

Merry Christmas

FROM ALL AT
WESTONGROVE PARTNERSHIP

Holiday Opening Hours

Wendover Health Centre, Bedgrove Surgery,
and Aston Clinton Surgery

Tuesday 24th Dec (Christmas Eve):

- Wendover: 8:00am – 6:30pm
- Bedgrove: 8:00am – 3:00pm
- Aston Clinton: 8:00am – 3:00pm

Wednesday 25th Dec (Christmas Day): CLOSED

Thursday 26th Dec (Boxing Day): CLOSED

Friday 27th Dec:

- All sites: 8:00am – 6:30pm

Saturday 28th Dec:

- Wendover: 8:00am – 12:00pm
- Bedgrove: CLOSED
- Aston Clinton: CLOSED

Monday 30th Dec:

- All sites: 8:00am – 6:30pm

Tuesday 31st Dec (New Year's Eve):

- All sites: 8:00am – 6:30pm

Wednesday 1st Jan 2025 (New Year's Day): CLOSED

Thursday 2nd Jan 2025:

- Normal services resume: 8:00am – 6:30pm at all sites

Important reminders:

For **medical emergencies** outside these hours, please call the NHS **Helpline at 111**.

Ensure **repeat prescriptions** are requested by **Tuesday 17th December** to have enough medication for the holiday period.

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.

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

 @westongrovethepartnership

Dispensary Christmas and New Year Opening Hours

Saturday 21st Dec:
9:00am – 11:00am

Monday 23rd Dec:
8:30am – 6:30pm

Tuesday 24th Dec (Christmas Eve): 8:30am – 6:30pm

Wednesday 25th Dec (Christmas Day):
CLOSED

Thursday 26th Dec (Boxing Day): CLOSED

Friday 27th Dec:
8:30am – 6:30pm

Saturday 28th Dec:
9:00am – 11:00am

Monday 30th Dec:
8:30am – 6:30pm

Tuesday 31st Dec (New Year's Eve):
8:30am – 6:30pm

Wednesday 1st Jan (New Year's Day):
CLOSED

Thursday 2nd Jan: 8:30am – 6:30pm

Merry Christmas
AND A HEALTHY NEW YEAR



Important update: New appointment and contact system at Westongrove



From **Wednesday 8th January**, Westongrove has a **new system** for patients to **request an appointment** or **contact us**. As our Patient survey suggested, we will discontinue using Ask First.

Why are we doing this?

New regulations require GP Practices to change the way appointments are offered to patients, with the main goal being **'to provide the right care, to the right patient, at the right time'**

Improved Access:

We understand the need for improved access and our goal is to **inform all patients contacting us with a clinical query before 4pm**, about the **next steps** within the same day. Additionally, we aim to address **all administrative queries within 24 hours**, eliminating the need for multiple contacts.

Optimise GP Time:

Not all clinical matters require a GP's direct attention. By directing appropriate queries to other qualified clinical professionals, **GPs can focus on patients who truly need their expertise.**

Prioritise Care:

Ensure patients who need face-to-face appointments are seen based on the **urgency of their clinical needs.**

Offer Timely Appointments: Improve access for less urgent concerns.

From a practice perspective, this change will allow us to better understand patient demand and resource usage. This data will help us **plan our services and staffing** more effectively, especially as we continue to recruit additional clinicians to support our GPs.

What to expect from the new system...

One System for all:

Whether you contact us by phone, online, or in person, all requests will be managed through an access portal, enabling us to prioritise your needs effectively.

Prioritisation:

The system will help identify urgent symptoms or conditions, ensuring those with the most pressing needs are prioritised.

Data-driven staffing:

The system will provide insights into the types of consultations we handle, allowing us to adjust our staffing to best meet patient needs.

Same-day clinical assessment:

Clinical queries submitted before 4:00pm will be reviewed by our clinical team on the same day, and you will be informed of the next steps.

Smooth implementation:

We have engaged a Project Manager with experience in implementing a new access system at other practices. They are working with us after the launch to fine-tune the system to the specific needs of our patients.

We value your feedback

We expect a **3–6 month adjustment period** as everyone adapts to the new system.

We are **committed to using your feedback to help us continuously improve** our processes. You can send us feedback by going to www.westongrove.com

Thank you for your support, The Westongrove Partnership Team