

# Welling Medical Practice Newsletter

## Happy Retirement Pauline!

After 24 years service at the Practice we bid farewell to Pauline from our reception team at Holly House Surgery.

We all wish her a very Happy Retirement.



### Inside this issue:

*Preparing for the Olympics*

*Sun Safety*

*Private Fees*

*Appointments*

*Moving Home*

*Contact Details*

*Zero Tolerance*

## Choose the Right Place to Go



With the London 2012 Olympics and Paralympics just a matter of days away, Bexley is preparing for an increase in visitors, many of which may need health advice & care whilst away from home. There are a range of healthcare services you and your family can access if you become unwell. By choosing well you will receive treatment fast, leaving emergency services to those who need them most. Here are the options recommended by Bexley Care Trust.

### Self-care

Self-care is a choice to treat very minor illnesses & injuries by combining a well stocked medicine cabinet with plenty of rest. If you need any advice your local pharmacist is happy to help.

### Urgent Care Centre

If you have a minor injury or medical problem that is urgent but not life threatening visit the urgent care centre at Queen Mary's Hospital. Call 020 8308 5611 open 24 /7.

### Accident & Emergency

A & E departments and 999 should only be used in a critical or life threatening situation.

### Your 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.

### Walk-in Centre

Crayford Town Surgery operates a walk-in service from 8am to 8pm seven days a week for minor illness or injuries, such as an infection, a cut, bruises or stomach upsets.

### NHS Direct

If you require advice on a health issue or condition and you want to know where to go for help contact NHS Direct on 0845 46 47 available 24 hours a day 365 days a year. Calls cost a maximum of 5p per minute from a BT land-line. Call from mobiles & other networks may vary.

### Minor Injuries Unit

If your injury is not serious (minor cuts, bruises, minor dislocations, eye infections, minor burns/scalds and minor trauma to hands, limbs or feet) but cannot wait until the next day you can get help from the Minor Injuries Unit on 01322 336 556.



### Patient Liaison Service (PALS)

is a free and confidential service available on freephone 0800 328 9712

Pals@bexley.nhs.uk

and is open

Monday to Friday 9am—5pm



2 Danson Crescent  
Welling Kent  
DA16 2AT  
020 8301 7880  
or  
0844 477 0970

## Welling Medical Practice

[www.wellingmedicalpractice.co.uk](http://www.wellingmedicalpractice.co.uk)

Holly House Surgery  
12 Avery Hill  
London SE9 2BD  
020 3260 1064  
or  
0844 477 0975

## Moving Home



Please remember to let us have up-to-date contact details if you are moving home.

## Private Fees



Occasionally patients ask our doctors to complete forms or write letters which are not part of our NHS work.

Examples of these are medical insurance forms and private sick notes. Forms and letters such as these are classed as private work and a fee is chargeable before any work is undertaken.

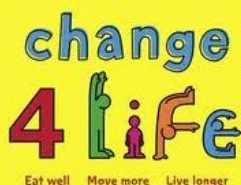


## Contact Details

Please remember to let us have up-to-date telephone numbers and an e-mail address 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.



Would you and your family like to be healthier & happier?

Would you like loads of ideas, recipes & games to do this?

Then you already know why you should join Change 4 Life!

## 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.

In the last month we offered **5416 appointments**, of which **213 patients failed to attend**, wasting **35 hours of consulting time**.

Please let us know if you are unable to keep your appointment, as wasted appointments means a longer wait for others.

## Sun Safety



The sun makes us feel happy and relaxed, improves our mood and provides essential vitamins to help keep our bodies healthy. However, over-exposure to harmful sunrays, especially when we are young, can damage the skin.

There are a number of ways to protect your skin and stay safe while out and about.

- Use a sunscreen with a minimum Sun Protection Factor (SPF) of 15 and a much higher one if you have fair or sensitive skin.
- Remember to seek the shade, especially during warmer period of the day.
- Protect your skin by covering up with a t-shirt, hat and sunglasses.
- Ensure babies and children are kept out of direct sunlight.
- Keep your body well hydrated by drinking plenty of water.