



PATIENT NEWSLETTER



Welcome

We share a monthly patient newsletter to keep you up to date with what is happening here at Westongrove, and to raise awareness of health and well-being issues.

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

To stop receiving texts about the newsletter, simply reply 'opt out'.

Note that this will prevent all future texts about appointment reminders and vaccination messages too because our system can't separate different message types for opt-out.

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

Pharmacy First Approach



Providing NHS services

Most pharmacies can help you with seven common conditions without needing a GP appointment

- **Sinusitis**
(adults and children aged 12 years and over)
- **Sore throat**
(adults and children aged 5 years and over)
- **Earache**
(children and young adults aged 1 year to 17 years)
- **Infected insect bite**
(adults and children aged 1 year and over)
- **Impetigo**
(adults and children aged 1 year and over)
- **Shingles**
(adults aged 18 years and over)
- **Urinary tract infection**
(women, aged 16 to 64 years)





Did you know that patients can now get treatment for seven common conditions directly from their local pharmacy, without the need to contact us for an appointment or prescription?

Launched by the Government and NHS England on 31 January 2024, the scheme aims to give patients quick and accessible care whilst easing pressure on GP services.


The pharmacy first approach can help you with the seven common ailments shown on the poster to the left.

No need to make an appointment, just visit your local pharmacy!




Visit your Pharmacy First!

*NHS prescription charge rules apply where a medicine is supplied



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

Millions of people are using the **NHS App** to **manage their health the easy way**, from ordering a prescription to checking their records.



Team Spotlight

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.

This month we're introducing our First Contact Physio Team, Ash and Payal.



First Contact Physio (FCP) is not traditional Physiotherapy as you know it.

Our First Contact Physios are there to assess, give advice and exercises, plus refer onto other services if necessary.

They work closely with the rest of our healthcare team and have excellent availability throughout the week offering both face to face and telephone appointments, including evenings and Saturday mornings.

You can generally get an appointment within 1 week. They are specialists and can see any patients over the age of 16 with joint or muscle pain or sports injuries.



Draft Primary Care Strategy

Westongrove is part of BOB Integrated Care Board and we would like to give our patients the opportunity to comment on the draft primary care strategy.

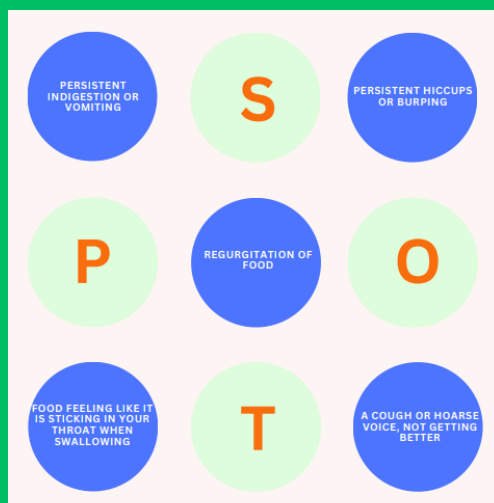
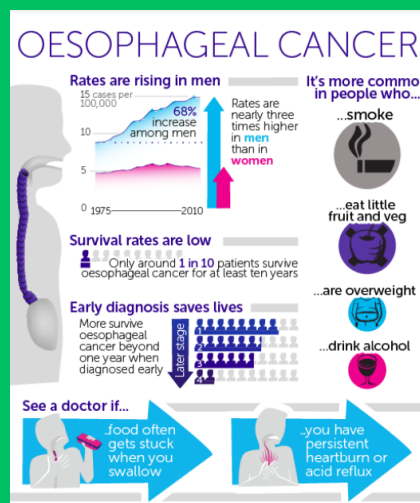
Cancer Corner

#Letsbeatcancertogether

February is Oesophageal Cancer Awareness month

World Cancer Day was observed on 4th February and at Westongrove, we are dedicated to supporting cancer prevention efforts. We urge patients to promptly seek review for any new, unusual, or persistent unexplained symptoms.

If you suspect your symptoms could indicate cancer, please share your concerns when booking so we can arrange a timely consultation. If you are referred on an urgent suspected cancer pathway, your GP will direct you to information explaining the process and answer questions you may have.



Dates that we are closed in 2024

BOB Integrated Care Board provides cover for our team to have training time throughout the year.

On these dates we are closed from 1pm – 6.30pm and you can access care by calling 111.

Our enhanced access appointments from 6.30pm – 8.00pm continue as usual.

- Wednesday 17th January
- Wednesday 7th February
- Wednesday 13th March
- Wednesday 17th April
- Tuesday 14th May
- Wednesday 5th June
- Wednesday 10th July
- Thursday 19th September
- Thursday 17th October
- Wednesday 13th November

This information can also be found at:

westongrove.com/practice-information/practice-closure-dates/

This shares the vision for NHS GP, pharmacy, optometry and dentistry services in Bucks, Oxfordshire & Berks.



Find out more and tell us what you think:
bit.ly/primarycarestrategybob Closes 29th Feb 24