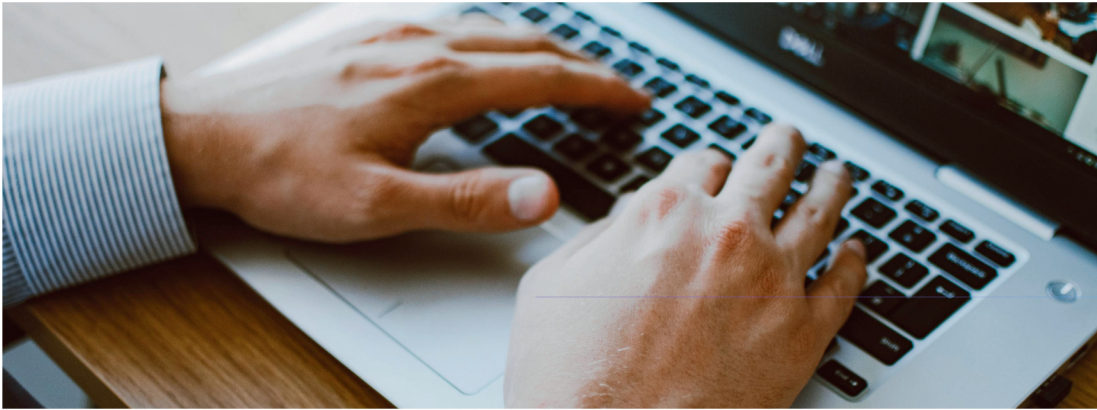


WESTFIELD ROAD SURGERY

NEWSLETTER



Key Information & Dates For Your Diary

**The surgery will
be closed on
Thursday 25th
December,
Friday 26th
December and
Thursday 1st
January 2026.**



WINTER HEALTH



Keep reading for tips on what
you can do to help yourself
stay well this winter

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

In November, **122** appointments were missed, the equivalent of over **28 hours**! Help us to use appointments for patients who urgently need them by cancelling your appointment when you can no longer attend.

Your feedback

"Always efficient and friendly service!"

"Happy with service as the receptionist was very welcoming & helpful also pleased with the help I received from the nurse."

"Great surgery with an excellent team"

How was your recent experience?
We'd be grateful to hear your feedback via a Google review

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](#)



Question time!

Which organ produces insulin in the human body?

Kidneys

Stomach

Pancreas

Submit

Your name will not be shared

Answer: pancreas

We're working hard to support you

In November, we...



completed **3,414** appointments



issued **4,533** prescriptions



answered **2,859** calls



registered **81** patients

WINTER HEALTH

FLU VACCINE

Have you had yours?

Click the snowflake below to find out if you are eligible, or visit www.nhs.uk/vaccinations/flu-vaccine/



OTHER VACCINES

You may be eligible for the:

- Pneumococcal vaccine
- RSV vaccine

These vaccines help protect against illnesses that are more common in winter.

KEEP WARM

Staying warm over winter can help to prevent illnesses such as colds and the flu. Did you know that it can also help to prevent health issues such as heart attacks, strokes, pneumonia and depression?

HEATING

Your home should be a comfortable temperature. If possible, the rooms you regularly use should be at least 18°C. To learn about ways to save energy in your home, click the lightbulb below, or visit <https://www.gov.uk/improve-energy-efficiency>



For more advice, visit

www.nhs.uk





Myth Buster!



MYTH: ✗

"WHEN I HAVE A HEALTH PROBLEM, ONLY THE DOCTOR CAN HELP ME."

FACT: ✓

THERE IS A RANGE OF HEALTHCARE OPTIONS AVAILABLE TO PATIENTS. THESE INCLUDE OUR IN-HOUSE PHYSIOTHERAPIST, MENTAL HEALTH NURSE, DIETICIAN, MINOR ILLNESS NURSE, AND YOUR LOCAL PHARMACY. SOMETIMES, AN OPTION MAY BE BETTER SUITED TO YOUR NEEDS THAN A GP.