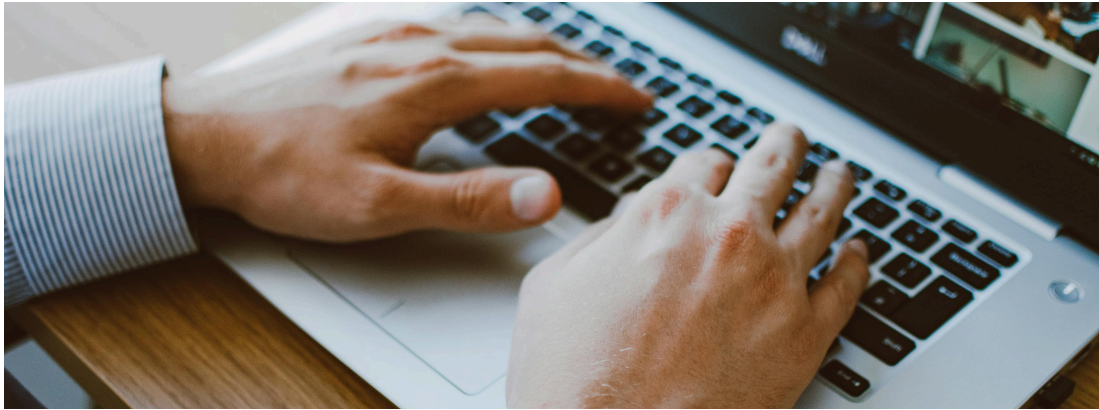


WESTFIELD ROAD SURGERY

NEWSLETTER



In This Month's Edition

LEARN HOW TO
STAY SAFE IN
THE SUN

LEARN HOW TO FIGHT

INSECT BITES

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

In April, **129** appointments were missed, the equivalent of over **32 hours!** Help us to use appointments for patients who urgently need them by cancelling your appointment when you can no longer attend.

Your feedback

"Emma the nurse was fantastic with my son , she was very patient & listened to everything we had to say."

"Both doctor and nurse were quick, efficient and very kind. Highly recommend"

"This surgery has exceeded all expectations, amazing place."

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!

Why do people get "brain freeze"?

A. Ice crystals forming in the brain

B. Sudden drop in body temperature

C. Nerve response to cold in the mouth

D. Lack of oxygen

Answer: C

Key Information & Dates For Your Diary

The surgery will be closed on Thursday 21st of May between 14.30 – 18.30 for staff training. It will also be closed for Monday 4th of May and Monday 25th of May.

We're working hard to support you

In April, we...



completed **3,415** appointments



issued **4,558** prescriptions



answered **2,752** calls



registered **106** patients

NOW WE'RE IN MAY, THE BUGS HAVE COME OUT TO PLAY!

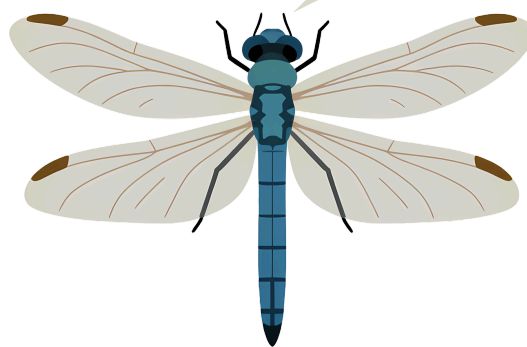
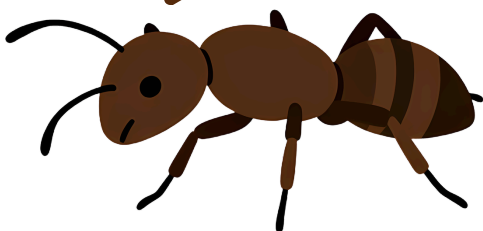
What to do if you get bitten

Put an ice pack wrapped in a cloth, or a clean cloth soaked in cold water, on the bite or sting for at least 20 minutes, if it's swollen



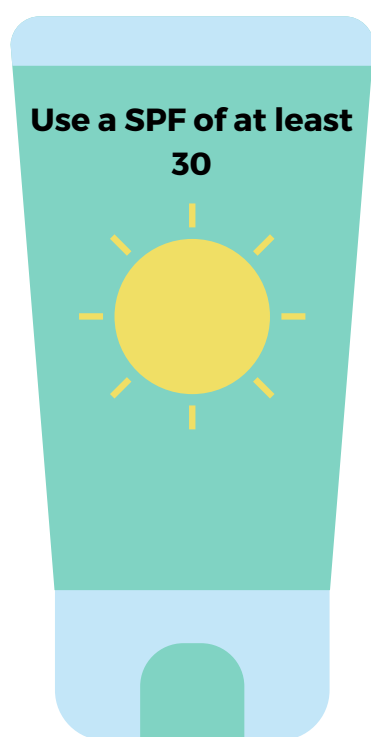
Use antihistamines to relieve any itching (but do not use antihistamine cream if you had caterpillar hairs on your skin)

Use a hydrocortisone cream to reduce itching and swelling



**Need further advice, try pharmacy 1st!
They can help with infected insect bites and
can give further self care advice.**

Sun Safety



Sunburn increases your risk of skin cancer.

Sunburn does not just happen on holiday. You can burn in the UK, even when it's cloudy.

You can also check the UV index on a weather app or website. If it's 3 or higher, consider protecting your skin.



Sunglasses with wraparound lenses or wide arms with the CE Mark and British Standard Mark 12312-1:2013 E