



# Woodlands Health Centre



## Spring 2021 Newsletter

We would like to start the newsletter with a friendly reminder that Monday morning is when the practice is at its busiest. Where possible, please ring Tuesday, Wednesday, Thursday and Friday afternoons.

### Our new phone system.

We now have a new phone system at the surgery. We made this change to cut down waiting times and make phoning the surgery a more cohesive experience. When phoning for an appointment you can now book a place in the queue, as opposed to sitting on hold. Once you are booked in the queue, we will call you back and will be able to help you instantly.



The new system also means you will be able to go straight through to the department you require without having to go through a switchboard. Simply listen to the options when you call in and select the department you need.

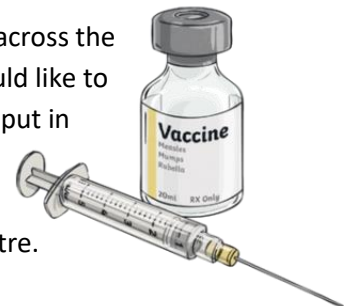
Please note that the department times have not changed and are still as follows:

|               |                 |
|---------------|-----------------|
| Prescriptions | 11-12AM & 3-4PM |
| Secretaries   | 10-11AM & 2-3PM |
| Results       | 12-3PM          |

**PLEASE NOTE: ALL CALLS TO AND FROM THE SURGERY ARE NOW RECORDED.**

### COVID 19 vaccination programme.

We are delighted to announce we have now administered over 25,000 doses across the Tonbridge primary care network. This is a fantastic achievement and we would like to say thank you to everyone who has made it happen. The outstanding efforts put in have been echoed in the incredible feedback we have received. As and when you are eligible for a vaccination you can now call 119 to book one with a mass vaccination centre.



### Unpaid carers.

If you are an unpaid carer and would like a vaccine, give us a call and we may be able to add this to your record. This will then mean you will be able to book in a vaccine with a mass vaccination centre before your current vaccine group is eligible.



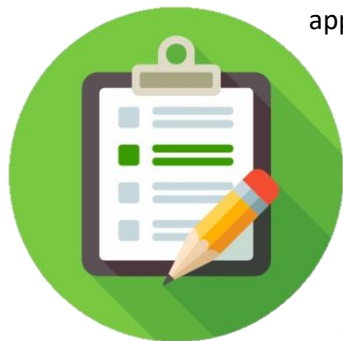
### Our new doctor.

On Thursday the 22<sup>nd</sup> of April we waved goodbye to Dr Anna Wood as she left the surgery. Though we were sad to see Dr Wood go, we are delighted to welcome our new GP Dr Lakshmi Ramanuja to the Woodlands family. She will be in the practice on Tuesdays and Fridays. Therefore if you were a Dr Wood patient, you are now a Dr Ramanuja patient.

## Surgery Restrictions.

We are excited as you are with the easing of the current restrictions; however, here at the surgery we are still operating a triage telephone system. If you need to speak to your doctor, it will still be a phone call first. If the doctor feels they need to see you face to face, they will arrange this with you. They may also offer you the option to send photographs of your symptoms.

To keep everyone safe, we are still asking people not to enter the building unless they have an appointment. General forms have been laid out in the entrance to the building including:



- ❖ Change of details
- ❖ Sick notes
- ❖ Request to change your GP
- ❖ Repeat prescriptions
- ❖ Registration
- ❖ Prescription charge exemption forms
- ❖ Patient access registration.

There is a letter box to the left of the entrance that can be used for the following:

- ❖ Prescription requests
- ❖ Completed forms
- ❖ Letters to your doctor
- ❖ Samples the doctor has requested



## Care Navigation

This last year hasn't been easy for any of us but we would like to say thank you for your cooperation with the new rules during these unsteady times. Although there seems to be a light at the end of the tunnel, there are still steps you can take to ensure the NHS is not overwhelmed. Not every issue may require GP action and our receptionist may try to point you in another direction with an alternative healthcare professional. We even have a tool on our website called "Who Do I See" where you can easily view who you can go to for common conditions. You can find out more about our care navigation system on our website : <https://www.woodlandshealthcentre.org.uk/>

**We wish you all a healthy and happy  
spring!**

