



Why we no longer prescribe tablets for fear of flying

We're often asked to prescribe diazepam or similar drugs (e.g., lorazepam, temazepam, clonazepam) for flight anxiety or to help people sleep during travel.

Prescribing these drugs is not advised by NICE guidelines or NHS England, so we do not prescribe when asked. These drugs are not recommended for many reasons including:

✈️ Safety risks – They reduce your awareness and reaction times so if there is an emergency you may put others at risk by getting in their way or making them help you

🩸 Increased blood clot risk – These drugs can put you into an unnaturally deep sleep meaning you may not move around as much and are at risk of developing a blood clot. This risk is higher if your flight is longer than 4 hours.

⚠️ Unexpected side effects – Some people experience agitation or aggression.

🚫 Legal issues – These medications are illegal in some countries.

If you experience flight anxiety, some airlines offer fear of flying courses, which may help.

Help us reduce missed appointment slots

In February, **238 appointments were missed**. At an average cost of £30 per appointment, that's **£7,140 for one month!** Plus, these appointments could have been used by other patients.

If you **can't attend** an appointment, **please let us know** via the 'check and cancel' option on our phone system—there's no need to wait or speak to our team.

Let's work together to cut down on wasted appointments!

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

Got an admin question or query?



Please fill in our online form available on our website www.westongrove.com via the administration query box:

- Letters
- Referrals
- Changing your details
- Online access queries
- NHS App questions
- Forms
- Requesting information or telephone numbers.....plus lots more!

COVID booster vaccines, spring 2025

We're working with Oakfield Surgery again to deliver this year's spring COVID booster vaccinations.

Who is eligible?

- ✓ **Adults aged 75+** – Invitations will be sent via text from Oakfield Surgery (or by letter/phone if needed).
- ✓ **Care home residents** – Vaccines will be administered by the Oakfield care home team.
- ✓ **Immunocompromised individuals** – Invitations will be sent via text (or by letter/phone if needed).

Where and when?

📍 **Oakfield Surgery** – Clinics will run throughout April:
 📅 Saturdays (all day) & Sunday mornings

Appointments must be booked via the direct link in your invitation or by speaking to our team – these are not walk-in clinics.

☎ You can also book by calling 119. For more information, visit:
[🔗 nhs.uk/vaccinations/COVID-19-vaccine](https://nhs.uk/vaccinations/COVID-19-vaccine)



Opening hours

Our surgeries will be closed on the following days:

- **Good Friday** (18th April)
Closed
- **Easter Saturday** (19th April)
Closed
- **Easter Monday** (21st April)
Closed

If you need medical assistance during this time:

☎ Call 111 for urgent but non-emergency care

🚑 Call 999 in an emergency
 Wishing all our patients a happy and healthy Easter! 🐰🌸

New site manager - Bedgrove



We'd like to introduce Lee-Anne, our new Site Manager at Bedgrove Surgery.

Lee-Anne is now in week three with us and is getting to know everyone and how Westongrove works.

Congratulations to our Practice Nurse, Mandy!



We are proud to share that our Practice Nurse, Mandy, has recently passed her Non-Medical Prescribers (NMP) course.

An NMP is someone who can prescribe but isn't a doctor or dentist and has great impact on patient care in terms of access and expertise.

This is a huge achievement and involves one day a week at university for 12 months, along with lots of own time learning and many exams! Congratulations Mandy.

Free interpreter service

If you or a family member require language support, please let us know as we can arrange an interpreter service for your appointment.



March is Ovarian Cancer Awareness month. About 7,400 women are diagnosed with ovarian cancer each year in the UK. If you are concerned about any symptoms, please see your GP.

Do you know the symptoms of ovarian cancer?

Learn more at targetovariancancer.org.uk/symptoms



Practice training dates 2025

BOB Integrated Care Board provides cover for all practices to close between 1-6.30pm once a month (except August and December) for team training.

Should you need urgent medical assistance between 1pm and 8am the following morning call 111 or 999 if it is an emergency.

The dates that we will be closed in 2025 are:

- Thursday 24th April
- Thursday 15th May
- Wednesday 11th June
- Tuesday 15th July
- Thursday 18th September
- Wednesday 15th October
- Tuesday 18th November

