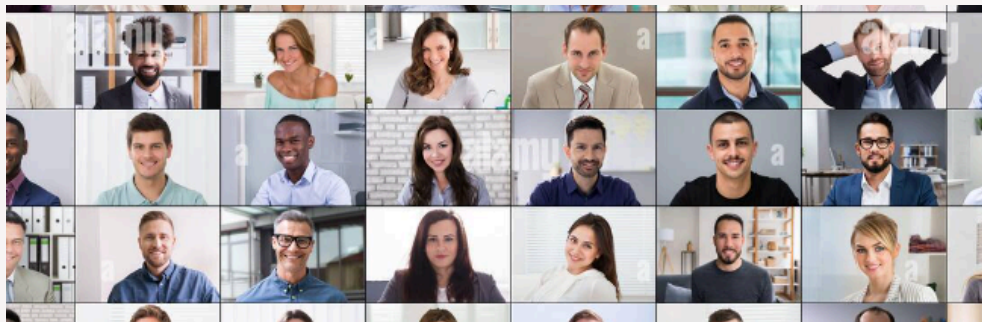




PATIENT NEWSLETTER

Video group clinics (VGC) are shaping the future of care



What is VGC?

Virtual Group Consultations (VGC) provide routine clinical care in a group setting, offering benefits like peer support, advice, improved quality of life, and goal setting.

Who is it for?

We can offer VGCs instead of one-on-one appointments for women who are peri- or post-menopausal and want to learn about their symptoms and various treatment options—whether medical, complementary, or herbal.

Westongrove VGC

- **Coordinator:** Connor, Menopause Coordinator
- **Clinician:** Practice Nurse Flick, Menopause Specialist
- **Frequency:** Monthly sessions lasting 60-90 minutes.

How do I book?

If you'd like to attend a VGC, call the surgery and speak to reception. Your details will be passed to our Menopause Coordinator, who will provide all necessary instructions.

Testimonials from patients

- 'The atmosphere was relaxed, open and a safe environment.'
- 'Openness of other women, which was good to hear how the menopause is affecting others.'
- 'Interesting to hear other women's experiences and gain their tips.'
- 'Given me information enabling me to conclude my next steps.'
- 'An efficient way to gain clinical advice, booking appointments can be challenging.'
- 'Pre VGC preparation was smooth, professional and informative.'

Why attend VGC?

Menopausal women often feel isolated and unsupported. In a VGC, you join a small online group of like-minded women, where you can ask questions, receive advice, and feel empowered by shared experiences. A one-on-one with the clinician is also included for personalized treatment or planning.

Is VGC for me?

Join us and find out!

Welcome

Our monthly patient newsletter keeps you up to date with what is happening here at Westongrove, and raises awareness of current health and well-being issues.

Please send your feedback or things you would like to see to:
Westongrove.Patientnewsletter@nhs.net

Opening Hours

In accordance with NHS England's Enhanced Access standards, our doors are open 08:00-18:30, with phone lines available 08:00-13:00 and 14.00 – 18:30.

We also offer appointments in extended hours up to 8pm on week days and Saturday mornings 8am – 12noon.

Find out more:

- westongrove.co.uk
- [@westongrovepartnership](https://www.facebook.com/westongrovepartnership)



Available 24/7
 Check your symptoms
 Find local services
 Need an appointment?
 Self care advice
 Have an enquiry?

Team Spotlight

This month we'd like to introduce our Westongrove Diabetes Team led by Dr Emma Lumb and Nurse Mandy Buttery.

Our specially trained team, together with their GPs, look after the clinical care of approx. 1670 patients at Westongrove who have a diagnosis of Type 2 Diabetes – this is 5% of our total practice population.

Care provided includes; health checks and lifestyle advice, monitoring of medication, insulin and other injectable medication initiation, and team meetings with secondary care for very complex patients.

The team is also embarking on new video group consultations that bring groups of suitable patients together to learn together, share experiences, and offer support to one another under the guidance of the clinical team.



Images top left to right: Dr Emma Lumb, Nurse Mandy Buttery, Nurse Lubna Zada, Nurse Sarah King, Nurse Helen Parry.



Find out more: [Nhs.uk/app](https://www.nhs.uk/app)



September is Childhood Cancer Awareness Month.

While childhood cancer is rare, it's crucial to know the signs and when to consult your GP.

Support is available through the Macmillan support line at 0808 808 00 00.

See your GP if your child:

- Is always tired or lethargic
- Has frequent infections or flu-like symptoms that don't go away
- Has an unexplained lump or firmness, especially in the abdomen, neck, chest, pelvis, or armpits
- Is losing weight for no reason
- Has unexplained aches and pains that don't go away, especially in the bones, joints, back or legs

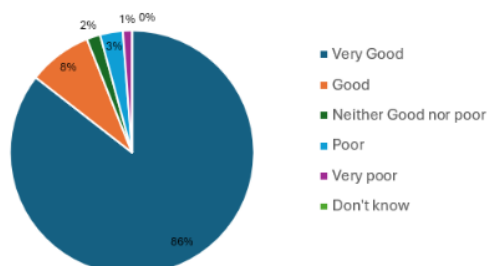
Baby Changing Facilities



We received feedback from this month's Friends and Family test about baby changing and feeding facilities.

We want to let you know that all three of our sites have clearly signposted baby changing facilities, and breastfeeding is welcome. If you need a quiet space for feeding, please ask at reception.

Friends and Family Report - July 24



Flu Vaccinations October 2024



Flu vaccines will be available from October 3rd.

We will hold Saturday clinics for eligible adults and weekday clinics for eligible children at all three sites.

To **check eligibility**, visit the NHS Flu Vaccine page here: nhs.uk/vaccinations/flu-vaccine/

For clinic details and booking information, keep an eye on our Facebook page, website, and posters in the surgeries.

RSV Vaccinations (Respiratory Syncytial Virus)



There is a new vaccination advised for adults aged between 75 and 80 years that we will be offering starting in September.

Unfortunately, we can't give this vaccination at the same time as a flu vaccination so we will need eligible patients to book a separate appointment – ideally with the vaccines 1 week apart.

Appointments are now available to book via the Ask First app or by contacting the surgery. More information about the RSV vaccination can be found here <https://www.nhs.uk/conditions/respiratory-syncytial-virus-rsv/>

Pharmacy treatments

The seven types of case that can be seen by pharmacies in the NHS Pharmacy First service



Clinical pathway	Age range
Acute otitis media*	1 - 17 years
Impetigo	1 year+
Infected insect bites	1 year+
Shingles	18 years+
Sinusitis	12 years+
Sore throat	5 years+
Urinary tract infections**	Women 16 - 64 years

*Also known as ear infection

**Uncomplicated cases only