



Exciting News: Our New Telephone System is Going Live 11th December!

You spoke
we listened

From midday 11th December 2024 our NEW Telephone system will be switched on.

Just 1 dedicated number for all three sites

Check and cancel your appts 24/7- no need to speak to someone



Call back facility - no need to wait in the telephone queue

Works with our clinical system, so saves time on your calls



**01296
320384**

Patient Newsletter

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

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



Download free from your app store

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



New phone system overview



For the past few years, we've been working closely with the local ICB to secure an upgraded telephone system. Our current system, which no longer meets all the requirements of our contract, has also been a source of frustration for patients based on your feedback.

We're pleased to announce that our efforts have paid off, and our new system will be live starting Wednesday, 11th December.

This upgrade not only fulfills all contract requirements but also introduces new, convenient features for both patients and staff, offering greater flexibility and a smoother experience.

Thank you for your patience and feedback—it has been invaluable in driving this improvement!

We really hope that all these improvements will have a positive impact on our patients whilst we deal with such a huge amount of calls on a daily basis.

Key facts and need-to-knows about the system

From 11th December at midday, we'll have one new number for all calls: 01296 320384. No matter who you need, just dial 01296 320384!

All calls will go through our reception teams across our three surgeries.

There will be a divert on our old lines whilst patients get used to using the new number

You can choose a 'call back' option instead of waiting in the queue. The system saves your place and calls you back when it's your turn, saving you time.

You can cancel future appointments 24/7 using the telephone system, without needing to speak to a call handler. This frees up the appointment for others right away.

You can also check the dates and times of any future appointments, again without needing to speak to anyone making it easy and simple at any time of the day or night.

The digital assistant will remain on the phone line for patients who prefer this option. In October 2024, there were 479 digital interactions, freeing up 479 phone calls from the queue.

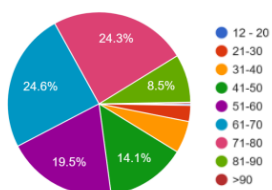
The new system integrates with our clinical system, giving call handlers direct access to your information when they answer your call. While each time-saving is small, it adds up, allowing more time to answer your calls.

We will have access to much more data to highlight busy times and can plan our call handler cover appropriately.

Thank you for your feedback!

A huge thank you to everyone who participated in our recent patient survey – we received an amazing 354 responses!

Your feedback is invaluable in helping us improve our services. We're currently summarising the results and will share the key findings with you soon.



Breakdown of 354 respondents by age.

Stay protected this winter - book your flu/RSV jabs



Flu and RSV vaccination clinics are underway, and we encourage all eligible patients to book their appointments and get protected before Christmas!

- **Flu Vaccines:** Available for patients over 65, those with chronic conditions, children aged 2-3, care home residents, and housebound patients.
- **RSV Vaccines:** Available for patients aged 75-79.

Appointments can be booked through the Ask First app, via Ash, our Digital Assistant at www.westongrove.com, or by contacting reception.

Please note, these are appointment-only clinics, so book in advance. Stay updated via our website, Facebook page, or text notifications. Let's protect ourselves and each other this winter—book now and stay safe!