



## Your Feedback Matters: Actions from friends and family test responses



### Recent patient feedback and the steps we've taken

Thank you to all our patients who take the time to complete a friends and family test response after a consultation.

As the responses are anonymous, we cannot respond directly to individual comments, but we review them each month and take action where possible.

Here are some recent comments and the steps we've taken:

#### Telephone System and Wait Times:

**Concern:** Lengthy wait times without a callback option.

**Action:** We have been working with the Integrated Care Board (ICB) for over 18 months to agree on an upgrade, which has now been approved! We expect to have the new system in place by early 2025 and will keep you updated.

#### Breastfeeding and baby changing facilities:

**Concern:** Lack of visible breastfeeding or baby changing areas.

**Action:** Safe breastfeeding areas are available upon request, and baby changing facilities are located at all three sites. We've put up new posters to ensure this is clearly communicated.

#### Opening Hours Discrepancy:

**Concern:** Newsletter opening hours didn't match the website.

**Action:** This has been corrected to ensure consistency across platforms.

#### B12 Injection Schedule:

**Concern:** Request to administer B12 injections two weeks early.

**Action:** B12 injections cannot be given two weeks early, and we have reminded our reception teams about this policy.

*Please continue to provide your feedback through these surveys; we truly appreciate hearing from you!*

# 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](https://www.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?

## Flu clinics 2024



We'd like to thank our team for running Saturday flu vaccination clinics since the beginning of October, alongside some weekday appointments.

**So far, we have vaccinated 3946 patients!**

If you are eligible and haven't had your flu vaccination, please book an appointment using AskFirst.



## Patient survey

We would like to gather patients views on accessing our services and obtaining appointments at Westongrove.

We would be grateful if you could spare a few minutes to complete our survey by scanning the QR code below:



Alternatively, if you do not have a compatible mobile device, please see our reception team for a paper copy.

**Closing Date:** Monday 11th November



Movember is an annual campaign in November dedicated to raising awareness for men's health issues like prostate cancer.

It's important to know that symptoms of benign (non-cancerous) prostate conditions, and prostate cancer can be similar.

**Watch for signs such as:**

- Needing to urinate more frequently, especially at night
- Difficulty starting or maintaining a steady stream while urinating
- A feeling of not completely emptying your bladder
- An urgent need to urinate
- Blood in your urine or semen

If you're experiencing any of these symptoms, please speak to your GP.

A PSA (Prostate-Specific Antigen) blood test may be ordered and can provide helpful insights.

**For more information**, especially for men aged 50 and over without symptoms, see this guide online: [gov.uk/government/publications/prostate-specific-antigen-testing-description-in-brief](http://gov.uk/government/publications/prostate-specific-antigen-testing-description-in-brief)

## Free home collection of sharps and clinical waste bags

Patients can request a **FREE collection** of sharps bins or clinical waste bags directly from their home address.

Simply visit our website and follow the instructions provided here: [westongrove.com/2024/10/08/free-sharps-bin-collection-service/](http://westongrove.com/2024/10/08/free-sharps-bin-collection-service/)



## Video group consultations (VGC) for menopause support

**What is a VGC?**

VGCs are group sessions designed to deliver clinical care in a supportive, shared environment. They offer peer support, professional advice, and help with setting personal health goals.

**Who's it for?**

We offer VGCs for women who are peri- or post-menopausal and seeking to better understand their symptoms and treatment options, including medical, complementary, and herbal therapies.

**Westongrove VGC Details**

- Led by: Menopause Coordinator **Connor** and **Practice Nurse Flick** (Menopause Specialist)
- Held monthly: 60-90 minutes online

**Why join?**

Menopause can feel isolating; VGC provides a supportive space to discuss symptoms, receive advice, and feel empowered with others experiencing similar challenges. You'll also have a one-on-one with the clinician to discuss treatment options or future plans.

**How to book**

Call the surgery to book your spot, and our Menopause Coordinator will contact you with details.

**Patient Testimonials**

- "Relaxed, open, and safe environment."
- "Good to hear how menopause affects others."
- "Efficient way to gain clinical advice."

## Reminder: calling screens in waiting areas

Both Aston Clinton and Bedgrove Surgery have screens in the waiting areas that some clinicians use to call patients for their appointments.

While you're waiting, please keep an eye on these screens for your name to ensure you don't miss your call. Thank you!

