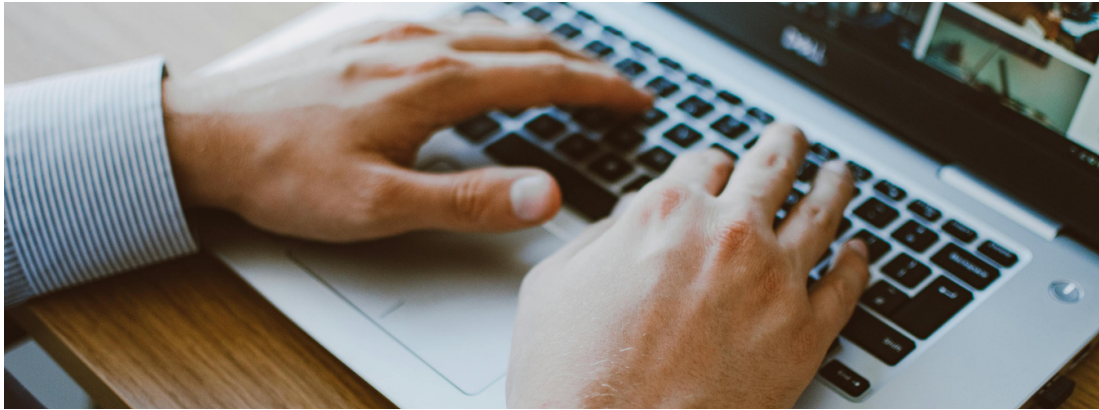


WESTFIELD ROAD SURGERY

NEWSLETTER



In This Month's Edition

BOOK YOUR FLU VACCINATION NOW!

5 Steps For Toilet Training

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

In August, **124** 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.



Is your child preparing for school?

5 steps for toilet training



Step Five

Build their
confidence
with new
skills.



Visit **Best Start in Life**
for advice and support



5 STEPS FOR TOILET TRAINING

For more information on these steps please visit
<https://www.nhs.uk/best-start-in-life/toddler/potty-training-your-child/#how-to-start-potty-training>

Step 1: Tell your child
what's happening

Step 2: Stop using nappies,
even pull-ups, during the day



Step 3: Help your child use the potty
or toilet regularly

Step 4: Praise their efforts



Step 5: Help your child build their confidence with
new skills like washing their hands
and flushing the toilet.



Your feedback

“Great appointment, on time straight forward, polite , never an issue”

“ The nurse was unbelievably kind and understanding.”

“ Everyone is friendly, polite and professional. I feel listened too and treatment implemented when necessary ”

Key Information & Dates For Your Diary

The surgery will be closed from 2:30pm on Thursday 24th September 2026 for staff training.

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 mineral is important for strong bones and teeth?

- A) Calcium
- B) Sugar
- C) Caffeine
- D) Fibre

Answer A

We're working hard to support you

In August we...



completed **3,257** appointments



issued **4,413** prescriptions



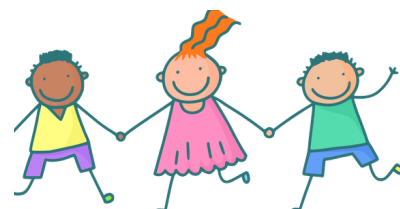
answered **2,498** calls



registered **112** 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





Investigation Requests from External Providers

- 1. Tests Done by Others:** If you had a test done by someone who is not a clinician from our practice (like a private provider or a service abroad), please contact the person who ordered the test for its interpretation and any further action. It is their responsibility to manage your care based on that test.

 - 2. Sharing Test Results with Us:** If you bring test results from another provider to your appointment with us, we will consider them as part of your assessment if we think they are relevant. However, if it is a test we are unfamiliar with or would not have recommended, we may ask you to go back to the person who ordered it for further advice.

 - 3. NHS Guidelines on Tests:** NHS guidelines advise us not to order tests that we believe are unnecessary or to repeat tests that have already been done. Therefore, we usually cannot repeat tests on the NHS that were arranged privately. If we find those private test results important, we may use them in your care, but it is your responsibility to provide us with the complete results.
- Do Not Send Test Results for Interpretation:** Please do not send us test results expecting a response or interpretation. If you feel unwell and need support, call our practice to discuss booking an appointment



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.

