



Wells Park Practice

Issue 45

Practice Newsletter December 2018

Christmas 2018 and New Year Opening

We would like to take this opportunity to wish you all a Merry Christmas and a Happy and Prosperous 2019. Over the Christmas period the surgery will be closed on Tuesday 25 December and Wednesday 26 December. We will open as normal on Thursday 27 December, Friday 28 December and Monday 31 December. We will close on Tuesday 1 January 2019 and reopen on Wednesday 2 January 2019 as normal. If you are unwell while the surgery is closed ring our out of hours provider on 0208693 9066 or call 111. If you have not managed to do so, please endeavour to order your repeat prescriptions. We are able to send them electronically to the Pharmacy of your choice within 48 hours. The weeks preceding Christmas and New Year are the busiest for

Pharmacies and the Practice. Due to the limited number of clinicians available during these weeks, we will be offering same day appointments only at the Practice. We are able to offer you prebookable appointments at the GP Extended Access service at Lewisham Hospital. We therefore ask that you please take this into consideration, and we thank you for your understanding.

Flu Update



We still have some vaccines available. If you wish to have your flu vaccination please contact us by phone or email, or simply call into the surgery and speak to any of our reception staff. Remember anyone can get flu, but it can be more serious if you suffer from other health problems. Please ask your GP or Practice Nurse if in doubt.

Practice Open Morning

We will be holding an Open Morning for all our registered patients on **Saturday 15 December 2018**. The event will take place at the Practice between 9.00am and 12.00pm. There will be as many staff as possible on hand to greet, assist and advise. The aim is to provide an update on our services, and for our newer members of staff to meet our patients. Some of the activities which will take place are as follows:

- Update on our services
- Cake Sale to raise funds for raise money for Cancer Research
- Information on Repeat Prescription provided by Natasha our Pharmacist.
- Staff will also be available to sign you up for online

We are also open to any other thoughts or suggestions from you so speak to any member of staff.

WELLS PARK PRACTICE

1 Wells Park Road, Sydenham, London SE26 6JQ

Telephone: 020 8699 2840 email: lewccg.q85114-general@nhs.net www.wellsparkpractice.co.uk



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“ASK NHS” App

We would like to invite you to try the new “ASK NHS” app that checks your symptoms and allows you to book an appointment. Save time by booking your next routine appointment via your phone by downloading the app and start using. For Iphone click <https://goo.gl/hskgWv> for android click <https://goo.gl/dQVRwC> or simply look for ASK NHS in your App Store.

Missed Appointments

If you did not manage to get the appointment you wanted in November, that is likely because, out of the 6991 appointments we offered, 290(4.15%) were wasted due to patients failing to turn up. Please cancel your appointments if you no longer need them. To cancel reply only with the word CANCEL to the reminder text we send you and your appointment will be cancelled. You can

also cancel online, or by email to: lewccg.q85114-general@nhs.net Remember that it could be you next time needing that appointment.

Friends and Family Test

We wish to thank those of you who took time to complete the friends and family forms in reception and by text. We received 436 completed forms in November. Of these, 297(68%) stated it was extremely likely they would recommend us to their friends and family, 75 (17%) likely, 21(4.81%) were neutral, and 42 (9.63%) were unlikely and extremely unlikely. We are grateful for the positive feedback we have been receiving, and we also appreciate the constructive criticisms. We take them seriously, and we continue to learn from them.

Staff News

A warm welcome to Tracey Beadell and Victoria Owusu-Akyaw our new Reception Admin team members. We said goodbye to Angela Prendergast who left the Practice after a couple of weeks due to personal reasons.

Practice Closure

Our next half day (12:30pm closing) training days are as follows:

- **Tuesday 5 Feb 2019**
- **Tues 12 March 2019**

We will close all day as follows:

- **Tuesday 25 Dec 2018**
- **Wednesday 26 Dec 2018**
- **Tuesday 1 January 2019.**

Should you need to see a doctor when we are closed, you can call SELDOC on 02086939066 or call 111 for advice We hope you have a lovely Christmas

*Kind regards
Antonia*

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