

The Westgate Practice Newsletter

WINTER EDITION 2023



TELEPHONE CALL BACK OPTION

The Westgate Practice are pleased to be offering a new telephony service (starting 20th Dec) that will allow patients to select a call back option whilst awaiting their call to be answered by a member of the Patient Services Team.

Patients calling on busy days or at busy times of the day, can select a call back from the practice. This holds their place in the queue and calls them back once their position in the queue has been reached.

Whilst the practice answers many of our calls within a few minutes,

we appreciate that you may not want to hold whilst you await your call to be answered. You can of course still continue to hold if this is your preference.

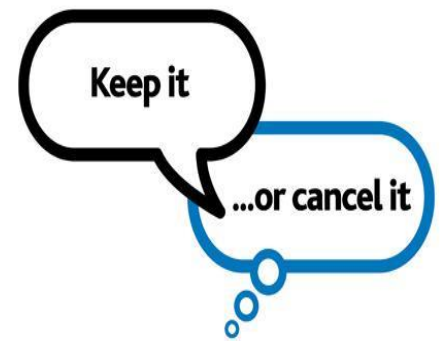
All telephone calls are dealt with by our telephone hub at Greenhill Health Centre. This includes anyone who currently uses the Shenstone telephone number, as this is automatically diverted to our Greenhill number

The Shenstone telephone number will no longer be in use from 1st April 2024. All telephone calls to the practice should be made on 01543 416633.

Get 'WINTER STRONG'

The Westgate Practice has held 5 Saturday flu and covid-19 vaccination clinics. Whilst lots of patients have already come forward for their vaccinations, many patients who may not have been able to attend, or have not yet decided to take up their offer of a vaccination, are still able to do so. We are urging those eligible to come forward and contact the practice to get 'winter strong' as the festive period approaches. Covid-19 vaccinations are available until 31st January 2024, so please book your appointment as soon as possible if required.

Eligible patients include anyone aged 65 years and over, or who turn 65 before 31st March 2024, and those aged 18-64 years with an 'at risk' condition. Children born between 1st Sept 2019 and 31st Aug 2021 are eligible for their nasal flu vaccine.



We are experiencing an increase in patients not attending their booked appointments.

The practice strongly requests that patients no longer requiring their appointment or unable to attend their appointment, contact the practice as soon as possible. Cancellations can be made either by telephone or in response to an appointment text reminder.

The cancellation of an appointment, means that it can be offered to another patient. The Practice would like to thank patients for continuing to use the appointment system responsibly.

NEW: ANNUAL BARIATRIC FOLLOW UP CLINIC

Starting in 2024, the Westgate Practice will be contacting patients who have undergone bariatric surgery to invite them to attend an annual follow up review.

Managing the care of patients who have received such surgery will pass to their GP Practice 24 months post procedure. The annual review will seek to look at a variety of areas, including a health review, blood tests, dietary assessment and education, as well as mental health.

Invitation letters will be sent to patients who are eligible for this service in their birthday month.

KEEP UP TO DATE WITH THE PRACTICE

The latest news and health forms on the website:
www.westgatepractice.co.uk

Follow us on Facebook:
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OTHER NEWS

PRACTICE CLOSURES

The Practice will close at 1pm on Tuesday 19th December, 16th Jan and 20th Feb for **Protected Learning Time**. This is allocated training time for practice staff. The practice will also close for the festive Bank Holidays on 25th and 26th December, and 1st January.



WELCOME

We would like to welcome Susan and Nikkola who join our Patient services Team. Welcome to Westgate!



PATIENT PARTICIPATION GROUP

We would like to thank members of the PPG who volunteered at our flu and covid clinics. Their help and assistance is very much valued by the Practice. The latest PPG minutes are available to view on our website. The next meeting is due to be held on Friday 8th December 2023.

PLEASE REMEMBER!

Let us know if any of your details change including: new address, changed your mobile number, or have become a carer.

Please order any medications you require in good time for the holiday season!