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WOODLANDS PRIMARY CARE



Patient Newsletter No.48

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www.woodlandssurgerysidcup.nhs.uk

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

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 calling 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.

HEALTH AND SAFETY

We are open and seeing patients face to face, but in certain circumstance we may need to triage patients via telephone first, to ensure the safety of patients and staff alike, and to keep the waiting room levels to a minimum.

This is an ever-changing situation that is influenced by COVID infection rates and government guidelines.

Please make sure you continue to wear a face covering and use hand sanitiser when in the surgery.

Please do not attend the surgery in person, if you have any COVID symptoms.

CORONAVIRUS BOOSTERS

Coronavirus Booster Vaccinations are now being offered to patients who are eligible. You will be invited to book a booster vaccination six months after your second coronavirus vaccination dose.

For more information and to find out if you are eligible, please visit;

www.nhs.uk/coronavirus

FLU VACCINATIONS

We are now booking flu vaccinations in surgery. If you are eligible, please call 0208 300 1680 to book an appointment.

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.

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.

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 are unable to give a specific time that you will be called back.

ONLINE SERVICES

If you are interested in using online services, please visit our website page;

www.woodlandssurgerysidcup.nhs.uk/online-services

for full details and information

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 during this process.

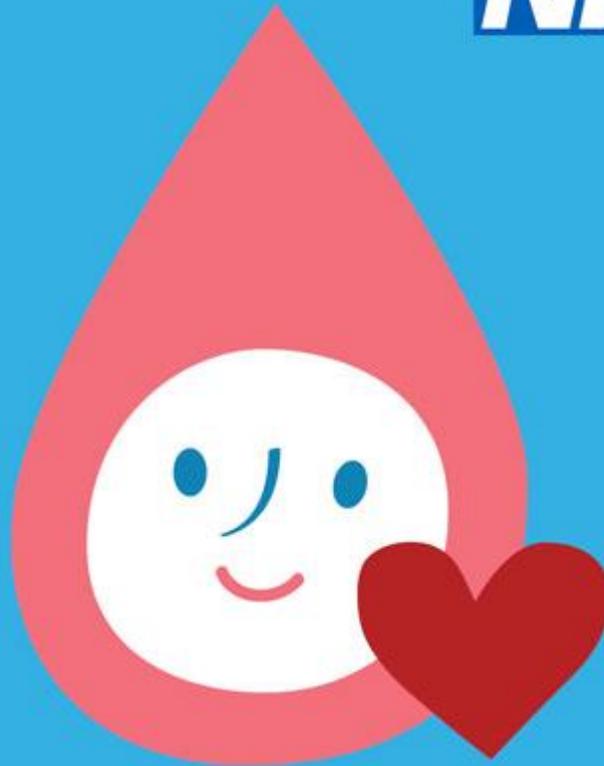
Only call 119 if you had your second dose more than 5 working days ago. It may take 7 working days for the letter to arrive.

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.

SAMPLES AND COLLECTIONS

Please ensure all samples are brought to surgery before 1pm, and collect non-urgent items from surgery after 2pm.

Please do not come down to the surgery unless you have an appointment, or if you need to collect or drop off an item.



Unsure of the help you need?
Use eConsult now for free
and we'll make sure
you get the right care.

- Visit our [practice website](#) or
- Download the [NHS APP](#) or
- Go to: <https://patients.econsult.health>

