

# Newsletter February 2023



The Surgery as with so many parts of the NHS has been under constant pressure to deliver a wide range of services over the winter months, including a flu epidemic, Streptococcus A, and the continuing threats from COVID 19. These are exceptional times, and we thank you for supporting us in our efforts to improve all aspects of patient care. This Newsletter is intended to help you to understand our current priorities. It has been put together by our PPG (Patient Participation Group) in conjunction with the practice.

We are pleased to announce the appointment on our new PPG Chair Peter Dow who has been a PPG member for some years. Please look out for future updates from him as we go forward. Please also review our interactive [PPG Facebook Page](#)

Barry will continue to support Peter as PPG secretary and will work closely with him in setting the PPG objectives for the this year.

Here are some of our current activities that might help you.

## New Website

A brand-new surgery website was launched in January giving lots of information regarding the practice structure, the services we offer, how to book appointments and obtain prescriptions as well as other health information and advice. The website will be updated continually as new information or changes become available. [Home | Westbourne Medical Centre](#)

## Appointments

We know how important this is to all patients, however the NHS is experiencing high demand at present and Westbourne Medical Centre is no different. Please bear with us we are doing our best to get to you.

To provide the most efficient service for our patients, we have introduced an online consultation option to reduce our telephone waiting times. We have listed the options that help you get to the right person as quickly as possible.

**Online (Accurx)** - is a digital text-based triage system, that allows us to put you in touch with the right Clinician to help you. Submit the online form from the website (front page). Once submitted, this form is reviewed and you will be contacted in order of priority. This system is working very well, saving valuable time trying to get through on the telephone.

**NHS App** - allows you to book your routine appointments online, if you need help in setting this up and using the App please email us at: [wmc.ppg1@nhs.net](mailto:wmc.ppg1@nhs.net)

**Telephone**—our number, as always is **01202 752550** there is a queuing system, and all calls are answered in rotation. All callers will be asked a set of questions to determine how urgent your needs are. Please be patient with our staff whilst they try to help you.

**In Person** — at the front desk during opening hours. Again, our Patient Coordinators will ask you a few questions about your needs, in confidence.

## NHS National Patient Survey

Every year between January and March, the Government conducts its annual GP National Patient Survey. This is intended to assess the patients experience of healthcare services provided by GP practices and covers a wide variety of subjects. The survey is conducted by IPSOS Morey who send a questionnaire to **a sample of patients across the country**. It is important that, whilst it is both anonymous and you are under no obligation to complete it, the results are a guide as to how surgeries in the UK are performing. Last year only 40 % of the Dorset questionnaires were completed! **If you receive a copy in the post, please do complete it, either via the paper copy sent to you, or online via the link contained in the letter.** You can also view last year's survey at [GP Survey Results](#).

## 6th to 13th February

We carried out **2111** appointments

Our clinicians have been carrying out...



Thank you for supporting your practice

## Get Involved

Join Our [Facebook Page](#)

For up to the minute information on the surgery

Join the Patients Group

We continuously need new members of the PPG to help in giving the practice advice on its activities and supporting its initiatives. For more details contact: [wmc.ppg1@nhs.net](mailto:wmc.ppg1@nhs.net)

## Our Feedback System

Good communication is at the heart of the surgery, and we strive to give the best possible service we can within the constraints of the NHS system. Sometimes things can go wrong or be misunderstood. Equally you may have had a very good experience that you would like to share. Feedback is important to us; it boosts morale and helps us review and improve our services. We value your feedback, good or bad! Our [Feedback Page](#) on the website outlines how you can communicate your feedback with us. Alternatively, if it is a pure observation, highlight it on the PPG Facebook page where others can comment. The PPG Facebook Page is monitored by a patient (lay) member of the PPG group and information is shared where appropriate with the practice.



## Streptococcus A Advice

Strep A is a common type of Bacteria. Most Strep A infections are mild and easily treated but some can be more serious. Please click on the [NHS link](#) for more information

As we move into the New Year, general practice is continuing to feel the pressures of winter illness, in particular children presenting with upper respiratory infections. We are recommending the Healthier Together website and App: [Home :: Healthier Together \(what0-18.nhs.uk\)](#) for more information.



## Social Prescribing

Social prescribing, also sometimes known as community referral, is a means of enabling health professionals to refer to a range of local, non-clinical services. Recognising that health and wellbeing are determined mostly by a range of social, economic and environmental factors, social prescribing seeks to address people's needs in a holistic way. It also aims to support individuals to take greater control of their own health. Schemes can involve a range of activities that are typically provided by voluntary and community sector organisations. Examples include volunteering, arts activities, group learning, gardening, befriending, cookery, healthy eating advice and a range of sports. Social prescribing is designed to support people with a wide range of social, emotional, or practical needs, and many schemes are focused on improving physical wellbeing. Those who could benefit include people with complex needs, people who are socially isolated, experiencing loneliness and bereavement, and those with multiple long-term conditions who frequently attend either primary or secondary health care. **Here at Westbourne Medical Centre** referral is usually made by GPs, but any member of staff can refer, and the referral will be reviewed according to need, and if it fits within the referral pathway, it will be accepted. The Social Prescribers are based within the practice.



**Waiting Room Copies -We hope you like the new layout of our newsletter, Newsletters in larger font can be emailed on request from: [wmc.ppg1@nhs.net](mailto:wmc.ppg1@nhs.net)**