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# WOODLANDS PRIMARY CARE



Patient Newsletter No.60

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

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

## COLD WEATHER

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

The NHS website has advice on what to do if you are unwell.

Please visit the following website for more information;

- [nhs.uk/live-well/seasonal-health/keep-warm-keep-well](https://nhs.uk/live-well/seasonal-health/keep-warm-keep-well)
- [nhs.uk/conditions/flu](https://nhs.uk/conditions/flu)
- [nhs.uk/conditions/common-cold](https://nhs.uk/conditions/common-cold)
- [nhs.uk/mental-health/conditions/seasonal-affective-disorder-sad](https://nhs.uk/mental-health/conditions/seasonal-affective-disorder-sad)

## NON-NHS REQUESTS

Please note that any requests for non-NHS work, such as form completions or letter requests, may take up to 10 working days to be completed.

Payment is required beforehand. Once we have advised you of the fee, you can pay with cash or cheque at reception (not card), or you can request the details from our administration team to complete a bank transfer.

Once your request has been actioned, we will inform you.

## 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).

## APPOINTMENTS

We would like to remind patients that appointments are for one problem only. If you have more than one problem, please book a double appointment.

Due to unforeseen circumstances, you may sometimes be seen later than your appointment time. We appreciate your patience and understanding during these occasions.

Please speak to our reception team if you have any queries or questions.

## STOPTOBER: STOP SMOKING

If you would like to stop smoking this October, please visit the Better Health website for free tips and advice to stop smoking for good.

There is also advice on vaping, and an app to track your progress;

[nhs.uk/better-health/quit-smoking](https://nhs.uk/better-health/quit-smoking)

## HOSPITAL WAITING TIMES

If you are waiting for a hospital appointment, this website will show you the average waiting times for a first appointment. It will show you this information for a variety of different departments and local hospitals.

Simply select the department you have been referred to for more information;

[selondonwaitingtimes.org.uk](https://selondonwaitingtimes.org.uk)

## 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.

## FLU & COVID VACCINATIONS

We will begin contacting eligible patients for Flu and COVID vaccinations this autumn. Please speak to our reception team if you need to check or update your contact details.

If you have had either vaccination elsewhere, or would like to decline, please inform the surgery.

Please see the eligibility criteria and more detailed information on the vaccinations at the websites below;

- [nhs.uk/conditions/covid-19/covid-19-vaccination](https://nhs.uk/conditions/covid-19/covid-19-vaccination)
- [nhs.uk/conditions/vaccinations/flu-influenza-vaccine](https://nhs.uk/conditions/vaccinations/flu-influenza-vaccine)

## CAR PARK

We would like to remind patients that the car park at the rear of the surgery is for staff only.

We have patient parking, including a disabled parking bay, at the front of the surgery. Thank you.

## 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, please visit our website to fill in a feedback form, or complete the friends & family test surgery. This can also be completed on paper at reception.

# **STOP** TOBER

## **STOP SMOKING AND GOOD THINGS HAPPEN**

**Food  
starts  
tasting  
better**



**Search 'STOPTOBER'**