

# The Westgate Practice Newsletter

WINTER EDITION 2023



## HELP US TO HELP YOU

This winter has seen unprecedented demand on our services. There are many things we can do as patients to help ease the pressures of winter. Think about which service it is you require. For example, a heavy cold may be treatable with an over the counter remedy. However, if it persists for over a 10 days, you may need to book an appointment

Appointments are released at 8am and 12 pm daily. If you have a non-appointment query, please consider telephoning after 10.30 or 2.30 so that those who need appointments can get through.

Alternatively, please consider using [www.westgatepractice.co.uk](http://www.westgatepractice.co.uk), where you can also complete health review forms and many other tasks.

If you are unable to attend your appointment, please cancel with as much notice as possible. This means we can hopefully offer the appointment to another patient.

If you are invited for your medication review, please book as soon as practicable. These need to be conducted annually so we can ensure it is still effective and safe.

## SELF BOOK

Self-Book is a new technology we are using within practice. Should we invite you to book an appointment for a procedure such as a blood test, routine vaccination or face to face review, the practice may invite you to book your own appointment via a link within a text.

Most patients will be familiar with these texts and links, as these were used during for our covid-19 and influenza clinics. The link will offer all available appointments and give patients the opportunity to book their own appointment at their chosen date and time without ringing the surgery. A confirmation text will be sent upon completion of the booking. We encourage all patients who receive a text to book via this method to help keep telephone queues to a minimum.



## Use the Right Service

	<b>Self Care</b> Care for yourself at home	Minor cuts & grazes Minor bruises Minor sprains Coughs and colds
	<b>Pharmacy</b> Local expert advice	Minor illnesses Headaches Stomach upsets Bites & stings
	<b>NHS 111</b> Non-emergency help	Feeling unwell? Unsure? Anxious? Need help?
	<b>GP Advice</b> Out of hours: Call 111	Persistent symptoms Chronic pain Long term conditions New prescriptions
	<b>UTCs</b> Urgent Treatment Centres	Breaks & sprains X-rays Cuts & grazes Fever & rashes
	<b>A&amp;E or 999</b> For emergencies only	Choking Chest pain Blacking out Serious blood loss

[usethe rightservice.com](http://usethe rightservice.com)

# NEW: BLOOD SAMPLES FOR DISEASE SURVEILLANCE

The Westgate Practice has long been involved with research activity working alongside many organisations. This practice is one of over 1900 practices in England and Wales contributing towards national research as a Research and Surveillance Centre. These have been the primary source of disease monitoring, working closely with the Royal College of General Practitioners and the UK Health Security Agency.

From Monday 13<sup>th</sup> February, we will be offering patients the opportunity to participate in this research. Patients attending a routine blood test may be asked if they would like to provide an additional blood sample. Participation is entirely voluntary. These samples will be used for population wide monitoring of flu and covid-19 immunity and provides valuable data to help shape future health programmes and vaccinations.

For more information, please log onto our website and look under practice news or visit our Facebook page.

## KEEP UP TO DATE WITH THE PRACTICE

The latest news and health forms on the website:

[www.westgatepractice.co.uk](http://www.westgatepractice.co.uk)

Follow us on Facebook:

Search: [The Westgate Practice](#)

## OTHER NEWS

### PRACTICE CLOSURES



The Practice will close at 1pm on 14<sup>th</sup> February, and 14<sup>th</sup> March for **Protected Learning Time**. This is allocated training time for practice staff.

### WELCOME



Kate and Andrea, our new Patient Services Assistants. Dr Angela Timms is now a partner of the practice and Dr Rahman has now joined the practice as a salaried GP.

### PATIENT PARTICIPATION GROUP

Our last PPG meeting was held on 25<sup>th</sup> November 2022. The minutes are currently available for all to view on the website. The next meeting is scheduled for Friday 17<sup>th</sup> February 2023.

### PLEASE REMEMBER!

Let us know if any of your details change including: new address, changed your mobile number, or have become a carer.