



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

Rising Measles Cases - Advice

Measles cases have been rising recently across the UK so it's important that you understand your vaccination status and know where to seek help if you're at risk.

What is Measles? Measles is a highly contagious viral disease. It presents as symptoms like cough, runny nose, rash, and fever.

It can be serious, especially for those with weakened immune systems. Vaccination remains the most effective protection against measles.

Checking Your Vaccination Status:

- **Adults and Older Children:** Many are already immune, either due to previous measles infection or through vaccination.
- **Vaccination Records:** Check your health records via the NHS App to confirm your MMR vaccination status. If you aren't vaccinated contact us to make an appointment.

Who is at Risk?

- **Individuals with Weakened Immunity:** This includes people with certain medical conditions or those on specific medications.
- **Pregnant Women**
- **Infants Under One Year:** They are particularly vulnerable and parents should seek medical advice if exposed to measles.

What to Do if You're Exposed to Measles:

- **Symptom Watch:** Be vigilant for symptoms within 3 weeks of exposure.
- **Seek Medical Help:** If you suspect measles, call reception before visiting to avoid spreading the virus and let them know that you suspect measles.

Stay Protected and Informed With the rise in measles cases, staying informed about your vaccination status and understanding the risks is more important than ever.

Learn more: nhs.uk/conditions/measles

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

Find out more: Nhs.uk/app



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 Cancer Care Team.

The admin team includes (L-R) Frances, Carla and Karina. The clinical team shows (L-R) Health Care Assistant Lucie, Health Care Assistant Ellie, Dr Naomi Jeffery Cancer Care Lead, and Nurse Team Lead Flick.

They work proactively to maximise on the screening take up and positively impact on cancer diagnosis.



Admin Cancer Care Team

Admin Team: They make sure patients come back for check-ups, create helpful information for patients, conduct quality audits, and keep an eye on who's getting cancer screenings.

Clinical Team: This team monitors screening uptakes for our diverse patient groups including LGBT patients, those with learning disabilities, or serious mental illnesses to ensure flexible access to care is available. They also provide regular training updates to our wider team on

Clinical Cancer Care Team

how to continually improve this area in these areas.

Achievements and Awards:

We're thrilled to say that Dr. Naomi Jeffery was recently honoured with a Thames Valley Cancer Alliance award.

This accolade recognizes her proactive initiative in introducing protected appointments, specifically for patients presenting with potential 'urgent red flag cancer symptoms'.

We're really proud of our team.



Don't have documents? Don't worry...



We are a Safe Surgery for everyone in our practice area.

We might ask for ID or proof of address. But if you don't have any and you live in our practice area, you can still register with us.

We won't ask for immigration documents.

World Cancer Day

Sunday 4th February

Did you know that up to 50% of cancers can be prevented? Detecting cancer early can significantly improve survival rates and this is a crucial message we want to share with all our patients.

We strongly encourage you to book an appointment with your GP if you have any concerns about your health.

It's especially important to see your doctor if you notice >>>

- **An ongoing symptom** that lasts for more than 3 weeks
- **Unexplained symptoms** that have no obvious cause. For example, finding a new lump
- **Unusual for the individual:** This means a change in the body that is not normal for you. For example, it could be a change in a cough present for a long time, or a change to a mole.

Telephone System: Improving Accessibility

We're addressing concerns about the difficulty in reaching us by phone.

Efforts include potential upgrades with features like call-back options, in collaboration with NHS England and the ICB.

We have also introduced a new service allowing callers to resolve

queries digitally via step-by-step phone guidance.

This helps to free up line capacity for those unable to use digital methods and we've had 151 total digital interactions in just two weeks!

Since launching this, we've seen notable improvements. The average wait time on calls has decreased by 40 seconds, and we're answering more calls.

While it's early days, we're optimistic about these changes and will keep you updated in future newsletters.

Breakdown of Digital Interactions	
Access to health record	07
Appointments/reviews	66
General enquiries	11
Manage/check referrals	05
Prescriptions	35
Sick/Fit notes	06
Test results	21