



# WESTBURY GROUP PRACTICE

www.westburygp.co.uk

f - @WestburyGP

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## Spring 2018 Newsletter

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### New ECG Machine!

We recently received a donation of £1000 in the will of patient who sadly passed away earlier this year. We've put the funds towards the purchase of another ECG machine for our HCAs at the practice. The ECG machine records the activity of the heart and allows a doctor to gather information about the structure and function of the cardiac muscles.



This new equipment enables us to see more patients who need to be examined and has certainly put a smile on Lorna's face!

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### Our Reception Team

Many patients assume that we answer calls at the front desk at the White Horse Health Centre. In fact we have a team of up to eight receptionists working behind the scenes who answer calls throughout the day. Our telephone lines are most busy between 08:00 and 11:00 and generally all day on a Monday. We are always monitoring the demand for the service and continually alter staff rotas to accommodate peak periods.



Statistics
Average Calls To Reception (1 Day) 912
On-Peak Average Wait 9 minutes 23 seconds
Off-Peak Average Wait 3 minutes 32 seconds

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### PPG Meeting Dates For 2018

The meeting dates for our Patient Participation Group have been announced!  
Want to get involved? Speak to our reception team for a joining pack.

Tuesday 20th February 2018 - 18:30 (AGM) - Tuesday 5th June 2018 - 18:30  
Tuesday 4th September 2018 - 18:30 - Tuesday 4th December 2018 - 18:30

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## Clinical Lead – Nurse Rachel Walters



We are please to announce that Rachel has taken on the role of Clinical Lead at the practice! Rachel qualified as a registered nurse from the University of the West Of England in 2006. She has worked at the Bristol Royal Infirmary, specialising in various surgical specialties, trauma, orthopaedics and as a clinical skills trainer. Until joining the practice in January 2018 Rachel has specialist interests in the care of older people, dementia strategy and improving the quality of care patients receive. We hope you will join us in congratulating Rachel in her new role.

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'Stub It Out'

**STUB IT OUT**



**NHS**  
Wiltshire  
Clinical Commissioning Group

# All NHS sites in Wiltshire will be smoke free from Tuesday 1 January 2019.

To protect the health and wellbeing of all patients, staff and visitors. Smoking will not be permitted in NHS buildings, in the grounds or in vehicles located on or in an NHS site.

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## Staff News

We've recently been fortunate to recruit five receptionists to our team! We hope you will join us in welcoming Teresa, Yvonne, Poppy, Christina and Leigh on board!



Dr. Natasha Ehsanullah and Nurse Mandy Dallimore have sadly left the practice in the last few months. We wish them all the very best for the future.

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