

# WOOD LANE MEDICAL CENTRE

## INFORMATION FOR PATIENTS



Monday	Opening Hours
Tuesday	8:00 – 6:30
Wednesday	8:00 – 6:30
Thursday	8:00 – 6:30
Friday	8:00 – 6:30
Saturday	Closed
Sunday	Closed

### ***Out of Hours & Emergencies***

***111 is the NHS non-emergency number. NHS 111 is available 24 hours a day, 365 days a year.***

***In case of a life-threatening emergency, please dial 999.***

### **Partners**

**Dr Steven M. Shapiro**  
**Dr Karen Fraser**  
**Dr Bushra Khawaja**  
**Dr Shabbir Merali**

### **Contact Us**

**TEL: 01895 632 677**

**Email: [wlmc.patientenquiries@nhs.net](mailto:wlmc.patientenquiries@nhs.net)**

**Website: [www.woodlanesurgery.nhs.uk](http://www.woodlanesurgery.nhs.uk)**

# **WELCOME TO WOOD LANE MEDICAL CENTRE**

## **Our approach to your healthcare**

We provide quality healthcare to patients in the area. Our Doctors, nurses and the rest of the team are dedicated to offering a professional service. With our leaflet we aim to keep all our patients up to date with news and information about the surgery and the services provided.

### **How to Register**

You can register with us if you live within the area. Please see a detailed map on our website. If you move outside of the practice area you should register with a new practice. If you would like to register please come into the surgery and complete the relevant registration forms or complete the electronic form on the website.

### **Routine Appointments**

The practice operates an appointment system during normal surgery hours. You can book an appointment either by telephone, online or at reception. Routine appointments, can be booked up to two weeks in advance (subject to that doctor's availability). We also offer an on the day triage service whereby you can contact reception and ask to be put on triage. You will then receive a call back from the GP.

### **Urgent Appointments**

If you feel that you need to be seen urgently by a GP, and you need to be seen by the same day, please let the receptionist know when you call. A GP will call you back and arrange a same day appointment if necessary.

### **Cancellations**

If you need to cancel your appointment it is important you let us know as early as possible to allow us to offer the appointment to another patient.

If you booked your appointment online you can simply login to NHS app or Patient Access and cancel from the appointment page. If you cannot cancel in either one of these ways, please contact reception on 01895 632 677.

## GP Online Services

You can book and manage your appointments online through the **NHS App or Patient Access**. Along with appointment bookings you can also use online services to request medication, view your test results, track referrals and view your medical record.

**PATCHS** is an online consultation service that allows you to quickly and easily access GP services. Answer a few simple questions and PATCHS will get you the help you need. The new online consultation service offers a secure, simple and flexible way for patients and carers to contact their GP practice. Please visit our website for Extended Access & Out of Hours appointments

## Repeat Prescribing

**The quickest way to order a repeat prescription is online via the NHS App/Website or through Patient Access:**

For guidance on using the NHS APP, patient access portal or website to order medication please visit our Website.

You can put your request in an email to: [nhsnwl.woodlaneprescriptions@nhs.net](mailto:nhsnwl.woodlaneprescriptions@nhs.net)

You can also put your request in writing and hand it into reception or in the secure collection box outside the surgery.

**Please allow up to 3 working days (excluding weekends and holidays) for us to prepare your prescription and have it signed by a doctor.**

Please allow sufficient time to order your repeat medication so that you do not run out. You can request your medication up to **7-10 days** before you run out.

In certain circumstances exceptions can be made, please contact the surgery by the email above. Prescriptions will be sent electronically to your nominated pharmacy.

## How we use your data

Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care.

It is important that we, the NHS, can use this information to plan and improve services for all patients. We would like to link information from all the different places where you receive care, such as your GP, hospital and community service, to help us provide a full picture. This will allow us to compare the care you received in one area against the care you received in another, so we can see what has worked best.

Information such as your postcode and NHS number, but not your name, will be used to link your records in a secure system, so your identity is protected. Information which does not reveal your identity can then be used by others, such as researchers and those planning health services, to make sure we provide the best care possible for everyone.

### Summary Care Record

Summary Care Record (SCR) is a national database that holds electronic records of important patient information such as current medication, allergies and details of any previous bad reactions to medicines, created from GP medical records. It can be seen and used by authorised staff in other areas of the health and care system involved in the patient's direct care.

If you are happy for your information to be used in this way you do not have to do anything. If you have any concerns or wish to prevent this from happening.

For more information, please visit NHS Digital: [Summary Care Record – NHS Digital](#)

### National data opt-out

The national data opt-out allows a patient to choose if they do not want their confidential patient information to be used for purposes beyond their individual care and treatment – for research and planning. Patients, or people acting for them by proxy, have control over setting or changing their own opt-out choice, and can change their mind at any time.

For more information regarding this, please visit the Digital NHS Website: [National data opt-out – NHS Digital](#)

### AccuRx

AccuRx is a new software enabling a Practice to communicate with patients via SMS. Messages are sent regarding appointment bookings, health advice, blood results and other administrative matters.

## Send Us Your Feedback

### Feedback

If you have some feedback from your recent or past visit at Wood Lane Medical Centre we would love to hear from you.

**You can communicate such feedback to us:**

via email at [wlmc.patientenquiries@nhs.net](mailto:wlmc.patientenquiries@nhs.net)

via our Friends and Family Test form which can be found on the Website.

You can also visit our Website for further information on our complaints policy.