

Welling Medical Practice Newsletter



Welling Medical Practice Patient Participation Group

Annual Patient Survey

During February members of the Welling Medical Practice PPG handed out questionnaires to all patients visiting the practice at both morning and afternoon surgeries.

Of the 400 surveys distributed, 253 were returned, 190 from our Welling site and 63 from Holly House site.

A variety of issues were raised from the survey which were discussed by the PPG at a meeting on the 5th March 2013 and finalised on 19th March 2013 resulting in an action plan to address these issues.

Details of the issues raised can be found in the full report and action plan which is available for all patients to download from our website. Alternatively there is a copy on display on the PPG notice board at reception.

Inside this issue:

Patient Participation Report

NHS 111—out of hours

New GP

Contact Details

Moving Home

Appointments

Zero Tolerance

Welcome

To our new GP, Dr Yemi Olubajo,
who joins the practice at the beginning of April.

She has clinics available to book from Tuesday 2nd April at both sites.



IMPORTANT ANNOUNCEMENT!

- Outside surgery hours, there is urgent and emergency cover **ONLY**, provided by GRABADOC, the Greenwich and Bexley out of hours GP co-operative.
- If you require medical attention out of hours you will need to contact NHS 111, by dialling 111
- Your call will be answered by fully trained health advisors who will take your details using a clinical assessment system. This will enable them to assess your needs and where possible, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to.
- NHS 111 is a fast and easy way to get the right help, whatever the time.
- NHS 111 is available 24 hours a day, 365 days a year.
- Calls are free from landlines and mobile phones.



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

2 Danson Crescent
Welling Kent
DA16 2AT

Tel: 020 8301 7889
Fax: 020 8301 7886

Welling Medical Practice

www.wellingmedicalpractice.co.uk

Holly House Surgery
12 Avery Hill Road
London SE9 2BD

Tel: 020 3260 1064
Fax: 020 8850 4993



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.

Moving Home



If you are moving home, please remember to let us have your up-to-date contact details .

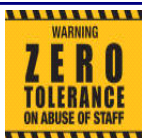
Useful Details

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

Emergency departments (also known as A & E's) assess and treat patients with serious injuries or illnesses, such as: loss of consciousness / pain that is not relieved by simple analgesia / acute confused state / persistent, severe chest pain / breathing difficulties

Urgent Care Centres provide treatment for patients suffering from urgent but not life threatening conditions such as cuts and bruises, mild chest infections, coughs and colds, fever, sickness, vomiting and simple fractures.

NHS 111	111	Out of Hours service directing you to the correct healthcare service for your needs
7 day Chemist (Mistvale Ltd)	020 8301 1800	Open 7 days a week 08.30am—11.00pm
Bexley Council	020 8303 7777	Emergency Assistance
National Commissioning Board (for concerns or complaints regarding Primary Care Services)	020 3350 4500	NWLCSU.CBLondonComplaints@nhs.net
Samartitans	08457 90 90 90	Open 24 hours a day 7 days a week



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.

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.

5233 appointments offered in the last month

222 appointments which patients failed to attend

37 wasted hours of consulting time