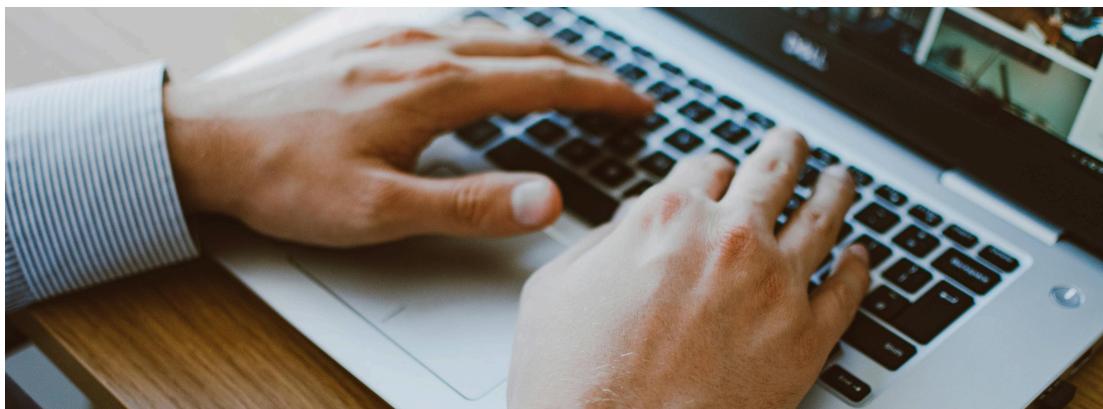


WESTFIELD ROAD SURGERY

# NEWSLETTER



*As we enter*  
**THE NEW YEAR...**

Thinking  
about  
resolutions?

400TM 48 400TM 47 400TM 48 400TM 49 400TM 49  
Make a  
resolution  
you can  
keep!

Find some  
examples in  
this  
newsletter.

Can't make it?  
Cancel!

In December, **138** appointments were missed, the equivalent of over **31 hours**! Help us to use appointments for patients who urgently need them by cancelling your appointment when you can no longer attend.

## Your feedback

“As always I'm happy with the service that I received yesterday very welcoming and helpful.”

“Professional service delivered with care and compassion. Expectations managed and attention to detail. Thank you.”

“Excellent help and advice”

## Key Information & Dates For Your Diary

**The surgery will be closed on Thursday 22<sup>nd</sup> January between 14.30 – 18.30 for staff training.**

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

## Triage system information

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](#)

Answer False – It's about 60%

## Question time!

**About 80% of your body is made up of water**

True

False

**We're working hard to support you**

**In December, we...**



completed **3,398** appointments



issued **4,983** prescriptions



answered **3,051** calls



registered **84** patients

MAKE A RESOLUTION  
**YOU CAN KEEP**

**Quit Smoking**

**NHS**



**READY...  
SET...  
QUIT**

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

With our help, you can quit smoking for good

**NHS**



**THIS  
TIME  
WILL BE  
DIFFERENT**

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

Quit smoking for good  
Get your free Personal Quit Plan

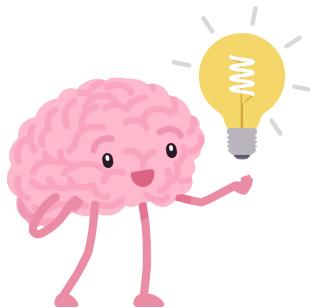
# MAKE A RESOLUTION YOU CAN KEEP

**Eat Well, Drink Less, Move More**



A woman with short blonde hair, wearing a denim jacket, is smiling and holding a white smartphone. The screen of the phone shows a 'Your Healthy Choices Score' of '6/10' on a green and yellow scale. The background is pink. In the top right corner, there is a blue 'NHS' logo. In the top left corner, there is a black box with the text 'Better Health Let's do this'. On the left side, there is text: 'No wrong answers, just the right start.' and 'The Healthy Choices Quiz is free, quick, and designed to help you take small steps towards lasting changes. It can help you eat well, move more, sleep better, and feel more in control of your health.' Below this text is a QR code and the text 'Search Healthy Choices Quiz'.

A photograph of a man with a beard, wearing a teal t-shirt and grey shorts, squatting and holding a red kettlebell. The background is teal. In the top right corner, there is a blue 'NHS' logo. In the bottom right corner, there is a black box with the text 'Better Health Let's do this'. In the bottom left corner, there is text: 'I said one day. This is day one.' and 'Get help and support to get active at [nhs.uk/BetterHealth](http://nhs.uk/BetterHealth)'.



# Myth Buster!



## **MYTH:**

"I can stop my medication once I feel better."

## **FACT:**

Some treatments must be continued (e.g. blood pressure medication). Always speak to your GP before stopping or changing your medication.