

WESTFIELD ROAD SURGERY

NEWSLETTER



You spoke, we listened!

Following feedback from our patients, we will be revamping our practice website.

The new site will prioritise ease-of-use to make the experience simpler for our patients.

We are confident that the new website will make it easier for you to manage your health and contact the surgery with any questions you may have. We will be launching the new website later this month. More updates to follow!

Key Information & Dates for your diary

- Please note, the practice will be closed Wednesday **22nd January 2.30 - 6.30pm** for staff training.
- We are still offering **Flu, RSV** and **Pneumonia** vaccinations. If you have not yet had yours and would like to book. Please use our admin form online to enquire.

Staff Updates

Sadly, last month we said good bye to Nurse Fegan. We have loved having him in the team but send all of our support in his next venture. To support the nursing team, we welcome Nurse Adams!

NHS

Have you downloaded the NHS app?

Request a repeat prescription (for you or a dependent), view test results, ask a question book GP appointments, view or manage hospital referrals + more!

Can't make it? Cancel!

104 appointments were missed in December the equivalent of **26 hours!** Help us to use appointments for patients who urgently need them by cancelling your appointment when you can no longer attend.

MK Food Bank Success!

We have had an overwhelming response in donations to MK Food Bank over December and as a result, will be continuing to take collections until the end of January 2025! A huge thank you to all of our patients who have contributed to the collection so far.



Your feedback

"I am always treated with the utmost respect and given tremendous support by Westfield Road Surgery. Everyone I deal with is exceptional and I cannot thank them enough. A great team."

Would you like to have your say? We want to hear from you. Fill out our Friends and Family form online with your feedback.

[Feedback Form](#)

Triage System Reminders

We would like to thank you for your patience and willingness to use our new triage system. It has been a great success and has taken a lot of pressure off of our Care Navigation staff.

For on the day appointments, the form becomes available online at 8.00am daily and stays open for as long as there are appointments available (usually 30-60 minutes).

If you have not used the triage system yet or are struggling to use it, please watch the video. Alternatively, visit the reception desk and we will be more than happy to show you how it works.

Patients with additional needs, over the age of 75 or who do not have internet access have the option of using the triage form at 8.00am OR calling to make an appointment at 8.30am.

[How to request an appointment online](#)

Just for fun!

Can you guess how many patients are registered at Westfield Road Surgery?

Approx 5000

Approx 8000

Approx 10,000

Find the answer at the bottom of this page!

Cough, Cold & Flu

At this time of year there are lots of colds and viruses going around. If you become ill with the flu, use the NHS website to manage your symptoms. Click the NHS icon on the right to go straight there.

