



## Welcome

Our patient newsletter is published every other month to keep you up to date with what is happening here at Westongrove and to raise awareness of health and wellbeing issues.

Please send any feedback or things you would like to see to: [Westongrove.Patientnewsletter@nhs.net](mailto:Westongrove.Patientnewsletter@nhs.net)

### Opening Times

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

## Healthcare Over Christmas

It's important not to overlook your health during the festive period. Remember to check that your medication supply, especially if you have long-term prescriptions, will last through Christmas and New Year.

Get your flu vaccine and COVID-19 booster if eligible, available for free at NHS. Stock up your medicine cabinet with essentials like painkillers and antacids from pharmacies or supermarkets.

If health issues arise, NHS 111 is available by dialling 111. They can guide you to appropriate services and can book same-day appointments if needed. GP practices will close on certain dates over the holidays, but NHS walk-in centres remain open and your local pharmacies will be able to help you when open too.

For urgent mental health support, you can call 01865 904997 24/7. More health advice for the winter is available at [nhs.uk/staywell](https://www.nhs.uk/staywell). **Stay safe and healthy this festive season.**

## Westongrove's Opening Hours

### CHRISTMAS OPENING HOURS

Friday 22nd – normal hours.

Saturday 23rd - closed.

Monday 25th Dec – closed.

Tuesday 26th Dec – closed.

Wednesday 27th Dec – Friday 29th Dec – normal hours.

Saturday 30th Dec – normal hours (WHC).

Monday 1st Jan 24 – closed.

Tuesday 2nd - normal hours.

MERRY  
Christmas

# Team Spotlight - C.A.T



We have a diverse and **multi-skilled** team of **110 clinical and non-clinical** members that care for our **32,300 patients** and ensure the smooth running of our **three sites**.

## We'd like to introduce you to our CAT TEAM

Left to right: Claire, Pritesh, Wendy and Subo. Our central admin team also known as 'CAT' work across all 3 sites and provide admin support for our doctors and clinical staff.

For patients we work on tasks such as private referral Letters, insurance forms and misc letters.

Below are some useful numbers for our patients:

- Hospital referral queries/ update to your referral/ referral appointment booking team – 01296 83 88 88
- Booking Scans & Xray at Stoke Mandeville Hospital as long as the doctor has requested a scan/xray for you – 01296 316 900/01296 316 908
- Practice Plus Group (Cressex) High Wycombe - Xray/US/MRI booking line – 0333 999 2586
- District Nurses – 01296 566 090
- Colposcopy Booking line –01296 83 88 88

Please note that the CAT Team does not book patient appointments. Please call 01296 330 330 and speak to reception to make appointments.

## Friends of Wendover

Join the Friends of Wendover Health Centre in making a real difference in our community!

We're a warm-hearted charity providing essential transport for health appointments, and we urgently need new volunteers post-pandemic.

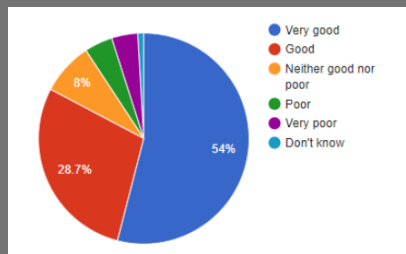
Be part of our friendly, flexible team, where every role, from driving to coordinating, matters. Expenses are fully paid.

**Want to help? We'd love to hear from you!**

friendsofwendoverhealthcentre@outlook.com  
01296 622565, Monday-Friday between 1-3pm

## Survey Results

We're happy to share that our November 'Friends and Family survey' had 291 responses with 175 people rating our service as 'very good'.



## Cancer Corner

- Unexplained persistent sore throat
- Unexplained cough for more than 3 weeks
- Pain when swallowing
- Unexplained lump in throat
- Ulcers that do not heal after 3 weeks
- Horse voice
- Loose teeth for no clear reason
- Red or white patches in mouth
- Unexplained bleeding or numbness in mouth
- Unusual swellings or lumps in mouth or throat



If you suspect symptoms of throat cancer, contact the surgery for advice.

## SPOTLIGHT ON THROAT CANCER

**#letsbeatcancer together**

KNOW YOUR BODY  
KNOW THE  
SYMPTOMS

SEEKING HELP EARLY  
SAVES LIVES

## Congratulations!

Congratulations to these members of our team who have recently successfully completed training courses and other milestones!

- **Nurse Mandy Buttery:** Diabetes Diploma
- **Nurse Lubna Zada:** GPN Fundamentals Course
- **Pharmacist Joyce Lai:** Prescribing Course

Kathy, one of our reception team at Aston Clinton Surgery, completed a million step challenge and raised £430 for Dementia UK. - Well done!

