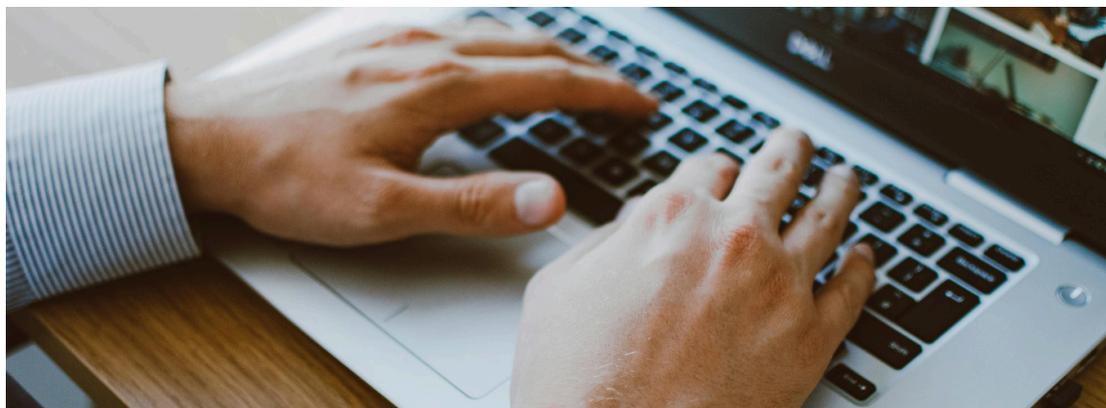


WESTFIELD ROAD SURGERY

NEWSLETTER



IN THIS MONTH'S

Edition...



NO SMOKING DAY
21st March 2026



In a recent survey, we were rated the 3rd best surgery across Bedfordshire and Milton Keynes!



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

In February, **124** appointments were missed, the equivalent of over **30 hours!** Help us to use appointments for patients who urgently need them by cancelling your appointment when you can no longer attend.

Your feedback

“They were very nice and explained things to me very well”

“Excellent care and attention”

“It was a very good appointment everything sorted immediately”

“Your doctors, nurses and all your staff are kind, professional, polite and helpful at all times”

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!

What is considered as high blood pressure?

Answer: 140/90 or higher when checked by a healthcare professional

Key Information & Dates For Your Diary

The surgery will be closed on Wednesday 25th March between 14.30 – 18.30 for staff training.

We're working hard to support you

In February, we...

★ completed **3,365** appointments

★ issued **4,471** prescriptions

★ answered **2,885** calls

★ registered **96** patients

NO SMOKING DAY

11th March 2026



A smoke-free life starts with a smoke-free day



If you would like to find out more about the support available, please speak to a member of the team who would be happy to advise you.



WHAT IS IT?

If you're struggling with obsessive compulsive disorder (OCD), social anxiety disorder, post-traumatic stress disorder (PTSD), panic disorder, body dysmorphic disorder (BDD) or a phobia, being able to get on with your life is cause for celebration.

NHS Talking Therapies treatment gives you practical skills and techniques to overcome them.

WHAT DOES TREATMENT INVOLVE?

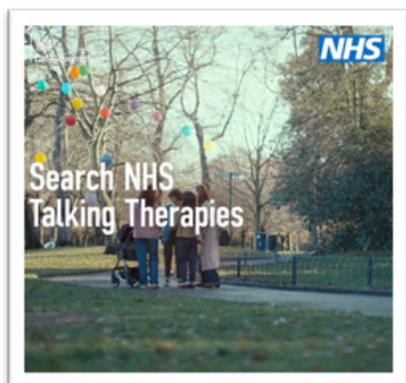
NHS Talking Therapies treatment involves talking to a trained professional about your thoughts, feelings and behaviours. Treatment can be in-person, on the phone or an online course.

DO I NEED TO PAY?

No. NHS Talking Therapies treatment is free.

HOW DO I SIGN UP?

You can self refer at nhs.uk/talk





WHAT WE GET UP TO

Behind the scenes...

PHONE CALLS

FACE-TO-FACE APPOINTMENTS



CLINICAL LETTERS

MEDICAL REPORTS

CARE HOME WARD ROUNDS

ONLINE FORMS

LONG-TERM CONDITION MANAGEMENT

TRIAGE SYSTEM

CLINICAL MEETINGS

MINOR OPS

TEST RESULTS

EXTENDED HOURS

MEETING TARGETS

FLU CLINICS

PRESCRIPTION REQUESTS

VACCINATIONS

END OF LIFE CARE

TELEPHONE CONSULTATIONS

STAFF TRAINING

REFERRALS

INFECTION CONTROL

SAFEGUARDING

MEDICATION REVIEWS

THIRD PARTY REQUESTS

EMAILS

NHS 111 APPOINTMENTS

HOME VISITS

