



NHS App  
The NHS at your fingertips

## Telephone System Upgrade

If you have been in touch with the practice recently you may have noticed a change to our telephone system. We received a long awaited upgrade in February 2024, which will provide much improved telephone access for our patients and colleagues. Some of the new system features:

- ◆ **Call recording:** This will assist the practice with monitoring and staff training.
- ◆ **Callback service:** When you are waiting in the queue, you will have an option to request a callback. You can then hang up and you will be contacted when your place in the queue is reached – Please keep your phone handy!!

## Pharmacy First

Community pharmacies can offer treatment for seven common conditions without patients needing to see a GP, as part of a major transformation in the way the NHS delivers care.

Highly trained pharmacists at more than nine in ten pharmacies can now assess and treat patients for:

- ◆ Earache (age 1-17 years)
- ◆ Impetigo (age 1 year +)
- ◆ Infected insect bites (age 1 year +)
- ◆ Shingles (age 18 years +)
- ◆ Sinusitis (age 12 years +)
- ◆ Sore throat (age 5 years +)
- ◆ Urinary tract infections (UTIs) for women aged 16-64

Available on the high-street, community pharmacy teams have the right clinical training to give people the health advice they need, with no appointment necessary and private consultations available.

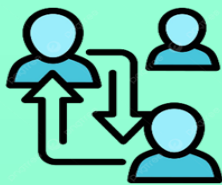
Community pharmacists will signpost patients to other local services where necessary.

By expanding the services community pharmacies offer, the NHS is aiming to help free up GP appointments and give people more choice in how and where they access care.



Don't wait for minor health concerns to get worse – think pharmacy first and get seen by your local pharmacy team.

For more information, visit: [nhs.uk/thinkpharmacyfirst](https://www.nhs.uk/thinkpharmacyfirst)



## Practice Staff Update

From March 2024 Mr. Rob Paton is stepping down as Practice Manager after 11 years at the surgery. Rob will continue to work in the practice and will be providing administrative support to the new management team on a part-time basis.

Miss Amy Carter will take over as Practice Manager from March 2024. Amy has been with Wetmore Road Surgery for 6 years as our Practice Operations Manager and has worked within the NHS for over 21 years.

Mrs Nicola Bailey joined the surgery in November 2022, and has also worked within the NHS for 18 years. Nicola will replace Amy as our Practice Operations Manager.

We wish Rob, Amy and Nicola success in their new roles.



The NHS App is a simple and secure way to access a range of NHS services and information on your smartphone or tablet.

Millions of people are already using the NHS App to manage their health the easy way from the comfort of their homes.

Whether viewing your GP health record, ordering repeat prescriptions, or nominating your preferred pharmacy – the NHS App hosts a range of features that make it easier to access NHS services and information.

**Start using the App today.**

For more information, including how to download the NHS App, please visit [www.nhs.uk/nhsapp](https://www.nhs.uk/nhsapp)

## Veteran Friendly Practice



**Armed Forces veteran  
friendly accredited  
GP practice**

Veteran Friendly means we are supporting our Armed Forces veterans. There are around 2.4 million veterans in Great Britain of whom 60% are 65 years or older and 89% are male. A veteran is someone who has served in the Armed Forces (regular or reservist) for at least one day. The term 'veteran' is the same as 'ex-service personnel' or 'ex-forces', although not all veterans know, choose or want to associate with the term 'veteran'.

What this means in practice for us is that we follow the Armed Forces Covenant.

- ◆ The Armed Forces community should enjoy the same standard of, and access to healthcare as that received by any other UK citizen in the area they live.
- ◆ Family members should retain their place on any NHS waiting list, if moved around the UK due to the service person being posted.
- ◆ Veterans should receive priority treatment for a condition which relates to their service, subject to clinical need.
- ◆ Those injured in service should be cared for in a way that reflects the nation's moral obligation to them, by healthcare professionals who have an understanding of the Armed Forces culture

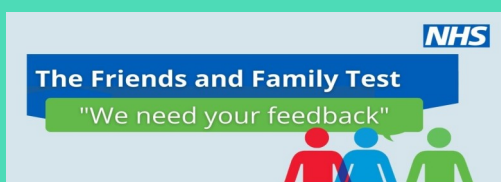
## Friends & Family Test

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed. It's a quick and anonymous way to give your views after receiving NHS care or treatment.

Since the FFT was launched in 2013, millions of patients have submitted feedback. It's used by most NHS services, including community care, hospitals, mental health services, maternity services, GP and dental practices, emergency care, and patient transport

We have forms available in reception, or you may receive a text questionnaire following an appointment with the surgery.

You can also access the Friend and Family Test via our website: [www.wetmoreroadsurgery.co.uk](http://www.wetmoreroadsurgery.co.uk)



## Patient Participation Group

The Patient Participation Group (PPG) is a group of patients registered with the practice coming together on a regular basis, to look at how they can positively influence the development of the surgery and local health services.

The health interests of our patients is at the forefront of the group, along with the development and progress of the practice as a whole.

**New members are always welcome to join the PPG!  
If you are interested and would like to join, please  
contact the practice on 01283 564848 or  
wetmoreppg@outlook.com**

Minutes and supporting documents of the Patient Participation Group can be viewed on the surgery website.

[www.wetmoreroadsurgery.co.uk](http://www.wetmoreroadsurgery.co.uk)

## Prescriptions

Always remember to order your repeat prescriptions in time to avoid running out of your medications. Either drop your written request in to the surgery or use the NHS app.

Please allow 48 hours for your request to be processed.



Your prescription will be sent electronically to your nominated pharmacy.



### Opening Times

Monday - Friday\* 8.00am-6.00pm

**\*Closed Wednesday lunchtime from 12:30 pm until 1:30 pm, plus one afternoon per month for staff training.**

### Contact Details:

The Surgery  
12 Wetmore Road  
Burton-on-Trent  
DE14 1SL

Tel: 01283 564848

[www.wetmoreroadsurgery.co.uk](http://www.wetmoreroadsurgery.co.uk)

[wetmore@staffs.nhs.uk](mailto:wetmore@staffs.nhs.uk)