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<p><b><u>TOTAL TRIAGE</u></b></p> <p>Woodlands Surgery is 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.</p> <p>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. 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.</p> <p>Where appropriate, we will be signposting patients to other suitable services such as Pharmacy First or the Urgent Care Centre, so please make sure you include as much detail as possible in your submission.</p> <p>Please make sure submissions are for one problem, and one person only. Please submit separate forms for different matters, and for different people.</p> <p><b><u>PATIENT CONFIDENTIALITY</u></b></p> <p>Everyone 16 years or over needs to contact the surgery for their own results and medical information.</p> <p>Due to patient confidentiality, we cannot give information about any patients 16 years or over to anyone else, without prior permission.</p> <p>If you would like to give permission for another person to access your medical records, please attend surgery reception to complete a permission form.</p> <p><b><u>HAY FEVER</u></b></p> <p>Hay fever is an allergic reaction to pollen from grass, trees or plants, typically when it meets your mouth, nose, eyes and throat.</p> <p>Hay fever is usually worse between March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest.</p> <p>Your pharmacist can help with hay fever if you are suffering with symptoms. They can advise on treatments and products which can be purchased, such as antihistamine tablets or nasal sprays.</p> <p>Please visit <a href="http://www.woodlandssurgerysidcup.nhs.uk/hay-fever">www.woodlandssurgerysidcup.nhs.uk/hay-fever</a> for more information.</p>	<p><b><u>YOUR HEALTH: HELP, ADVICE AND SUPPORT FROM THE NHS IN SOUTHEAST LONDON</u></b></p> <p>Please visit <a href="http://selondonics.org/our-residents/your-health">selondonics.org/our-residents/your-health</a> 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.</p> <p><b><u>PHARMACY FIRST</u></b></p> <p>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.</p> <p>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 a consultation.</p> <p>Please visit <a href="http://nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help">nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help</a> for more information.</p> <p><b><u>TURN ON NHS APP NOTIFICATIONS</u></b></p> <p>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.</p> <p>NHS App notification preferences are now managed in your device settings. They can be turned on by following these steps:</p> <ul style="list-style-type: none"> <li>• Log in to the NHS App</li> <li>• Select the Account icon in the top corner</li> <li>• Select Settings</li> <li>• Select Manage Notifications</li> <li>• Follow the link to your device settings</li> </ul> <p>Turning your notifications on or off may take up to 24 hours to take effect. Please visit <a href="http://nhs.uk/nhs-app">nhs.uk/nhs-app</a> for more information.</p> <p><b><u>FREE NHS-WIFI IN SURGERY</u></b></p> <p>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.</p> <p>Please speak to our reception team if you have any queries.</p>	<p><b><u>CERVICAL SCREENING RESULTS</u></b></p> <p>Cervical screening results are now being sent via the NHS App. Please make sure you have your notifications turned on. You may still receive a letter with your results if the NHS cannot contact you online.</p> <p><b><u>BOWEL CANCER SCREENING</u></b></p> <p>Bowel cancer screening uses a test called a faecal immunochemical test (FIT) to look for blood in a sample of your poo. This could be a sign of bowel cancer. You collect the sample at home and send it by post to be tested.</p> <p>Bowel cancer screening is currently offered to people aged 50 to 74 every 2 years. If you think you're eligible for bowel cancer screening but you've not been invited, call the bowel cancer screening helpline on 0800 707 6060.</p> <p><b><u>DENTAL TREATMENT IS NOT AVAILABLE IN SURGERY</u></b></p> <p>We cannot provide dental treatment at the surgery. You can find a local dentist by visiting the NHS website.</p> <p>If you need to see a dentist out of hours, you can:</p> <ul style="list-style-type: none"> <li>• call a dentist: their voicemail may advise where to get out-of-hours treatment</li> <li>• call NHS 111 to find an out-of-hours dental service near you.</li> </ul> <p><b><u>HOSPITAL PRESCRIPTIONS</u></b></p> <p>Please note that hospital prescriptions brought into the surgery to be issued may take up to five working days, as with surgery issued medication.</p> <p>Hospital prescriptions that say 'hospital only' on them cannot be issued by us and must be taken to the hospital pharmacy.</p> <p><b><u>HOSPITAL RESULTS</u></b></p> <p>Please note that regarding tests requested by hospitals or other clinics, they will receive your results, as results are returned to the requester.</p> <p>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.</p>

# Do more with the NHS App!

- 🔗 Order repeat prescriptions
- 📅 Book appointments
- 👁️ View your records
- And much more...



## Pharmacy First



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