

The Westgate Practice Newsletter

AUTUMN EDITION 2025



TRIAGE UPDATE

Since launching triage in July 2024 and expanding its use from July 2025, we wanted to thank patients for supporting the practice with the change in the way appointments are now booked.

The Practice has received 52,434 medical requests during the past 12 months. During this same period, we also received 9,150 administrative requests. I think you will agree that this demonstrates the level of demand we face as a practice.

The practice would like to remind patients that if they are

able to complete the online triage themselves, this keeps the telephones free for those patients who may not be able to access/use the online form.

We have also noticed an increase in missed appointments (Did Not Attend) and respectfully ask patients to be considerate of others who may be able to use that appointment, if you cannot attend or no longer require it then please cancel it.

Queries or requests for medication should be sent via our website using the prescriptions tab. If you require a medication review, please ring the surgery to book.

Did You Know...?

Whilst the NHS App can show some of your records and information online, this will only relate to those that are stored electronically and in most cases from 1st Oct 2022.

Medical records were traditionally a paper file, with a move to computers (in the Staffs area) being made in the 1990's. The GP2GP electronic record transfer system only began in 2005, which means that for many of our patients, most of your medical records are not accessible online.

We currently do not have the resources, nor the funding, to scan all these documents onto your medical record. This may be the reason why you will not find everything via the NHS App.



From September, the NHS plans to start sending normal results from the NHS Cervical Screening Programme, digitally utilizing the NHS App. Normal results are those where the patient is put back into recall within the programme and don't require referral to colposcopy.

Those who have a normal test result will be notified of this by an NHS App message. It will appear as an NHS App notification, and if someone doesn't have notifications switched on for the NHS App, they may also receive an SMS message to remind them to check the NHS App.

If the NHS App message isn't read within 72 hours of delivery or if the patient doesn't have the NHS App, a letter will be sent as a failsafe. Abnormal result letters (those that involve referral to colposcopy) will continue for the time being to be delivered by post.

Flu and Covid Autumn/Winter 2025

There has been a significant change to the national Covid Vaccination programme. This means that fewer patients will be eligible for the Covid vaccination this year. The flu vaccination programme eligibility remains unchanged.

Patients eligible for the **flu** from **September 2025**:

- Pregnant women
- Some immuno-compromised patients (for example, receiving chemotherapy)
- Children aged 2 or 3 years on 31st August 2025

Patients eligible for the **flu** from **October 2025**:

- Patients aged 65 years and over
- Those aged 18 years to under 65 years in a clinical at-risk group
- Patients in long stay residential care homes
- Carers
- Close contacts of immunocompromised individuals
- Frontline health and social care staff (patient contact)

Patients eligible for the **Covid19** Vaccination from **October 2025**:

- adults aged 75 years and over
- residents in a care home for older adults
- individuals who are immunosuppressed (as per Chapter 14a of the Green Book)

KEEP UP TO DATE WITH THE PRACTICE

The latest news and health forms on the website:

www.westgatepractice.co.uk

FOLLOW US on Facebook:

Search: [The Westgate Practice](#)

OTHER NEWS

PRACTICE CLOSURES

The Practice will close at 1pm on Tuesday 21st Oct and 25th Nov for **Protected Learning Time**. This is allocated training time for practice staff. The Practice will be closed 25th and 26th Dec for Christmas and 1st Jan 2026 for New Years Day.



WELCOME

We would like to welcome new patients who have recently joined the practice. You can keep up to date with practice news via our website, Facebook page and our quarterly newsletter.



PATIENT PARTICIPATION GROUP

The PPG held its an Annual General Meeting on 11th June 2025. Thank you for those that attended, as we really appreciate your engagement and feedback.

We would also like to thank the PPG for their help at our Saturday flu clinics taking place in Oct and Nov..

PLEASE REMEMBER!

Let us know if any of your details change including:

- new address/email
- changed your mobile number
- become a carer