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# WOODLANDS PRIMARY CARE



Patient Newsletter No.59

Dated: AUGUST 2023

[www.woodlandssurgerysidcup.nhs.uk](http://www.woodlandssurgerysidcup.nhs.uk)

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

## EXTENDED HOURS ACCESS

Patients can now see a GP or Nurse on evenings and weekends, at Woodlands or a local surgery or location, in their Primary Care Network.

Please speak to our reception team to find out more and book an appointment (subject to availability).

If you need to change or cancel your evening or weekend appointment, please call the surgery. If you need to do so when we are closed, please email [bhnc.eahub@nhs.net](mailto:bhnc.eahub@nhs.net).

## HAY FEVER

Hay fever is a common condition, which usually affects people between March and September each year. It is an allergic reaction to pollen from grass, trees or plants, usually when it encounters your mouth, nose, eyes or throat.

There is currently no cure and you cannot prevent it, but you can do things to ease your symptoms when the pollen count is high.

Please see the dedicated hay fever page on our website for further information, and links to other websites which can offer advice and guidance;

[woodlandssurgerysidcup.nhs.uk/hay-fever](http://woodlandssurgerysidcup.nhs.uk/hay-fever)

## HOT WEATHER

As the weather gets warmer, we can be more at risk of illness and health risks from the heat.

The NHS website has advice on what to do if you are suffering from heat exhaustion, heatstroke, using sunscreen properly, keeping your baby safe in the sun, plus more seasonal advice.

Please visit the following website for more information;

- [nhs.uk/conditions/heat-exhaustion-heatstroke](http://nhs.uk/conditions/heat-exhaustion-heatstroke)
- [nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety](http://nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety)
- [nhs.uk/conditions/baby/first-aid-and-safety/safety/safety-in-the-sun](http://nhs.uk/conditions/baby/first-aid-and-safety/safety/safety-in-the-sun)

## TRAVEL HEALTH

Please see our dedicated travel health page on our surgery website, for information on travel vaccines, fear of flying, and links to other websites with travel guidance;

[woodlandssurgerysidcup.nhs.uk/travel-health](http://woodlandssurgerysidcup.nhs.uk/travel-health)

## NEW STAFF

We would like to welcome 4 new GP Registrars, who will be joining Woodlands Surgery in August;

- Dr Ramanjooloo
- Dr Ravii
- Dr Suntharalingam
- Dr Yasotharan

Please join us in making them feel welcome to the surgery.

## NHS APP

You can order repeat medication on the NHS App, or any online service provider of your choice.

You can register and verify your identity all from the comfort of your home. This service is currently only available to patients aged 16 or over.

More information is available on our website;

[woodlandssurgerysidcup.nhs.uk/online-services](http://woodlandssurgerysidcup.nhs.uk/online-services)

## ZERO TOLERANCE POLICY

The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse, which leads to fear for a person's safety.

In this situation, we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

In certain situations, the police may be called to remove a person(s) from the surgery.

## MEDICATION FOR TRAVELLING

If you need to order medication before travelling, please make sure you allow up to 5 working days for it to be processed and sent to your pharmacy.

If you need to place a request early because you are travelling, please make sure you let us know if this is the case, so we are aware why the request has come in early.

## FLU VACCINATIONS IN AUTUMN

We will begin contacting eligible patients for flu vaccinations in autumn.

Please speak to our reception team if you need to check or update your contact details.

## SAMPLES & RESULTS

Please ensure all samples are brought to surgery before 12.30pm, as we cannot accept samples after this time, and cannot store them in surgery overnight.

Please make sure you contact our surgery for your results. We have a results line available between 11am and 4pm daily.

## RECEPTION TEAM

Please be patient when waiting to speak to our reception team, as they are busy answering the phones, in addition to speaking to people at the desk.

They will answer your call as soon as they can. Thank you for your patience and understanding.

## FEEDBACK & SUGGESTIONS

If you would like to speak to someone about the service we provide, please ask to speak to the Practice Manager in the first instance.

If you have any feedback or comments on surgery services or our website, please visit our website to fill in a feedback form, or complete the friends & family Test survey. This can also be completed on paper at reception.

If you have any queries regarding submitting feedback, please speak to our reception team.

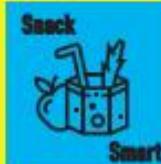
# Top tips to keep your family healthy and happy



Swap fizzy drinks, juice drinks and flavoured milks for water, lower-fat milks and no added sugar drinks.



Remember kids are smaller than adults so give them a smaller portion to begin with, if they're still hungry they'll ask for more.



Sugary snacks can all add up! Fruit and veg are a good snack choice, but if the kids are having packaged snacks, just remember to aim for 2 a day max.



When eating out look for child-friendly options that include fruit and vegetables. Try to avoid bigger portion sizes such as "go large" or "supersize" deals.



Kids need 60 active minutes each day. This can be in short 10 minute bursts throughout the day. Try scootering to school, skipping to the shops, or dancing to a song. Keep track of screen time - many parents find it helpful to set a daily limit.

Want more tips to help your kids stay healthy?  
Search Better Health Families