

The Westgate Practice Newsletter

SUMMER EDITION 2024



PATIENT TRIAGE LAUNCH

From 15th July, we will be changing the way appointments are booked with GP's. This follows a small successful pilot undertaken earlier in the year. For **non-urgent issues** (those which do not require a same day assessment) you will now be able to **submit an online request via our website**, using the 'Contact Us Online' panel on the homepage or NHS App. Forms will be reviewed by a GP who may then offer you a choice of book ahead appointments.

In order to be able to deal with emergencies, **on the day appointments will only be for urgent issues.**

If your issue is not urgent, please complete the online form so the GP may offer you an appropriate appointment. The form is easy and short to complete and being used extensively by many other practices nationally.

Anyone who cannot complete the form, can ring or visit the practice, so our staff can support you completing the form online. Please appreciate there may be a delay doing this during busy times, so completing the form yourself or with the help of a family member, will allow us to help you more quickly.

Other Appointments

Many of our nursing appointments are pre bookable. A large number of these are done via our self-book text links for pre-planned procedures and annual reviews. We would encourage patients to use this self-book link when asked to do so as this reduces the number of calls coming into practice.

However, if you require an appointment with any member of our nursing team, please contact the surgery after 10.30am as this will allow those requiring an urgent on the day appointment to get through more quickly.



Many practices have shown that they can manage appointments more successfully using online triage systems. This is because requests are triaged by a GP who can ensure that the patient sees the right person at the right time. Not only does this make care better, it reduces or avoids the "early morning rush" on the phone and it is more convenient for patients to be able to get a book-ahead appointment. We appreciate your understanding and cooperation during this transition.

We are aware there is a nationwide problem accessing GP Appointments. For further information about the challenges facing General Practice and what GPs are doing, please visit <https://www.bma.org.uk/our-campaigns/gp-campaigns/patients/gps-are-on-your-side>

Summer has Arrived!

Have you planned a trip abroad? Have you checked your immunisations are up to date? If not, please complete the travel risk assessment on our website and we will check to see if you require any vaccinations for your holiday.

If you are travelling abroad, please make sure to **contact the practice at least 6 weeks prior to your travel date**. This will allow the nurses time to assess your needs and to order the required vaccinations if necessary.

Many of us will want to enjoy the sunny weather (here or overseas) but we would like to remind patients that there are plenty of things they can do to ensure they remain safe and well during times of high temperatures and strong sunshine. Those who are aged over 75 years, patients with long term conditions, or who take multiple medications, and babies should take extra care during times of hot weather.

If you do need to go out in the heat, wear sunscreen, light clothing and avoid exercise or activity that can make you hotter. Cool yourself down with cold food and drinks, avoid alcohol and caffeine, and make your home/accommodation as cool as possible.

Summer can also result in an increase in seasonal illness and mishaps. For example, being outside may increase our chance of an insect bite or allergy. Be sure to update your first aid kit with items such as anti-histamines, rehydration sachets and antiseptic wipes for cuts or scrapes.

OTHER NEWS

PRACTICE CLOSURES



The Practice will close at 1pm on Tuesday 23rd July, 13th Aug and 24th Sept for **Protected Learning Time**. This is allocated training time for practice staff. The Practice will also be **closed** for the Bank Holiday on **Monday 26th August**.

PATIENT PARTICIPATION GROUP

Our PPG met on 7th June 2024. The PPG minutes are available to view on our website.

WELCOME



We would like to welcome Zeenat, who joins the Clinical Pharmacist team and Suzy who is our new Phlebotomist. Welcome to Westgate!

PLEASE REMEMBER!

Let us know if any of your details change including:

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

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