

# Welling Medical Practice Newsletter

## The Restructuring of the NHS

The NHS is undergoing major changes in its core structure. Most of the changes took effect on April 1 2013, though some were in place before then. It will be some time before all the changes are fully implemented. All vital NHS services will continue as usual during the transition period and beyond.

These changes will have an effect on who makes decisions about NHS services, how these services are commissioned, and the way money is spent. Within this borough the primary care trust (PCT) has been abolished and replaced with Bexley Clinical Commissioning groups (BCCG). BCCG have taken on many of the functions of the PCT and in addition some functions previously undertaken by the Department of Health.

All GP practices belong now to a CCG and the groups also include other health professionals, such as nurses. CCG's commission most services, including:

- planned hospital care
- rehabilitative care
- urgent and emergency care (including out-of-hours)
- most community health services
- mental health and learning disability services

CCG's can commission any service provider that meets NHS standards and costs. These can be NHS hospitals, social enterprises, charities, or private sector providers. However, they must be assured of the quality of services they commission, taking into account both National Institute for Health and Care Excellence (NICE) guidelines and the Care Quality Commission's (CQC) data about service providers. Both NHS England and CCG's have a duty to involve their patients, carers and the public in decisions about the services they commission.

However, none of these changes will affect how you access NHS services in England. The way you book your GP appointment, get a prescription, or are referred to a specialist will not change. Healthcare will remain free at the point of use, funded from taxation, and based on need and not the ability to pay.

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**Clinical Commissioning Group**



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

### \*\*\*IMPORTANT INFORMATION \*\*\*

for patients who attend our  
**HOLLY HOUSE SURGERY**

**Commencing from June, we have amended  
our opening times on a Friday at the Holly House Surgery.  
We will now not open until 8.00am on a Friday ONLY.**

**The opening times at our Welling branch  
are unaffected by the change and will remain the same.**

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)

Holly House Surgery  
12 Avery Hill Road  
London SE9 2BD

Tel: 020 3260 1064  
Fax: 020 8850 4993

## 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.

<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>Samartitans</b>	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.

**4787** appointments offered in the last month

**211** appointments which patients failed to attend

**35** wasted hours of consulting time



### 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.



## Contacting You!



We are always looking at ways we can improve communication with our patients. We are therefore about to embark upon contacting you via e-mail and text messaging. If you would like us to contact you in this way, please leave your details at reception.