



Update on Our New Appointment And Contact System



Our new appointment and contact system went live on Wednesday, 8th January. Now that we're in week three, we'd like to share some key data and useful information with you.

How Many Requests Have We Handled?

Since launch, we have processed 6,538 patient requests, including:

- 2,823 for new health problems
- 2,123 for ongoing health problems
- 458 nurse appointment requests
- 302 medication queries
- Other contacts for fit notes, admin requests, referral queries, appointment changes, test results, or healthcare professionals

How Are Patients Contacting Us?

- 87% of contacts were made using the online form via our website
- 13% were completed via telephone or in person with our reception team

Why Use the Online Form?

Every request must be submitted using a form—it's much quicker if you can complete it online yourself or with help from a family member or friend. If you are unable to do so, our reception team can assist over the phone or at the reception desk, but everyone follows the same process.

To make things easier:

- Tablets are available at each site for patients to submit their requests—just ask at reception!
- If you call us, our phone system can send you a direct link to complete the form online—just select that option.
- You can submit forms on behalf of children or those you care for.

What Happens Next?

All requests are reviewed by our clinical triage team, supported by two triage coordinators. If we need additional information or if a request is submitted incorrectly, we'll contact you with further instructions.

Patient Newsletter

Our monthly newsletter keeps you up to date with what is happening here at Westongrove, and raises awareness of current health and wellbeing 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

When is the Form Available?

- The online form is open from 7:30 AM – 4:00 PM, Monday to Friday.
- It may be paused at other times due to clinical capacity.

Thank you for your support as we continue to improve our service!

NEW PATIENT ACCESS SYSTEM

From the 8th January 2025 we are changing the way you contact the practice

You will be able to contact the practice at any time during our opening hours by

- WEBSITE: Use our link on the website www.westongrove.com
- PHONE: Speak to our Call Reception
- IN PERSON: Speak to our Reception Team

All contacts will be reviewed by the medical team and you will be contacted with the most appropriate care

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

We've Gone Bronze with Green Impact for Health!

Green Impact

BRONZE AWARD

We're excited to share some fantastic news—our practice has achieved **Bronze status** with Green Impact for Health!

This milestone reflects our commitment to becoming a more environmentally friendly practice. This achievement is thanks to the hard work and dedication of our **Green Team**, who have been working tirelessly to make our practice greener and more sustainable.

To earn Bronze status, we have:

- Held regular meetings to discuss improvements, share ideas, and encourage greener workplace practices.

- Optimised our **digital footprint** to reduce unnecessary resource use.
- Become a **Safe Surgery practice**, ensuring those without ID or proof of address can still register for a GP, helping to reduce health inequalities.
- Reviewed our **lighting system**, replacing bulbs with lower-wattage alternatives where possible and encouraging staff to switch off lights when not in use.
- Installed instant water boilers in kitchen areas—these **use less energy** than regular kettles!

- **Welcomed and supported breastfeeding**, providing quiet spaces for feeding and baby changing.
- **Promoted physical activity** for both patients and staff through our Health & Wellbeing Coach.
- Switched to **recycled paper** for printing and photocopying and ensured all used printer and toner cartridges are recycled.

What's Next?

Our next goal is Silver status, and we're already planning further steps to make our practice even more eco-friendly.

Feedback Survey For Pharmaceutical Services

Buckinghamshire Health and Wellbeing Board would appreciate your feedback on accessing pharmaceutical services.

Please spend 5–10 minutes on their survey to help shape local pharmacy services and future decisions. **Deadline:** 16th February.

Visit

<https://yourvoicebucks.citizenspace.com/public-health/your-local-pharmacies/> to complete the survey.

New Phone System Stats



After launching on December 11th, we handled **6,381 calls**, with an average call time of 2 minutes and 39 seconds in the rest of December alone!

Our **callback service proved popular**, with 1,243 successful callbacks, allowing callers to carry on with their day.

Meanwhile, 7,473 callers queued, with an **average wait time** of 6 minutes and 56 seconds.

Memory Information Sessions 2025

Free sessions about your memory and how it works with tips and coping strategies to help with independence and signposting to useful services.

Thursday 6 February:

Hughenden Garden Village,
Hughenden Blvd, High Wycombe,
HP13 5GD

Tuesday 11 March:

Beaconsfield Heights Care Home,
30-34 Station Road, Beaconsfield,
Bucks, HP9 1AB

Places are limited and booking is required.

Contact

bucks.memorysupport@nhs.net
or call 01296 718956 for further details, directions/parking and to register.



Alzheimer's Society

Together we are help & hope
for everyone living with dementia

Cervical Screening Awareness

Cervical screening saves lives
Don't ignore your smear test invite

Each year, more than 3,200 women of all ages are diagnosed with cervical cancer in the UK. Cervical screening helps prevent cancer, starting with a smear test. If you're worried about the test, Macmillan offers resources to guide and support you at macmillan.org.uk - search overcoming smear fear