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WOODLANDS PRIMARY CARE



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www.woodlandssurgerysidcup.nhs.uk

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

HOSPITAL PRESCRIPTIONS

Please note that hospital prescriptions brought into the surgery to be issued may take up to five working days, as with surgery issued medication.

Hospital prescriptions that say 'hospital only' on them cannot be issued by us and must be taken to the hospital pharmacy.

STAFF CHANGES

One of our surgery pharmacists - Ayla - will soon be leaving us. We wish her all the best for the future and thank her for her hard work during her time working at Woodlands Surgery.

We have two other surgery pharmacists - Augusta and Vanessa - who are available for telephone appointments.

LOCAL RESPIRATORY HUB

Over the winter months, we have a local respiratory hub for patients to use. Appointments are available at The Albion Surgery in Bexleyheath for patients of all ages, for acute respiratory conditions including coughs, colds, sore throats, chest infections, earache and sinus issues.

If you submit an online consultation form and are eligible, we will be able to book you an appointment at the respiratory hub in Bexleyheath to see a Clinician.

TOTAL TRIAGE

Woodlands Surgery is now a total triage practice. Total Triage is a system that triages patients based on their needs and allocates them to the most suitable care option.

Patients will be required to complete an online consultation form if you would like to book an appointment with the Doctor, Nurse Practitioner or other surgery Clinicians. These appointments will no longer be bookable on the phone. Our reception team will assist with completion of an online consultation form by phone or at the desk, for those who may not have easy access to a computer or smartphone.

We would like to remind patients to please provide as much detail as possible on your form, so the team can appropriately triage requests.

YOUR HEALTH: HELP, ADVICE AND SUPPORT FROM THE NHS IN SOUTH EAST LONDON

Please visit selondonics.org/our-residents/your-health for guidance on local NHS services, care and support information, how to live well, and a guide for how to get the care you need in the local area.

We also have paper copies of the guide available in surgery.

PHARMACY FIRST

Pharmacists can offer advice on a range of illnesses, such as coughs, colds, sore throats, and aches and pains. Pharmacies can also offer prescription medicine and antibiotics for certain conditions, including impetigo, shingles, infected insect bites, earache, sore throat, urinary tract infections (UTIs) and shingles.

You can walk-in to any local pharmacy to request a pharmacy first consultation. If you submit an online consultation form and are eligible for a pharmacy first appointment, we will refer you to a local pharmacy for an appointment.

TURN ON NHS APP NOTIFICATIONS

If you are using the NHS App, you can turn on notifications; the app uses notifications to tell you when you have a new message.

NHS App notification preferences are now managed in your device settings. They can be turned on by following these steps:

- Log in to the NHS App
- Select the Account icon in the top corner
- Select Settings
- Select Manage Notifications
- Follow the link to your device settings

Turning your notifications on or off may take up to 24 hours to take effect.

Please visit nhs.uk/nhs-app for more information.

HOSPITAL RESULTS

Please note that regarding tests requested by hospitals or other clinics, they will receive your results, as results are returned to the requestor.

Patients will receive a letter or follow up in due course. The surgery will also be informed of the results later. Please contact the requestor if you need to check the status of your results.

SOCIAL PRESCRIBING DAY - 26TH MARCH 2026

Social Prescribing Day is an annual celebration of the people, organisations and communities who make social prescribing happen.

We have a social prescriber working weekly in surgery - Marilyn - available for telephone appointments, who can assist with health, social or wellbeing needs you may have.

A person's health can be affected by many factors, such as their environment or social situation. Our social prescriber will be able to discuss any problems you are facing and set goals to work towards overcoming these.

They can also connect you to community groups and other services for practical and emotional support and assist you in taking greater control of your own health.

If you would like to book a telephone appointment with Marilyn, please submit an online consultation form, or speak to our reception team.

Please visit socialprescribingacademy.org.uk for more information.

YOUR GENERAL PRACTICE TEAM

There are a range of health professionals who work together within the surgery, to help you get the right care when you need it. In addition to GPs, our team includes:

- nurses
- specialist MSK physiotherapist
- clinical pharmacists
- mental health practitioner
- social prescribing link worker
- care co-ordinators

Our receptionists are trained to discuss your medical concern thoroughly and confidentially, so you can be seen by the right health professional for your situation. Please contact the surgery if you would like to book an appointment.

FREE NHS-WIFI IN SURGERY

If you are waiting for an appointment, you can use our free NHS Wi-Fi whilst in the waiting room. Simply search for NHS-WIFI on your phone or tablet to connect.

Please visit nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help for more information and to find a local pharmacy.

Pharmacy First

NHS

Treatment for common conditions without a GP appointment

Sore throat
5 years and over

Earache
1-17 years

Sinusitis
12 years and over



Infected insect bites
1 year and over



Impetigo
1 year
and over

Shingles
18 years
and over



Uncomplicated urinary tract infections
Women 16-64 years

