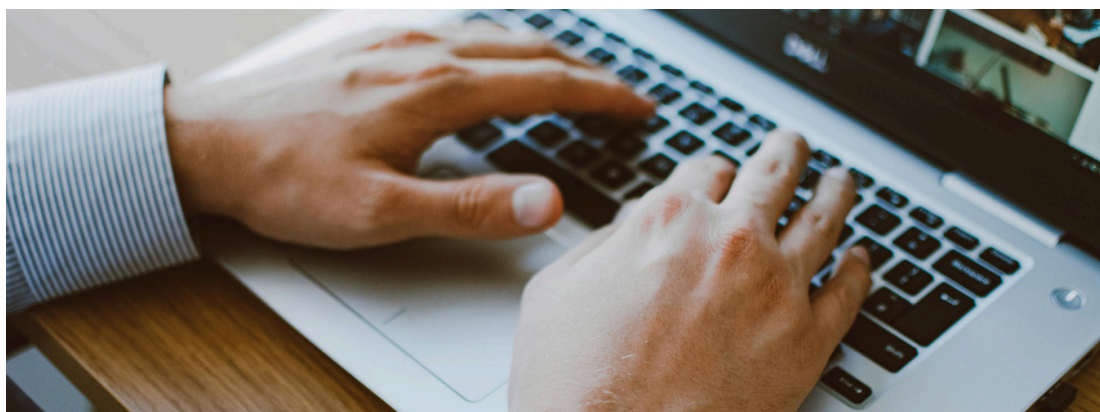


WESTFIELD ROAD SURGERY

# NEWSLETTER



**Arts For Wellbeing  
Monthly Art Club**

1<sup>ST</sup> WEDNESDAY OF EACH MONTH  
2.30 - 4.30PM

WEST BLETCHLEY COMMUNITY CENTRE MK3 6BH

COST: VOLUNTARY CONTRIBUTION OF £3

Everyone welcome, no booking  
required



Arts for Health  
Milton Keynes

## Did you know?

The NHS recommends that adults over 40 have their blood pressure checked at least **once every five years**, even if they feel healthy. Contact us today to book your blood pressure check.




Knowing your blood pressure numbers can help you to manage your risk.

Your health matters  
Help us help you

**Can't make it?  
Cancel!**

In July, **130** appointments were missed. the equivalent of over **35 hours!** Help us to use appointments for patients who urgently need them by cancelling your appointment when you can no longer attend.

## Key Information & Dates For Your Diary

We will soon be inviting eligible patients for their flu vaccine. Please wait for the surgery to contact you if you are eligible. 

### Your feedback

"I have always found the staff very helpful and friendly."

"An excellent team. Friendly yet professional. Everybody is a credit to their role."

"First class service as usual"

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 July, we...

- ★ completed **3,594** appointments
- ★ registered **108** patients
- ★ issued **4,750** prescriptions
- ★ answered **3,062** calls

## Have you downloaded the NHS app?

NHS

It allows you to: request a repeat prescription, view test results, book appointments, view your health records + more!

## Triage System Information

### ARE YOU...

**STRUGGLING TO REQUEST AN APPOINTMENT ONLINE?**  
**UNABLE TO ACCESS THE INTERNET?**  
**UNSURE OF HOW TO USE THE TRIAGE FORM?**

We understand that not everybody finds it easy. With this in mind, an electronic tablet has been installed in our waiting room, just for our patients to use.

If you would like assistance with this, please speak to a member of the reception team, who will be happy to help you.

[Request an appointment online](#)

***Did you know that in addition to GP's and nurses, we are pleased to offer:***

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



## **Did you know?**

### WHAT WE GET UP TO...

PHONE CALLS  
FACE-TO-FACE APPOINTMENTS

CLINICAL LETTERS

MEDICAL REPORTS

HOME VISITS

LONG-TERM CONDITION  
MANAGEMENT

CARE HOME WARD ROUNDS

ONLINE FORMS

PRESCRIPTION REQUESTS

TRIAGE SYSTEM

TEST RESULTS

CLINICAL MEETINGS

EXTENDED HOURS

MINOR OPS

STAFF TRAINING

TELEPHONE CONSULTATIONS

VACCINATIONS

FLU CLINICS

MEETING TARGETS

END OF LIFE CARE

REFERRALS

And much  
more...

