

Welling Medical Practice Newsletter



Christmas Opening Hours

Week Commencing Monday 16th December

Usual opening hours apply at both surgeries

Monday 23rd December - 7.00am–6.30pm (both surgeries)

Christmas Eve - 7.00am–6.30pm (both surgeries)

Christmas Day - Closed

Boxing Day - Closed

Friday 27th December - 7.00am - 6.30pm (Welling)
8.00am - 6.30pm (Holly House)

Monday 30th December - 7.00am–6.30pm (both surgeries)

New Year's Eve - 7.00am - 6.30pm (both surgeries)

New year's Day - Closed

Thursday 2nd January onwards

Usual opening hours apply at both surgeries

Welcome!

We are please to announce that Sarah Crawford has now permanently joined our clinical team as a Nurse Practitioner.

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

Inside this issue:

Flu Campaign

Electronic Prescribing Service

MMR Catch-up programme

Appointments

Contact Details

Zero Tolerance

NHS
Bexley
Clinical Commissioning Group



NHS
choices



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



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: 01903649729 (temporary)

Useful Details

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.

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.

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



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.

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

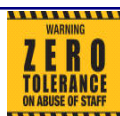
Appointments

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.

6628 appointments offered during October 2013

294 appointments which patients failed to attend

49 wasted hours of consulting time



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.