see the nurse.

### **Our nursing team are available for:**

**Well Person and New patient Checks**

**Adult and child immunisations**

**Travel Clinic. Health Education**

**Cervical Smear, HRT, Contraceptive Pill Checks And Emergency Contraception**

**Dressings and removal of sutures**

**Diabetic Check**

**Asthma Check**

**Weight Management**

**CHD check**

## NEW PATIENT MEDICAL

Book at the surgery **with one of our Health Support Workers**. If a patient cannot get to the surgery then a home visit will be arranged. Patients will not be registered if they do not attend this appointment.

## HEALTH CHECKS

Patients over 16 years who have not been seen in the previous three years may request a medical with one of our **Health Support Workers**.

All patients over the age of 75 are welcome to attend for an annual health check with the health care assistant. All patients over 75 or who turn 75 will be written to informing them of their named GP. This does not prevent you from seeing any GP in the Practice. It also does not mean that you have to see this GP each time you visit the surgery, as this will not always be possible.

## NON-NHS MEDICALS

The doctors will undertake these medicals for which a charge will be made (the receptionists have a list of tariffs). Examples of non-NHS work include insurance, black cab, LGV, sub-aqua medicals and letters for stage school.

## VIRTUAL PATIENT PARTICIPATION GROUP

We have a virtual patient participation group at Woodlands Surgery. The group are the patient representatives for the surgery. If you would like to join our group please complete a registration form available at reception or from our website. [www.woodlandssurgerysidcup.nhs.uk](http://www.woodlandssurgerysidcup.nhs.uk)

## COMMENTS, SUGGESTIONS AND COMPLAINTS

We always try to provide the best service possible but there may be a time when you feel this has not happened. We are happy to receive any comments and suggestions from our patients. Our complaints procedure is on our website and if you wish to make a complaint please either speak to the Assistant or Practice Manager or ask reception for a complaints form.

We will look into and address any problems you have identified. Then we will meet with you to provide an explanation and discuss any action that may be needed. Your partner or a friend is welcome at this meeting.

### FRIENDS AND FAMILY TEST

The Friends and Family Test (FFT) is an important tool that gives patients the opportunity to provide feedback on their experience of the care and treatment they have received. If you wish to give feedback about your experience with our surgery then please go to our web site [www.woodlandssurgerysidcup.nhs.uk](http://www.woodlandssurgerysidcup.nhs.uk) and answer the question on the front page, or ask at reception for a form. Your feedback is important to us.

### ACCESS TO PATIENT INFORMATION

All our records are kept on computer. Patients can be assured of complete confidentiality. Your rights are also protected under the Data Protection Act 1998. Patients may request access to their medical records under this Act. Patients can request copies of their medical records.

### MEDICAL RESEARCH DATA COLLECTION

The staff at this practice record information about you and your health so that you can receive the right care and treatment. We need to record this information, together with the details of the care you receive, because it may be needed if we see you again.

We may use some of this information for other reasons, for example, to help us to protect the health of the general public generally, to plan for the future, to train staff and to carry out medical and other health research for the benefit of everyone.

If you wish to opt out of this data collection scheme, please let your doctor know and your records will not be collected for use in the anonymous research database. This will not affect your care in any way.

For full information please contact the surgery or look at our web site for full details and further links.

### SUMMARY CARE RECORDS

The NHS is changing the way your health information is stored and managed.

The NHS summary care record is being introduced to help deliver better, safer care. Your summary care record is an electronic record of important information about your health. At first, it will contain information about any allergies you may have had reactions to medicines and medicines that you are taking. This will be in addition to your existing health records which will continue to be used as they are now.

The summary care record will be available only to authorised healthcare staff providing your NHS care, which means if you have an accident or become ill, the clinicians treating you will have immediate access to important information about you.

**If you are happy to have a summary care record then you do not need to do anything, as this will happen automatically.**

If you wish to opt out from the summary Care records then please obtain an opt out form from reception or our website.

For full information contact the surgery or our web site

### ZERO TOLERANCE

We will not tolerate patients being violent, abusive or rude to any of our staff and persons who cover the out-of-hours service. Patients who are abusive in any way will be removed from our list. In cases of violence, the police will be called.

### DISABLED ACCESS

We have access and toilet facilities for the disabled. The surgery has its own car park.

### FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

### ACCOUNTABLE GP FOR ALL PATIENTS

NHS regulations state that from June 2015 all patients are to have an accountable Gp responsible for their care. We have allocated patients to Gp's according to the first letter of their surname. Those with surnames beginning with:

A-D are allocated to Dr Wolfgang Wallat  
E-H are allocated to Dr Carolyn Prior  
I-P are allocated to Dr Emanuel Hacıaturian  
Q-Z are allocated to Dr Pandu Balaji

This will **NOT** affect which doctor you can see on a day to day basis. If you wish to be allocated to a different GP please contact one of the receptionists.

Patients aged 75 and on our AA register will remain with the Gp they have previously been allocated to.

**Updated and Revised June 2019**