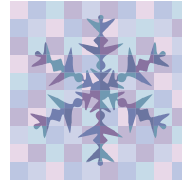


West End Surgery

www.westendsurgery.co.uk

NEWSLETTER



Autumn/Winter 2018

INSIDE THIS ISSUE:

- Bank Holiday opening times and emergency contact
- Welcome new staff
- Flu Season
- Maternity leave & cover
- Christmas Tree Festival
- Virtual Patient Participation Group
- e-Consult
- GP's in the Practice
- Clinics running late

Bank Holiday Closures 2018

The Practice will be closed on:

Monday 2nd January
Friday 30th March
Monday 2nd April
Monday 7th May
Monday 28th May
Monday 27th August
Monday 25th December
Tuesday 26th December
Tuesday 1st January 2019

On all days immediately before and after a bank holiday, we offer less routine appointments and more provision for urgent or same day appointments and advice. If you need advice or access to a GP and the practice is closed, please call 111.

NHS111 is a free phone number and is available for all medical enquiries which are important but do not need 999 services.

Flu Season!

We are still booking flu vaccination appointments.

If you are eligible for a flu vaccination and not yet had one please contact the surgery to book in for your flu jab.

If you are unsure if you are eligible for a flu vaccination please check on either our website www.westendsurgery.co.uk or on www.nhs.uk

Dr Stephanie Fernandes- Maternity Leave

Dr Fernandes will be going on maternity leave from the end of November this year. We welcome Dr Hina Bokharia to our GP team who will be covering Dr Fernandes' clinics.

St James' Parish Centre Christmas Tree Festival

We have participated in this year's community Christmas Tree festival. The festival is at St James' parish centre, West End and will be running from 7th-9th December 2018.

Virtual Patient Participation Group

We have successfully created our new Virtual Patient Participation Group (V-PPG).

`Virtual` PPGs, allow engagement with the wider practice population using email or forums and social media.

It is via this Virtual Group we will be able discuss issues coming up in our Practice. Hopefully using this forum will allow us to take into account your views and also those of a representative sample of all patients.

If you are interested in joining our virtual PPG please ask reception for an interest form (or you can access this form via our website: www.westendsurgery.co.uk) and click on the top right corner icon 'Have your say'

e-Consult - a new way to access healthcare

This service started in November 2016 and we have received lots of positive feedback from patients who have used it.

E-Consult allows patients 18+ yrs to interact via our website to find the best possible type of care that they require. The process is you would visit the surgery website and click the relevant link (it will be clearly displayed). You then find your health condition and fill out a simple online questionnaire and then will be advised on a course of action (this could include self-treatment, a phone call from the surgery or even an appointment with a healthcare professional at the surgery).

GPs in the Practice

Dr Olivia Rodrigues	(F)	Monday, Tuesday, Wednesday & Friday Specialises in child health, learning disability & safeguarding
Dr Susan Smallwood	(F)	Monday, Wednesday, Thursday & Friday Specialises in contraception and minor op procedures
Dr Kari Nightingale	(F)	Mondays & Tuesdays
Dr Stephanie Fernandes	(F)	Wednesday-Friday
Dr Emily Lee	(F)	Tuesday-Friday
Dr Emma Hilton	(F)	Monday, Tuesday & Thursday
Dr Simon Le Besque	(M)	Variable clinics

Sometimes you may be informed that your GP has no appointments but you see your GP around the surgery – this is because the GP is doing other clinical work and not seeing patients

Our Doctors and Nurses do sometimes run late

This can be for several reasons:

- An unexpected emergency may have occurred
- A patient may require more time than has been allocated
- Equipment may malfunction
- A consultation may be interrupted by other staff needing urgent advice
- Patients may arrive late so increasing time pressures

Sometimes, patients just need a bit of extra time to talk things through.

We know delays can be frustrating and we do our best to run on time.

We will keep you informed of any delays so please be patient.

