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WOODLANDS PRIMARY CARE



Patient Newsletter No.47

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www.woodlandssurgerysidcup.nhs.uk

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

CORONAVIRUS VACCINATION

If you are due a coronavirus vaccination, please visit nhs.uk/coronavirus to book.

There are also a range of pop-up and walk-in clinics which are available to view at selondonccg.nhs.uk.

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 telephoning the surgery.

If you are unable to complete an eConsult yourself, reception can book a phone appointment for someone to go through the eConsult with you and send it to the surgery.

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

MISSED APPOINTMENTS

There are a significant number of patients who are not answering their phones, after they have requested a clinician to call them.

This is very frustrating for surgery staff, and has an impact on our resources and time. Please ensure you keep your phone close by, if you are expecting a call from the surgery.

We will only try to call you twice. After this, missed calls may not be re-booked on the same day, and you may have to call back at a later date.

If you have requested a call, we cannot give a specific time that you will be called back.

SURGERY COLLECTION

Please collect non-urgent items from surgery after 2pm; do not come down to the surgery unless you have an appointment, or need to collect or drop off an item.

Please be patient when waiting at our surgery doors, as reception are busy answering the phones also.

FACE COVERINGS

As per NHS guidelines, you will still need to wear a face covering and socially distance in surgery, after 19th July 2021.

The safety of all patients is of paramount importance to us and we would like to reassure you that we are taking as many precautions as we possibly can. Information and guidance is changing daily, for the latest news and advice please visit www.nhs.uk and www.gov.uk.

CONTACT DETAILS

Please ensure we have your up-to-date contact details, including your address, phone number(s) and email address. You can submit these details via eConsult on our website.

SUBMITTING PHOTOS

If you are asked to send photos to the surgery, please make sure that you include your name, date of birth and the requesting Clinicians name, and send them via the eConsult facility on our website.

SAMPLES

Please ensure all samples are brought to surgery before 1pm.

PRESCRIPTION REQUESTS

Please request repeat medication via your nominated pharmacy. You can sign up for your prescriptions to be sent to a pharmacy of your choice by contacting them and signing up for the Electronic Prescription Service (EPS).

Please allow 5 working days for prescriptions to be authorised during these current times.

You can also request repeat medication via online services. Please visit our website for more information.

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ADMINISTRATIVE QUERIES

Patients can make administrative requests for medical certificates, letter requests or referral enquiries online by submitting an eConsult via our website. This will save you telephoning the surgery.

BLOOD TESTS

At present, you will need to book an appointment for a blood test.

Please call 020 8333 3217 to book an appointment at any of the hospital sites. The line is open Monday to Friday between 8am and 4pm.

Or you can visit the below website to book a blood test appointment online;

www.lewishamandgreenwich.nhs.uk

NHS COVID PASS

From 17th May 2021, people in England who have been fully vaccinated against COVID-19 can demonstrate their vaccination status for travel. A full course is currently two doses of any approved vaccine. Vaccine status will be available from:

- the NHS App which you can download from app stores, more information at www.nhs.uk/app
- by visiting www.nhs.uk/conditions/coronavirus-covid-19/covid-pass/get-your-covid-pass-letter
- by calling 119

It may take more than a week for your identity to be checked and verified so you can use these services.

Only call 119 if you had your second dose more than 5 working days ago. It may take 7 working days for the letter to arrive.

PLEASE NOTE: The surgery will not be able to write letters to confirm what vaccinations you have had, or whether you have had the coronavirus vaccination.

**You still need to
wear a face covering
in GP practices after
19 July.**

