

Welling Medical Practice Newsletter

**** WALK-IN SERVICE ****

We are pleased to announce that owing to popular demand, we have re-introduced a Walk-in Service at our Welling Surgery. This clinic will be available at our Danson Crescent Surgery only and will run from Monday to Thursday between 8am and 10am.

This service will be for on the day consultations ONLY and for one problem per patient. Please be aware that you will be unable to book with a doctor of your choice.

<http://notalwaysaande.co.uk/>


Clinical Commissioning Group

There are a range of healthcare services you and your family can access if you become unwell. This will help you to receive treatment fast, leaving emergency services to those who need them most. Below are a list of services available to you. Further details on each service can be found on the website above.

Self-care

Self-care is the best choice to treat very minor illnesses and injuries.

NHS 111

NHS 111 is a free new phone service, which is available 24 hours a day, 365 days a year. It offers a one-stop number for patients with urgent, but not life-threatening symptoms who want a fast and easy way to get help when they need it.

Pharmacy

If you want to treat yourself, need advice or have a question about your medication, visit your local pharmacist.

GP Surgery

If you have a medical problem that is not life-threatening visit your family doctor who can provide a range of services by appointment, including medical advice, examinations and prescriptions.

Out-of-hours doctor and dental services

If you have a medical problem but it is not life-threatening and can't wait until the next day or over the weekend you can access the out-of-hours GP and dentist services.

Minor Injuries Unit

If your injury is not serious but can't wait until the next day or over the weekend, you can get help from the minor injuries unit.

Urgent Care Centre

If you have a minor injury or medical problem that is urgent but not life threatening, visit the urgent care centre.

Accident and Emergency (A&E)

999 Accident and Emergency (A&E) departments should only be used in a critical or life-threatening situation.

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**when it's less
urgent than 999**


Clinical Commissioning Group



Appointments

We aspire to offer routine appointments with a doctor and nurse, but during busy periods this may not always be possible. Our receptionists will always do their best to accommodate your request, so please be understanding. Please let us know if you are unable to keep your appointment, as wasted appointments means a longer wait for others.

4983 appointments offered during April 2014

197 appointments which patients failed to attend

33 wasted hours of consulting time

2 Danson Crescent
Welling Kent
DA16 2AT

Tel: 020 8301 7889
Fax: 020 8301 7885

Welling Medical Practice

www.wellingmedicalpractice.co.uk

Holly House Surgery
12 Avery Hill Road
London SE9 2BD

Tel: 020 3260 1064
Fax: 020 8850 5550

Welcome!

We are pleased to announce that we have had 2 new members of staff join the practice in recent months.

Dr Vishal Patel (Salaried GP) joined us in January
and
Faiza Beale (Practice Nurse) in March .

I am sure you will all join us in welcoming them to the practice.

Shingles vaccination

A vaccine to prevent shingles, a common, painful skin disease is now available on the NHS to anyone aged **70, 78 or 79**.

The shingles vaccine is given as a single injection. Unlike the flu jab, you'll only need to have the vaccination once. The vaccine is expected to reduce your risk of getting shingles. If you are unlucky enough to go on to have the disease, your symptoms may be milder and the illness shorter.

Shingles can be very painful and uncomfortable. Some people are left with pain lasting for years after the initial rash has healed. And shingles is fatal for around 1 in 1,000 over-70s who develop it.

It's fine to have the shingles vaccine if you've already had shingles. The shingles vaccine works very well in people who have had shingles before and it will boost your immunity against further shingles attacks.

Hospital	Telephone Number	A & E Department	Urgent Care Centre
Queen Elizabeth—Woolwich SE18 4QH	020 8836 4360	Open 24 hours a day 7 days a week	Open 8am—10pm 7 days a week
Princess Royal—Orpington, BR6 8ND	01689 863486	Open 24 hours a day 7 days a week	Open 8am—8pm 7 days a week
Queen Mary's—Sidcup, DA14 6LT	020 8302 2678	X	Open 24 hours a day 7 days a week

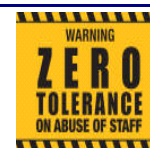
NHS 111	111	Out of Hours service directing you to the healthcare services for your needs	
Bexley Council	020 8303 7777	Emergency Assistance	
National Commissioning Board	020 3350 4500	(for concerns or complaints regarding Primary Care Services) NWLCSU.CBLondonComplaints@nhs.net	
Samartitans	08457 90 90 90	Open 24 hours a day 7 days a week	



Contact Details



If you make any changes to your contact details or are moving home, please remember to let us know, so that we can contact you, if necessary.



The Practice supports the Government's Zero Tolerance Campaign. Abusive or threatening behaviour towards any member of the Practice Team or any other person present on the premises, will be taken very seriously and the Police will be notified, if necessary. This may result in your removal from the Practice list.