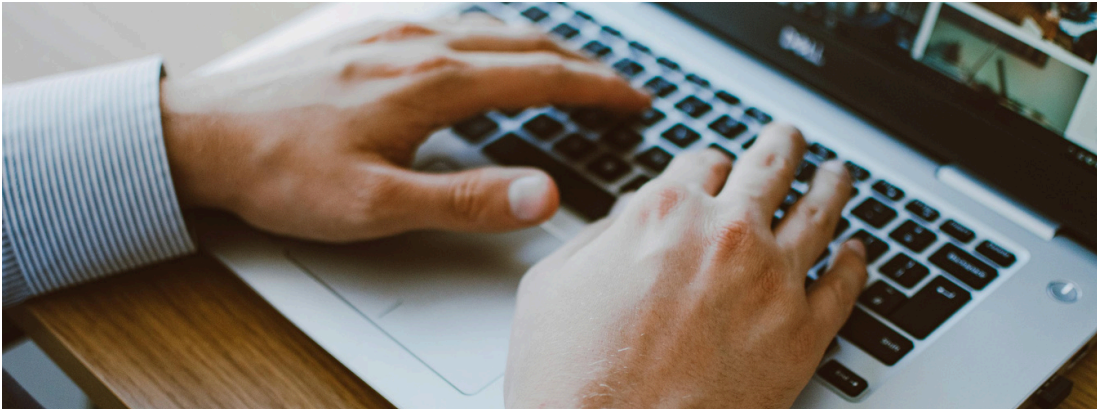


WESTFIELD ROAD SURGERY

# NEWSLETTER



## In This Month's Edition

### TIPS ON MANAGING HAYFEVER!



#### DID YOU KNOW?

Digital screens are now a normal part of family life. The early years are however critical for development - 90% of a child's brain development occurs by age 5, making it a critical period for the development of social, emotional and cognitive skills. Please read on to find out some tips for screentime

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

In March, **123** appointments were missed, the equivalent of over **29 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 very kind, caring and professional”

“Helen the nurse has been fantastic!”

“Very happy always made welcome”

“The healthcare professional was calm and professional, allowing me the time to get my point across and dealing with my concerns.”

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 the rarest blood type?**

Ab negative is the rarest

## Key Information & Dates For Your Diary

**The surgery will be closed on Wednesday 29<sup>th</sup> April between 14.30 – 18.30 for staff training.**

**It will also be closed for Good Friday 3<sup>rd</sup> of April and Easter Monday 6<sup>th</sup> April.**

## We're working hard to support you

### **In March, we...**

★ completed **3,489** appointments

★ issued **5,088** prescriptions

★ answered **3,080** calls

★ registered **197** patients

# Best Start in Life - Screen Time

The advice is informed by recommendations from an expert panel and has also been developed with parents. It is designed to provide practical, clear and straightforward advice to help families make informed choices that support their child’s development during the years that matter most.



## How much screen time should my child have?

Under 2s should avoid screen time other than for shared activities with family.

2-5 year olds to try to keep to 1 hour a day

What content is better?

**Slow-paced, predictable** content is better for young brains

Choose content with **simple stories and clear, slow speech**, so emotions are easy to follow

# Hay Fever

There's currently no cure for hay fever and you cannot prevent it. But you can do things to ease your symptoms when the pollen count is high.

## How to treat hay fever yourself



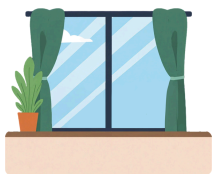
Put petroleum jelly (such as Vaseline) around your nostrils to trap pollen



Wear wraparound sunglasses, a mask or a wide-brimmed hat to stop pollen getting into your nose and eyes



Shower and change your clothes after you have been outside to wash pollen off



Keep windows and doors shut as much as possible



Vacuum regularly and dust with a damp cloth

