

# NEWSLETTER



## You spoke, we listened!

We are aware that some patients at the surgery have limited access to a computer or the internet and this can present challenges when we are directing you to complete our triage form.

To help patients with access issues, we have installed a tablet in the reception area which can be used to complete the triage form.

This is available for all to access each morning from 8.00am and the team will be available to assist you, should you need any help.

## Key Information & Dates for your diary

- Please note, the practice will be closed Wednesday **19th February 2.30 - 6.30pm** for staff training.
- We are still offering **RSV** and **Pneumonia** vaccinations. If you have not yet had yours and would like to book. Please use our admin form online to enquire.



## 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!

## Your feedback

**“Excellent, professional and friendly Reception and Clinician, I am fortunate to be a patient at WRS.”**

*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](#)



## Just for fun!

We may invite you for an LTC review. But what does LTC stand for?

Light Tickly Cough

Lipid Therapy Call

Long Term Condition

*Find the answer at the bottom of this page!*

## Can't make it? Cancel!

**134 appointments were missed** in January the equivalent of **35 hours!** Help us to use appointments for patients who urgently need them by cancelling your appointment when you can no longer attend.

## Pharmacy First

Pharmacists can suggest treatments that do not need a prescription for a range of conditions.

**Most pharmacies can also offer prescription medicine for some conditions, without you needing to see a GP or make an appointment. This is called Pharmacy First.**

Conditions they can offer prescription medicine for are:

- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)
- earache (aged 1-17 years)
- sore throat (aged 5 years and over)
- sinusitis (aged 12 years and over)
- urinary tract infections (UTIs) (women aged 16-64 years)
- shingles (aged 18 years and over)

If you are not within these age ranges, a pharmacist can still offer advice and support decisions about self care treatment with over the counter medicines, but you may need to see a GP for treatment.

If you go to a pharmacy with one of these conditions, the pharmacist will offer you advice, treatment or refer you to a GP or other health professional if needed. They will also update your GP health record, but your information will not be shared with anyone else.

Most pharmacies can provide prescription medicine for these conditions but contact them before visiting to check.