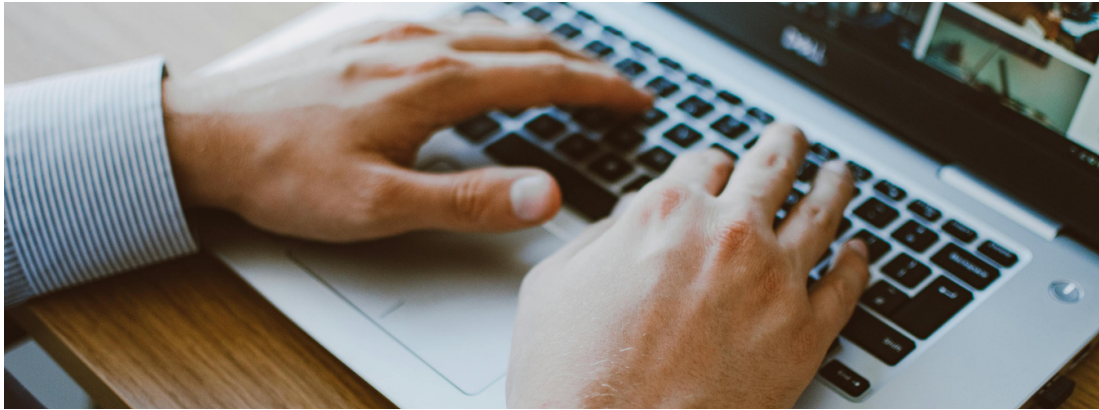


WESTFIELD ROAD SURGERY

NEWSLETTER



In This Month's Edition

**Book your flu
vaccination now!**

**Signs of sickle
cell**

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

In July, **155** appointments were missed, the equivalent of over **41 hours!** Help us to use appointments for patients who urgently need them by cancelling your appointment when you can no longer attend.



CAN YOU TELL IT'S SICKLE CELL?

SICKLE CELL IS AN INVISIBLE DISORDER BUT
SICKLE CELL CRISIS CAN BE FATAL.

Knowing the signs and acting quickly can save lives

PAIN

SIGNS OF INFECTION INCLUDING FEVER

ONE-SIDED PARALYSIS OR WEAKNESS IN THE FACE, ARMS OR LEGS

CONFUSION

DIFFICULTY WALKING OR TALKING

SUDDEN VISION CHANGES

UNEXPLAINED NUMBNESS

SEVERE HEADACHE

BREATHLESSNESS, CHEST PAIN OR LOW OXYGEN LEVELS

If someone has these symptoms, seek help immediately - call 999.

Your feedback

"Very helpful, always ready to help whenever you have a problem"

"Very good surgery, all very pleasant and helpful"

"The Practitioner I saw yesterday was lovely-professional, friendly, gave great advice & listened to any concerns I had. Explanation was detailed & easy to understand."

Key Information & Dates For Your Diary

The surgery will be closed on Monday the 31st of August for the bank holiday.

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 vitamin is produced by the human body when the skin is exposed to sunlight?

A) Vitamin C

B) Vitamin K

C) Vitamin D

Answer c

We're working hard to support you

In July we...



completed **3,745** appointments



issued **5,029** prescriptions



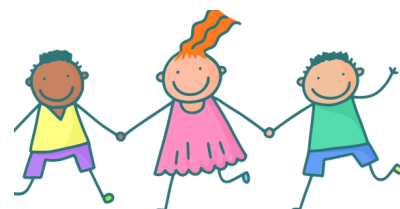
answered **2,762** calls



registered **83** patients

FLU VACCINATIONS

Book your Flu Vaccinations now!



Pregnant women and children can have their flu vaccination from the 1st of September



Adults that meet the criteria can have their flu vaccination from the 1st of October

Can't do weekdays?

No problem!

We are running Saturday clinics on the 3rd and 17th of October





JOIN OUR Patient Participation Group

What is it ?

A group of volunteer patients, carers and surgery staff who meet regularly to discuss and support the running of the surgery. Patient Participation Groups look at the services offered, patient experience and how improvements can be made for the benefit of everyone.

Who can join ?

All registered patients are able to join our Patient Participation Group. People of all genders, ages, ethnicities, and those with health conditions and disabilities are encouraged to join.

How do I join ?

Please enquire at reception, or phone us on 01908 377103.

