



## Patient survey - we'd like your feedback!

It's been 6 months since we launched our **new telephone and access system** at Westongrove, and we'd appreciate it if you could take a few minutes to **complete our patient survey**.

We like to get your **feedback and thoughts** on the changes and any other **ideas you have for improvement**.

Please **scan the QR code** on the right to **go to the survey** or if you require a **paper copy, please ask at reception**.



## Change to Cervical Screening Intervals from 1st July 2025



From **1st July 2025**, the **routine cervical screening** interval has change **from every 3 years to every 5 years** for women and people aged 25–49 who test negative for high-risk HPV (hrHPV) after their screening on or after this date.

If you had a smear test before 1st July 2025 and your result was negative, your next test will still be due in 3 years. After that, if your result remains negative, you'll move to the new 5-year interval. This change is based on research, including a major study by King's College London, which shows that 5-yearly screening after a negative hrHPV test is just as safe as 3-yearly screening.

The risk of developing cervical cancer after a negative hrHPV result is very low for at least 10 years. ***If you have any questions or aren't sure who to speak to, please do ask – we're happy to help.***

# 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](http://westongrove.co.uk)  
 @westongrovepartnership

## Got an admin question or query?



Please fill in our online form available on our website [www.westongrove.com](http://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!

## Thank you to everyone who joined us at Parkrun

Thank you to everyone who joined us at Parkrun at Wendover Woods on 5th July. We ran, walked, brought the dogs and our families, and enjoyed being outside. If you'd like to read the full run report please visit: <https://www.parkrun.org.uk/wendoverwoods/news/2025/07/>



## Operation Christmas Child – We're Collecting!



Each year, the Westongrove team supports the **Operation Christmas Child shoebox appeal** by filling boxes with **small gifts such as toys, stationery, socks, hats, gloves, and soap** to send to children around the world. The boxes are coordinated by **Dr Emma Lumb**, who delivers them to the local drop-off point.

After we shared our efforts last year, **several patients asked if they could contribute** – so this year, we're welcoming donations again. If you'd like to help, please drop off new, labelled items at reception but please note: we can't accept liquids or toothpaste. Thank you for your support!

## Friends & family (FFT) feedback - thank you!

Thank you to all patients who completed our Friends & Family survey – in May, **356 patients responded**, with **75% rating us as very good** and **14% as good**.

**11% were unhappy with the service**, and while we value all feedback, the survey is anonymous, so we're unable to follow up directly.

If you'd like us to respond to your comments, please use the form on our website:

[westongrove.com/policies/complaints-procedure](https://westongrove.com/policies/complaints-procedure)

or choose the **'administration' tile** via [westongrove.com](https://westongrove.com).

Please note: the FFT is **not suitable for medication queries** – these should also be sent via our online form.



## Practice training dates



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 18th September
- Wednesday 15th October
- Tuesday 18th November



Sarcoma is a rare cancer that affects connective tissues like muscles, fat, and nerves. It often appears in the arms, legs, or abdomen and can be aggressive so **early detection matters**

If you notice a lump, swelling, or ongoing pain, especially in a limb, please get it checked by a medical professional.



## Nurse Retirements

In June, we said a fond farewell to two of our **long-serving Practice Nurses, Bev and Lin**, who have retired after **nearly 50 years** of combined service at Westongrove. They will be greatly missed, and we wish them both every happiness and plenty of adventures in their retirement!