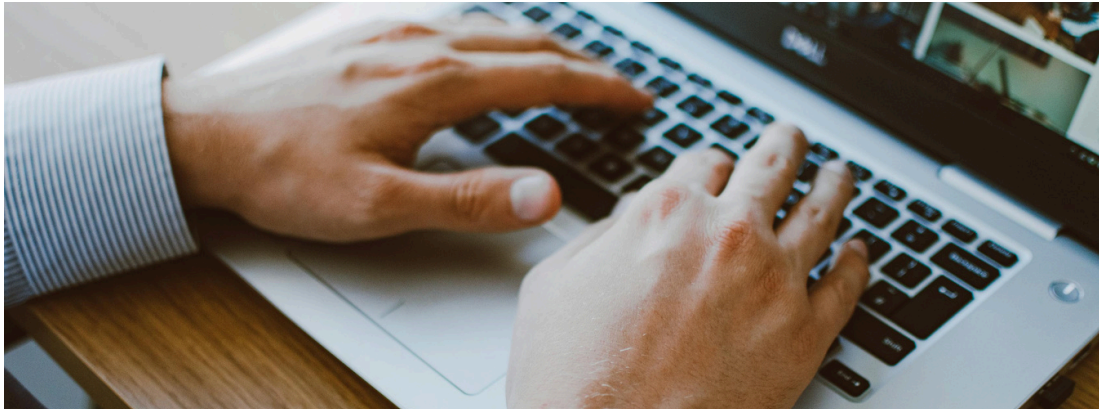


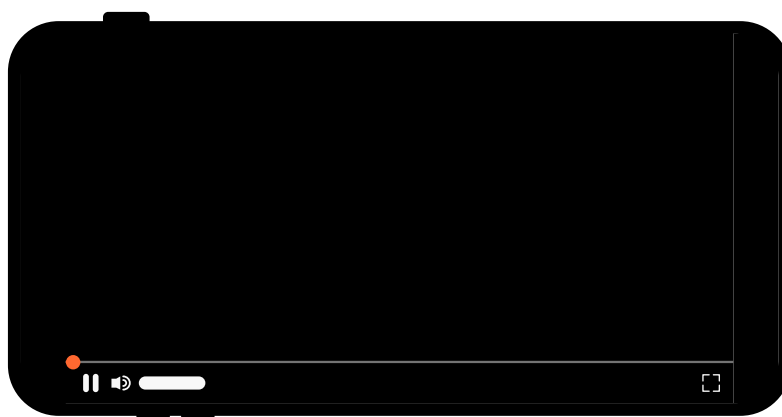
WESTFIELD ROAD SURGERY

NEWSLETTER



DID YOU KNOW? **YOU CAN MANAGE YOUR CARE FROM YOUR PHONE**

With the NHS App, there's a lot you can do. It's secure, simple, and free to use. Read on to find out more, or click the phone to watch a video on how it works.



Can't make it?
Cancel!

In January, **137** 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.

Your feedback

"Very professional, and kind."

"Excellent care as usual."

"Appointment was at exact time, follow on appointment made easily."

"Nurse very friendly and made me feel ultra comfortable."

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!

Which is the largest organ in the human body?

Answer: skin

Key Information & Dates For Your Diary

The surgery will be closed on Thursday 26th February between 14.30 – 18.30 for staff training.

We're working hard to support you

In January, we...



completed **3,606** appointments



issued **4,988** prescriptions



answered **3,320** calls



registered **87** patients

NHS APP



ORDER REPEAT
PRESCRIPTIONS
24/7

VIEW TEST
RESULTS

RECEIVE
MESSAGES
FROM US

MANAGE
APPOINTMENTS

VIEW YOUR GP
RECORDS

HOW TO GET STARTED



Download the NHS
App from the App
Store or Google Play



Register using
photo ID (takes
about 5 minutes)



Link the app to our
GP surgery

Need help? Ask our reception
team - we're happy to help.

NHS APP



 **NHS** FIT FOR THE FUTURE

View your GP health record
in record time




Tap the NHS App

 **NHS** FIT FOR THE FUTURE

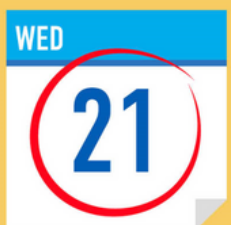
Request your repeat
prescription easier than
you can order a coffee



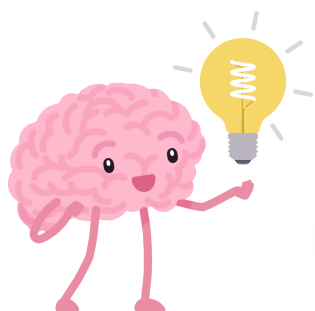
Tap the NHS App

 **NHS** FIT FOR THE FUTURE

Turn on notifications
and never miss a message



Tap the NHS App



Myth Buster!



MYTH:

"Telephone or online appointments aren't proper appointments."

FACT:

Many problems can be safely and effectively managed by phone or online. If a face-to-face appointment is needed, you'll be offered one.