



WESTBURY GROUP PRACTICE

Winter 2018 Newsletter

Practice Website: www.westburygp.co.uk

White Horse Health Centre Tel: 01373 828330

Email: wccg.wgppatientvoice@nhs.net

Bratton Surgery Tel: 01380 831911

Staff News

We would like to congratulate the following staff members on completing their studies –

- Jo Hall, Practice Nurse – Diploma in Minor Illness
- Lara Robson, Practice Nurse – Diploma in Minor Illness and Contraception and Reproductive Sexual Health Course.
- Sarah La-Rosa, Practice Pharmacist – Independent Prescribers Course.

Medication over Christmas

Have you heard? It's nearly Christmas!

We will be starting to issue two months of medication to get people through the holidays.

Start thinking about planning your medications for Christmas, especially if you're going away!

Adverse Weather

Please be reminded that frost, snow and ice can all make for difficult driving conditions and leave pavements slippery under foot. We take extra steps to ensure that our sites are as safe as possible by monitoring the forecast and gritting the car parks and walkways in the evening and again early morning when these conditions are expected. However, please take extra care to prevent slips and falls when out and about this winter.

Telephone Statistics



In our back reception area, we have multiple receptionists answering the phones during the day.

Average Calls To Reception (1 Day)

912

On-Peak Average Wait (08:00 to 11:00)

9 minutes 23 seconds

Off-Peak Average Wait (11:00 to 18:00)

3 minutes 32 seconds

We regularly monitor the number of calls and wait times to look for ways to continuously improve.

Our peak times are usually in the mornings from 08:00 – 11:00 and all day Mondays.

Antibiotic prescriptions

You may have heard about the worrying problem with antibiotic resistance. As a Practice we are committed to reduce the unnecessary prescribing of antibiotics as this puts you and your family at risk of infections not responding to antibiotics, when you do really need them!



PPG

Are you interested in your local surgery?

Would you like to influence its future development?

If so, consider joining the WGP Patient Participation Group.

Membership is open to all patients registered at White Horse Health Centre and at Bratton Surgery.

Meetings are held 4 times a year on a Tuesday evening.

At every meeting there is a presentation on a health-related matter, an update on developments at the practice and a time for questions and answers.

To find out more, pick up a WGP Patient Participation Booklet from Reception

Or look at the PPG boards in the waiting areas.



Shelagh Carpenter
Chairperson

What is cervical screening (a smear test)?

Article by Sister Julia Office, Woman's Health Nurse, Westbury Group Practice

In the past 5 years 1700 patients registered with Westbury Group Practice have declined an invitation to have a cervical smear carried out. The national target is 80%, Westbury are sadly only hitting 75%. We are running a campaign to improve uptake to encourage people to attend and have this simple procedure, which can save lives.

Every year in the UK, over 3,000 women will be diagnosed with cervical cancer. Cervical cancer is the most common cancer in women aged 35 and under.

Cervical screening is a free health test that helps prevent cervical cancer. It checks for cell changes (abnormalities) on your cervix caused by high-risk human papillomavirus (HPV). It is not a test for cancer.

The test is performed by a female Nurse or Doctor

You are automatically invited for cervical screening if you are:

Between the ages of 25 to 64

You are invited:

- Every 3 years between age 25 and 49
- Every 5 years between age 50 and 64

You may get your first invite up to 6 months before you turn 25. You can book an appointment as soon as you get the invite.

- It is very rare to develop cervical cancer:

Under the age of 25, Over the age of 64, if you have had regular cervical screening.

- Cervical cancer is not thought to be hereditary
- 99.7% of cervical cancers are caused by persistent high-risk HPV infections, which cause changes to the cervical cells. HPV is an extremely common virus; around four out of five people (80%) will contract one type of the virus at some point during their lifetime. HPV is spread by skin-to-skin contact of the genital area, which means that anyone who has ever been sexually active could be infected. The body's immune system will usually clear up HPV infections and generally most people don't even know they have contracted the virus.
- Cervical abnormalities are caused by persistent infections with high-risk HPV. These abnormal cells, found through cervical screening (smear test), are not cancerous, but given time (often years) they may go on to develop into cancer. However, often the cells return to normal by themselves.
- It is usually recommended that you do not have cervical screening while you are or could be pregnant. Pregnancy can make the result of your test harder to interpret.
- A total hysterectomy is an operation that removes the womb and cervix. If you have had a total hysterectomy, you will not be invited for cervical screening as it isn't necessary – there is no cervix to take a sample of cells from. Sometimes women have had a hysterectomy and the cervix has been left, you will still need to have a smear.

After your appointment

- Most people can continue their day as usual after the appointment. You may have some very light bleeding (spotting) for a day after the test, so it can help to wear a sanitary pad or panty-liner.
- Cervical screening should not feel painful, but it may feel a bit uncomfortable. If you have any pain or other problems, it is important to let your doctor or nurse know.
- You should get your smear test results within 2 weeks after your test, but it can take longer.
- You should always get your results letter in the post. If you don't get a letter within the timeframe your GP surgery gave you, ring them.

Results

A normal result means your sample was looked at for changes to the cells (abnormalities) and none were found. You will usually be invited for cervical screening again in 3 or 5 years, depending on your age.

An Inadequate result means you may need to repeat the test after 3 months because the first one couldn't be read properly. This may be because the sample didn't have enough cells, the cells couldn't be seen clearly or there was an infection.

An abnormal result may show borderline or low-grade cell changes (dyskaryosis). These changes are very close to being normal and may disappear without treatment. In some areas of England and in Northern Ireland, your same sample will be tested for high-risk human papillomavirus (HPV) if these changes are seen. Your letter will tell you what to do:

If no HPV is found, you can go back to normal (routine) screening.

If HPV is found, you will be invited to colposcopy where an expert will take a closer look at your cervix. An abnormal result may show high-grade (moderate or severe) dyskaryosis. This means you will be invited to colposcopy, where an expert will take a closer look at your cervix.

For more detailed information contact the White Horse Health Centre or Jostrust.org.uk or the Helpline on 0808 802 8000

Happy holidays!!

The team at Westbury Group Practice would like to wish all our patients a Merry Christmas and a Happy New Year

