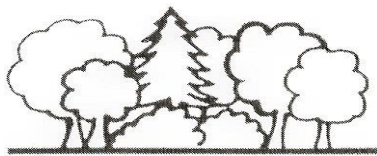


DR. CAROLYN PRIOR DR. PANDU BALAJI DR. EMANUEL HACIATURIAN DR. HAROON MUFTI	WOODLANDS PRIMARY CARE 	146 HALFWAY STREET SIDCUP KENT DA15 8DF TEL. NO. 020 8300 1680
--	--	--

G83057

TO BE REVIEWED ANNUALLY

WELCOME TO WOODLANDS PRIMARY CARE

Surgery Website: www.woodlandssurgerysidcup.nhs.uk

OUR DOCTORS

Dr Carolyn Prior	(f)	MB ChB (Birmingham 1987) FRCGP DRCOG
Dr Pandu Balaji	(m)	MBBS (India 1988) FRCS DRCOG MRCGP DFRSH
Dr Emanuel Hacıaturian	(m)	Doctor – Medic 2005 Carol Davila University
Dr Haroon Mufti	(m)	MBBS MRCGP BSc PGCert (Pri. Care Ed) PGCert (Aest. Med)

The practice is within NHS South East London ICB;
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 Sharon Dobell and Reception Manager, Mrs Sharon Davies, are responsible for the administration of the practice and will attend to enquiries of a non-medical nature. Our secretaries, Ms Hollie West and Mrs Julie Boon, can deal with any queries you may have regarding hospital referrals. Our care coordinators can assist with navigating care across the health and care system and connect you to the correct services.

OTHER STAFF

We have two Nurse Practitioners, Ellen Tucker Dip Ed Nursing, BSc Hons Nurse Practitioner and Nurse Prescriber, and Anna-Marie Lewis Dip Ed Nursing, 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 Victoria Gradinaru RGN.

We are a training Practice. Our four GP Partners are qualified to train and supervise qualified doctors who are training to become principals in General Practice.

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 especially skilled in advising patients who have young children. Telephone number: 0300 330 5777.

We have access to other clinical and nursing staff in the community.

OUR PRACTICE AND REGISTRATION

To register with our practice, you will be asked to complete a registration form online. 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 if possible. For your benefit we feel it is important for all members of a household to be registered with the same practice.

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 GPs according to the first letter of their surname.

Those with surnames beginning with:

A-D are allocated to Dr Haroon Mufti
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.

SURGERY OPENING TIMES

The Surgery is open from 8am - 6.30pm, Monday - Friday.

Our Nurses and Doctors run extended hours appointments in the early mornings and late evenings, please ask reception for details.

APPOINTMENTS

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 may be removed from our practice if they miss three appointments in any 12-month period.

ONLINE CONTACT

Please see our website for contacting the surgery online. This can be used for medical conditions, sick notes, travel advice regarding vaccinations and much more. Full details of how to access this service are available online.

HOME VISITS

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

IF PATIENTS HAVE SHORTNESS OF BREATH OR CHEST PAINS - THEY SHOULD RING FOR AN AMBULANCE.

The Dr may 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.

WEEKEND AND NIGHT COVER

Patients are not benefited by tired doctors, and we are therefore covered by the NHS 111 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 NHS 111 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 online services, via your preferred chemist, or in writing to the surgery. Please allow up to 5 working days for your prescription to be processed. It is the responsibility of the patient to contact the surgery to see if a prescription is ready for collection or whether there was a query with their 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 with online services. To use these services, you must download and complete an online services form and return it to reception with photo ID. Alternatively you can create an NHS login to use online services. Patients under the age of 16 will not be able to register for online services.

SICKNESS CERTIFICATES

A self-certificate (SC2) covers illnesses of seven days or less and can be requested from the receptionists or printed from the government website. If illness lasts longer than seven days a doctor's certificate may be necessary, which will need to be requested by the patient.

TEST RESULTS

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

We expect blood results to be actioned within 5 working days. Scans and x-rays may take longer. Results will be returned to the requested, therefore if a hospital have arranged tests for you, they will receive the results.

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 the practice nurse. Coil fittings are carried out by Jenny, our Practice Nurse. The surgery can 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 and provide those that we have available. Please complete an online consultation via our website with details of your travels. Patients are advised to look on the following websites - www.dh.gov.uk, www.nathnac.org - to find out what vaccinations they may need.

FLU AND SEASONAL VACCINATIONS

Patients at risk are listed on the computer and offered vaccinations annually in autumn/winter.

Our nursing team are available for;

- NHS Healthchecks
- Adult and child immunisations
- Travel Clinic
- Health Education
- Cervical Smear, Contraceptive Pill Checks and Emergency Contraception
- Dressings and removal of sutures
- Diabetic Check
- Asthma Check
- Weight Management
- CHD check

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 school, work or legal personnel

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. You will require an email address to join.

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 investigate and address any problems you have identified. Then we will provide an explanation and discuss any action that may be needed.

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, please go to our web site www.woodlandssurgerysidcup.nhs.uk and answer the question on the homepage 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 by completing a Subject Access Request form, which is available at reception.

SUMMARY CARE RECORD

Your summary care record is an electronic record of important information about your health. 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 please visit our website.

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 anyway may 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 with a disabled parking space. There is a wheelchair available for use in the surgery.

THIS PRACTICE LEAFLET IS INTENDED TO BE AN OVERVIEW OF OUR SERVICES AND DOES NOT COVER ALL SURGERY SERVICES. PLEASE SPEAK TO OUR RECEPTION TEAM IF YOU HAVE ANY QUERIES ON SPECIFIC MATTERS THAT ARE NOT COVERED IN THIS LEAFLET.

PLEASE VISIT OUR SURGERY WEBSITE - WWW.WOODLANDSSURGERYSIDCUP.NHS.UK - FOR THE LATEST NEWS AND UPDATES REGARDING THE SURGERY.

Updated and Revised: August 2026

Saved in: *P:|7. Policies and Procedures*