

The Westgate Practice Newsletter

SPRING EDITION 2024



TRIAGE PILOT COMING SOON

As we emerge out of the pandemic and following patient feedback regarding access, the Westgate Practice will be implementing a short pilot of some patients using online forms for non-urgent problems.

This should allow us to ensure the right patient gets to the right person more effectively and reduce the 8am telephone call rush.

For the trial, commencing mid-April, selected patients may be directed to complete an online form which will be triaged by a senior clinician.

During this time, there will be no change generally, to the way patients access appointments. The practice will provide further updates, following completion of the trial and a full assessment.



The NHS App gives you a simple and secure way to access a range of NHS Services. This can be downloaded on your smartphone or tablet via Google Play or App store. You must be 13 or over to use the NHS App.

You need to prove who you are to get full access to the NHS App. You can then access a wide range of services and information at the touch of a button. For example, you can order repeat prescriptions, nominate a pharmacy, view appointments, view information such as your allergies, medicines, test results and your GP record on or after 1st Oct 2023. You can also find your NHS number and use NHS 111 online to answer questions and get advice.

Vaccinations

Vaccines are the most effective way to prevent many infectious diseases. They help protect you and your child from many serious and potentially deadly diseases. They also protect other people in your family and community by helping to stop diseases spreading to people who cannot have vaccines, such as babies too young to be vaccinated and those who are too ill.

Since vaccines were introduced, diseases like smallpox, polio and tetanus that used to kill millions of people are either gone or are now rarely seen. Others diseases likes measles and diphtheria have reduced to very low numbers since vaccines were introduced. However, as we have seen, if people stop having vaccines, it's possible for them to quickly spread again.

Whether its childhood immunisations, pneumococcal or shingles vaccines or your desire to travel the globe, we all need to ensure we are safe and up to date with our vaccinations. Please contact the practice, if you require your vaccination(s).

Spring Covid-19 Booster's 2024

The Joint Committee on Vaccination and Immunisation (JCVI) has confirmed its advice for a spring covid-19 booster programme. They have advised that a covid-19 vaccine should be offered at around 6 months after their previous dose to:

- Adults aged 75 years and over
- Residents in a care home for older adults
- Individuals aged 6 months and over who are immunosuppressed

The Westgate Practice is not able to participate in this year's spring booster programme. We understand this may be disappointing for some patients. The programme requires a large number of clinical and administrative staff, which we currently do not have available to release for these vaccinations.

Patients who receive a text message or letter from the NHS to book their spring booster, are advised to ring 119 or book via the National Booking Service online. Please do not contact the surgery.

Care Home residents and eligible housebound patients will be offered their vaccination by Springpharm Pharmacy. Care Home vaccinations can commence from 15th April, with all other eligible patients from 22nd April.

For further information about the Spring Booster Programme 2024, please visit the NHS Website.

KEEP UP TO DATE WITH THE PRACTICE

The latest news and health forms on the website:
www.westgatepractice.co.uk

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OTHER NEWS

PRACTICE CLOSURES



The Practice will close at 1pm on Tuesday 23rd April, 14th May and 25th June for **Protected Learning Time**. This is allocated training time for practice staff. The Practice will also be **closed for the Bank Holidays on 6th and 27th May**.

PATIENT PARTICIPATION GROUP

We would like to thank our PPG for providing our new colourful waiting room artwork. We hope patients find this welcoming and useful in and around the surgery. PPG minutes are available to view on our website.

WELCOME



We would like to welcome Yvonne, our Clinical Pharmacist Lead and Cheila who is our First Contact Physio who have joined the Practice. Welcome to Westgate!

PLEASE REMEMBER!

Let us know if any of your details change including:

- new address
- changed your mobile number
- become a carer.