

# WELLING MEDICAL PRACTICE NEWSLETTER

## Inside this issue:

*Named GP*

*Friends and family*

*Appointments*

*Online Services*

*Shingles Campaign*

*Contact Details*

*New members of staff*

From 1st April 2015 all new and existing patients (including children) are to be allocated a named accountable GP.  
This does not affect your treatment or care at the practice and you can continue to see any GP of your choice as normal.

### Friends and Family Test Help us to help you

 NHS  
Bexley  
Clinical Commissioning Group

The NHS friends and family test is an important opportunity for you to provide feedback on the treatment and care you receive while at the practice .  
Your feedback will help to improve services for everyone.  
Questionnaires can be found in the waiting area and consulting rooms  
Please complete and drop it in the box

## 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.

**4678 appointments offered during May 2015 159  
appointments which patients failed to attend  
27 wasted hours of consulting time**

 NHS  
choices

 Care Quality  
Commission

### Online Services Did you know?

**That vision online as now enabled records access for  
Prescription history  
Allergies**

### Patient Participation Group

Are you interested in being a member? Please ask at reception for information



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

 NHS  
Bexley  
Clinical Commissioning Group

2 Danson Crescent  
Welling Kent  
DA16 2AT

Tel: 020 8301 7889  
Fax: 020 8301 7885

## Welling Medical Practice

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

12 Avery Hill Road  
Eltham London  
SE9 2BD

Tel: 020 3260 1064  
Fax: 020 8850 5550

## Welcome!

We are pleased to announce that we had 3 new members of staff join the practice in recent months.

**Dr Huda Wahla** (Salaried GP) joined us in November

**Dr Asha Nayak** (Salaried GP) joined us in March

And

**Dr Tharani Thangatharai** (Salaried GP) joined us in April  
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 6000	Open 24 hours a day 7 days a week	Open 8am—10pm 7 days a week
Princess Royal—Orpington, BR6 8ND	01689 863000	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

<b>NHS 111</b>	111	Out of Hours service directing you to the healthcare services for your needs
<b>Bexley Council</b>	020 8303 7777	Emergency Assistance
<b>National Commissioning Board</b>	020 3350 4500	(for concerns or complaints regarding Primary Care Services) NWLCSU.CBLondonComplaints@nhs.net
<b>Samaritans</b>	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.