

WESTFIELD ROAD SURGERY

NEWSLETTER



As we enter
THE NEW YEAR...

**Thinking
about
resolutions?**

**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"

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](#)

Question time!

About 80% of your body is made up of water

True

False

Answer: false - it's about 60%

Key Information & Dates For Your Diary

The surgery will be closed on Thursday 22nd January between 14.30 – 18.30 for staff training.

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 brown hair, wearing a light blue denim jacket over a red top, is smiling and holding a smartphone. The phone screen displays "Your Healthy Choices Score" with a rainbow-colored arc and the number "6/10". The background is a solid pink color. In the top left corner, there is a logo that says "Better Health Let's do this". In the top right corner, there is the NHS logo.

**No wrong answers,
just the right start.**

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.

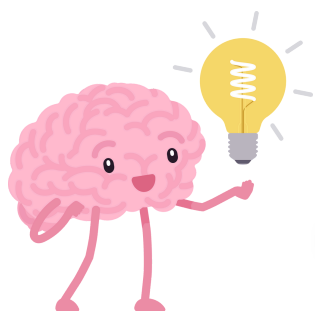


Search
Healthy
Choices Quiz

A man with a grey beard, wearing a blue t-shirt and grey shorts, is squatting and holding a red kettlebell. The background is a solid teal color. In the top right corner, there is the NHS logo. In the bottom right corner, there is a logo that says "Better Health Let's do this".

**I said one day.
This is day one.**

Get help and support to get active at 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.