

WESTFIELD ROAD SURGERY

NEWSLETTER



You spoke, we listened!

We understand that not everybody has internet access or finds technology easy to use.

So, we have installed a tablet in our waiting room just for our patients. If you would like to use it to book an appointment, please pop in at 8am, and a member of the reception team would be happy to assist you.

Key Information & Dates for your diary

- Please note, the practice will be closed on **Tuesday 15th July, 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 complete our online admin form, or speak to a member of staff

Available Services

Did you know that in addition to GP's and nurses, we have:

- A first contact physiotherapist - **Miles**
- A mental health nurse - **Isi**
- A dietician - **David**

Think you would benefit from one of these services? Please enquire today!

NHS

Have you downloaded the NHS app?

You can: request a repeat prescription, view test results, book appointments, view your health records + more!

Can't make it? Cancel!

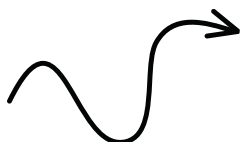
In June, 104 appointments were missed. the equivalent of over **26 hours!** Help us to use appointments for patients who urgently need them by cancelling your appointment when you can no longer attend.

Better Health Smoke Free

Did you know...

Up to 2 in 3 long-term smokers die from smoking.

Looking for help to quit?



Download the free NHS Quit Smoking app, or book an appointment with our Nurse Lizzie for a quit smoking consultation

Your feedback

"Always get great help and advice. Staff are always friendly. Never been let down."

"Very professional people very good all round"

"Perfect. Always look forward to seeing staff and doctors"

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

Feedback Form

We're working hard to support you

In June, we...



*completed 3,189
appointments*

NHS 111 Online

Looking for out of hours advice? Visit **<https://111.nhs.uk/>** to get help for your symptoms.

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.

For on the day appointments, the health form becomes available online at 8.00am Monday - Friday, and stays open until we have reached our capacity for the day.

If you have not used the triage system yet or are struggling to use it, please watch the video. Alternatively, speak to a member of the reception team who will be happy to help you.

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

Beat the Heat!

are you keeping yourself safe in the heat?

- *drink plenty of fluids*
- *know the symptoms of heat exhaustion and heatstroke*
- *keep your home cool by closing windows and curtains in rooms that face the sun*

