



## Westbourne Medical Centre Newsletter

Issue 3- 17th February 2022



This is the third issue of the Westbourne Medical Centre (WMC) Newsletter jointly produced by WMC and the Patient Participation Group (PPG) Committee. The September and January issues are available on the WMC website here:

[www.westbournemedical.com/index.php/about-us/news](http://www.westbournemedical.com/index.php/about-us/news)

**If you no longer wish to receive the Newsletter please email your full name and date of birth to [wmc.ppg1@nhs.net](mailto:wmc.ppg1@nhs.net) and ask to be removed from the distribution list.**

Please also email us if you have suggestions for topics to be discussed in the Newsletter. We look forward to hearing from you! Please bear in mind that the most up-to-date information can always be found on our WMC website:

[www.westbournemedical.com](http://www.westbournemedical.com)

### **Do you know that you can book an appointment with a Musculoskeletal Physiotherapist (MSK)?**

WMC is fortunate to have the services of Ian Kennedy, a Musculoskeletal Physiotherapist (MSK). If you suffer from joint or muscular pain, you can book a one-off appointment with Ian via the Patient Coordinators. Currently there is approximately a 6 week wait. Ian is an Advanced Practitioner so in addition to giving advice on treatment options, including appropriate exercises, he can refer for X-rays and is also qualified to prescribe pain medication and administer steroid injections which can provide pain relief for a number of months.

### **Some statistics**

In December and January, we administered **6799** COVID-19 vaccines across our Primary Care Network, which includes Winton and Denmark Road surgeries. We also administered **251** flu vaccinations.

In December and January this year we received **15,033 phone calls** and made **9310** face to face appointments **6175** telephone appointments. Unfortunately, **459 patients did not attend** their booked appointments. Please inform us if you cannot attend an appointment so we can give it to another patient.

### **Blood tests**

The national shortage of blood bottles which affected every healthcare service provider has now been resolved and we are able to offer blood tests as required.

### **Telephone calls**

All our telephone calls (inbound and outbound) are recorded for training and monitoring purposes.

## Booking an appointment online

We have now released limited online routine appointments, with your usual GP. This feature online has been disabled for the last 18 months due to COVID-19 pandemic, but we are trialling it again now by releasing a few appointments in advance

## Using the online websites and apps

There are various ways to access online services and we covered this topic in the November Newsletter. However, we appreciate that multiple websites and apps can be confusing. Here is an outline of what is available on the current apps. There is no single app that can provide all functions.



	SystemOnline	Airmid	NHS App
Book appointments	✓	✓	✓
Order prescriptions	✓	✓	✓
View GP record	✓	✓	✓
Manage sharing rules	✓	✗	✓
Update demographic details	✓	✓	✗
Change pharmacy nomination	✓	✓	✓
Message the surgery directly	✓	✓	✓
Show prescription barcode	✗	✓	✗
Check your symptoms	✗	✗	✓
Manage organ donation decision	✗	✗	✓
COVID Passport	✗	✗	✓

### **Online access to personal health records**

From 1st March 2022, all our patients with an online account will be able to view new entries in their health records from this date onwards.

Patients will no longer have to make special requests to view this but will need to have an online account- SystmOnline, Airmid App or NHS App.

More information can be found here:

[www.westbournemedical.com/index.php/about-us/news](http://www.westbournemedical.com/index.php/about-us/news)

If you have online access but do NOT wish to see your records online, please let us know before 28th February 2022. Email: [wmc.ppg1@nhs.net](mailto:wmc.ppg1@nhs.net)

If you do not have an online account, you do not need to contact us.

### **Welcome to new staff**

Anne Holburn- Patient Liaison Officer

Lily Gallimore- Administrator

Fiona White- Pharmacy Technician

Lauren Dollimore- Management Assistant

David Murdoch our Advanced Paramedic Practitioner is sadly leaving but we wish him all the best. We are actively recruiting for additional staff:

[www.westbournemedical.com/index.php/about-us/recruitment](http://www.westbournemedical.com/index.php/about-us/recruitment)

### **Patient Participation Group**

This Newsletter has been put together by Westbourne Medical Centre staff and the Patient Participation Group (PPG) Committee. The main aim of the PPG is to encourage effective communication between Westbourne Medical Centre and its patients. Any patient of WMC can request to join either the 'virtual' group (which communicates mainly through social media) or the PPG Committee which, in normal times meets every couple of months but which is currently conducting meetings via Zoom.

There is more information on the WMC website here:

[www.westbournemedical.com/index.php/your-wmc](http://www.westbournemedical.com/index.php/your-wmc)

We also have started a WMC PPG Facebook group, which we aim to use to get feedback from patients about WMC services and to disseminate information, such as these Newsletters. The link for the Facebook group is:

[www.facebook.com/groups/136999118569687](https://www.facebook.com/groups/136999118569687)

We also have a Twitter account: @WMC\_GP

You might also be interested in the WMC Facebook page, which regularly provides information about WMC services:

[www.facebook.com/WestbourneMedicalCentre](https://www.facebook.com/WestbourneMedicalCentre)

We welcome any feedback on the services of Westbourne Medical Centre. Please also inform us of any additional information you would like to be included in the next Newsletter by emailing [wmc.ppg1@nhs.net](mailto:wmc.ppg1@nhs.net).