



WESTBURY GROUP PRACTICE

www.westburygp.co.uk

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White Horse Health Centre – 01373 828330

The White Horse Health Centre is located in Westbury and serves thousands of patients every day. The Health Centre offers patients routine appointments during extended hours.

Day	Normal Hours	Extended Hours
Monday	08:00 - 18:30	18:30 - 20:00
Tuesday	07:30 - 18:30	18:30 - 20:00
Wednesday	08:00 - 18:30	18:30 - 20:00
Thursday	08:00 - 18:30	18:30 - 20:00
Friday	08:00 - 18:30	None
Weekends	Closed	None

Bratton Surgery – 01380 831911

Bratton Surgery is situated in the village of Bratton. The Dispensary on site allows us to dispense prescription items to the local area. The Dispensary does not open until 09:00.

Day	Morning Hours	Afternoon Hours
Monday	08:30 - 13:00	Closed
Tuesday	08:30 - 13:00	14:30 - 17:30
Wednesday	08:30 - 13:00	Closed
Thursday	08:30 - 13:00	13:30 - 16:30
Friday	08:30 - 13:00	Closed
Weekends	Closed	Closed

Online Services

Patients can now access medical services online via the SystmOnline portal. You can visit any of our surgeries and ask to be setup for the service. You'll need to provide photo ID and a separate proof of address. Once registered, you'll be able to see a summary of your medical records, order repeat medications and book appointments too. The SystmOnline app is also available for iOS and Android devices.

Choose The Right Service

Westbury Group Practice are keen to educate patients about the different services available to NHS patients. By making the right choice at the right time, you can get the best possible treatment through the NHS. If you're ever unsure where to go, call 111. The team at NHS 111 will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you. The service is available 24 hours a day, 365 days a year.

Drop-In Phlebotomy Clinics (Blood Tests)

We've added Fridays to our Drop-In Phlebotomy Clinic at White Horse Health Centre to provide more flexibility for you, our patients. The drop-in clinics run as follows:

Tuesdays – 07.30 – 10:00

Wednesdays – 08:00 – 10:00

Thursdays – 08:00 – 10:00

Fridays – 08:00 – 10:00

This means, if you see a doctor between these times, and they request that you have a blood test, you will go to reception who will book you in. This will save you having to come back again on another day. We also offer a limited number of bookable appointments.

Results Service

Westbury Group Practice provide a results service to make it quicker for you to get your test results. Please telephone us and select option 2 to speak with the team. The results service is open 08:30 to 13:00 and 14:00 to 17:30 weekdays. If the team are unavailable, you can leave them an answerphone message or you can email your request to wccg.wgprelts@nhs.net.

The team will endeavour to respond to you within two working days.

Please note that all tests have varying processing time, see the information below.

Urine & Blood Tests – 7 Working Days

Faeces, Swab & Sputum Tests – 10 Working Days

X-Rays – 1-2 Weeks

MRI Scans, CT Scans & Histology - 4-6 Weeks

Prescriptions Service

We are introducing Prescription Ordering Direct (POD) for our patients, providing an easy way to order repeat prescriptions that will also help to reduce the £2.7 million wasted on unused medication in Wiltshire each year. You can call and request your prescription from the comfort of your own home, removing the need to go in to your GP Surgery or Pharmacy.

Call 03001 236242 to speak to the POD, they're open weekdays, 09:00 to 17:00.

X-Ray Service

Salisbury District Hospital provide a walk-in X-Ray service two days per week for patients who have been referred by their GP. This means a patient could see their GP 09:00 Monday morning, and have their X-Ray completed by midday. The service runs between 09:00 to 12:30 and 13:30 to 16:30, Mondays and Wednesdays in the dedicated suite at the White Horse Health Centre. Please attend reception with your referral form on arrival so that they can inform the Radiographers that you are here.

No Worries Clinics

We, a No Worries practice, offer anyone under 25 contraception and advice on sexual health in routine hours. The criteria for this is:

An appointment within 24 Hours for pregnancy testing.

An appointment within 24 hours for emergency contraception.

An appointment within 48 hours for a positive chlamydia result.

If you require sexual health advice, this will also be by appointment.
