

WOODLANDS SURGERY

Changes to services for our patients

During the coronavirus pandemic, we have been introducing new ways of providing services to patients to make sure that everyone can continue to access the help they need:

Quicker access to appointments

We will continue to triage all patients on the same day so you can access services more quickly. We are also consulting with patients by video and telephone as well as face to face.

More healthcare professionals in the practice

We are expanding our practice team to bring in new clinicians with a wide range of skills. New team members in the practice include a pharmacist, a physiotherapist (first contact practitioner) and a psychological therapist (first contact psychological therapist).

Extended hours for more appointments

We are extending the hours during which our services are available so that patients can access appointments evenings, as well as on Saturday, Sunday and Bank Holidays.

We are discontinuing the LIVI video/telephone service and replacing it with a new video/telephone service run by our own GPs to improve continuity of care for patients. From 1st July 2020, the new service will be operated on a rota system across our Primary Care Network (PCN). Our PCN incorporates the GP practices of Woodlands Surgery, Holmhurst Medical Centre, and Hawthorns Surgery. There will also be a service available at Caterham Dene Hospital on Sundays and Bank Holidays. Once the risk of coronavirus has further reduced, we will include face to face appointments as part of this service.

Please contact the surgery for help to access the most appropriate option for you.