

WESTFIELD ROAD SURGERY

NEWSLETTER



*HAVE YOU
BOOKED YOUR
FLU VACCINE?*

If you have not yet booked your flu vaccine and you are eligible, please speak to a member of the reception team. It's not too late!

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

In September, **136** appointments were missed, the equivalent of over **34 hours**! Help us to use appointments for patients who urgently need them by cancelling your appointment when you can no longer attend.

Your feedback

"Exceptional, thoughtful and thorough advice. I am always very pleased and appreciative. Thank you."

"Very kind and caring."

"By a mile, the best doctors surgery I've dealt with in my life. They listen to your concerns, and actually act on them."

*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

**In September, 95.5% of our patients
said that they would recommend us**

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](#)



Key Information & Dates For Your Diary

*The surgery will be
closed on*

Wednesday 15th

October from

2.30pm - 6.30pm

for staff training.

We're working hard to support you

In September, we...



completed **3,522**
appointments



issued **4,753**
prescriptions



registered **90** patients



answered **3,155**
calls



IT'S NEVER TOO
LATE TO STOP
SMOKING.
IT'S ONE OF THE
BEST THINGS
YOU CAN DO
FOR YOUR
HEALTH.

Ready to Quit Smoking?
We Can Help.



Download the NHS Quit Smoking App



Visit www.nhs.uk/smokefree

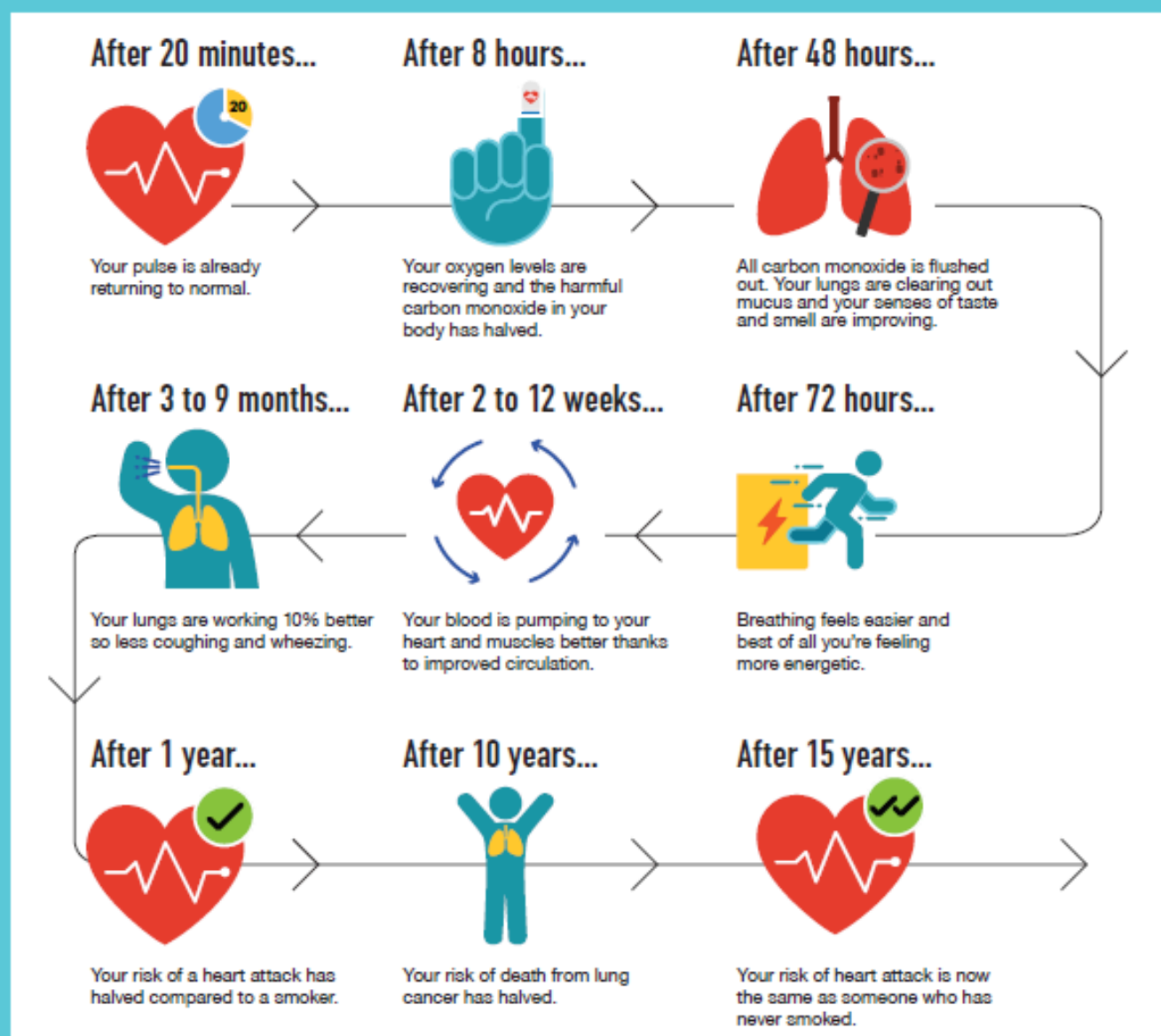


Book an appointment with our
smoking cessation Nurse, Lizzie

**Better
Health****Smoke
free****NHS**

What happens when you stop smoking?

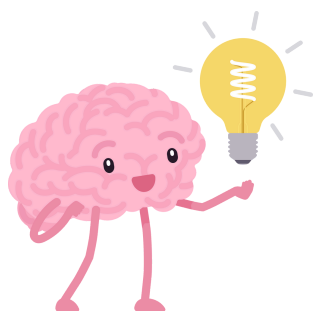
It is never too late to stop smoking and many health benefits will happen faster than you think. Here's what can happen after your last cigarette...



With the right support you're up to three times as likely to quit for good.

search Better Health Quit Smoking now





Myth Buster!



Myth: “You should always take antibiotics for a cold or flu.”



Fact: Colds and flu are caused by viruses, and antibiotics only work against bacteria. Taking antibiotics when you don't need them won't make you better faster, but it does increase the risk of antibiotic resistance.