



WGP Newsletter

WESTBURY GROUP PRACTICE

ISSUE 001

AUTUMN 2019

Staff News

Practices Pharmacist –Kofi Osei



Kofi is the newest member to our Pharmaceutical Team. As a clinical pharmacist in a GP surgery, Kofi and the team will resolve day-to-day medicine issues and consult with and treat patients directly. This includes providing help to manage long-term conditions, advising those taking multiple medicines (polypharmacy) and delivering clinical advice about treatments.

TCOP Nurse—Esther MacKillican



Esther MacKillican has recently qualified as a registered nurse and has joined our Transforming Care of Older People Team (TCOP). Esther will be supporting our older patients to live well, manage their medical conditions and access the support they need. Esther will also be supporting our patients with dementia and their carers.

Health and Wellbeing Co-ordinator—Mandy Johnson



Mandy Johnson, formerly our Reception Team Leader is looking forward to her new role here as the Health and Wellbeing Co-ordinator. This is a key role in the Primary Care Network Multi-Disciplinary Team and helps people to work on their wider health and wellbeing. Looking at social aspects of their health, such as debt, poor housing and physical inactivity, as well as other lifestyle issues. The team hope to address low level mental health concerns by increasing people's active involvement within their local communities. This approach particularly helps people with long term conditions, including those with mental health problems, people who are lonely or isolated, and those with complex social needs negatively affecting their wellbeing.

Patients can be referred by any clinician at the Health Centre or they can self-refer by completing a short form which can be obtained from reception.



Stock Controller – Aaron Aylesbury

Aaron, with a background in stock control, joined the Heath Centre at the beginning of April. Aaron's role includes ordering and managing stock levels, working closely with both the Clinical and Management Teams to help with the smooth running of the practice.

Nurse Associate Apprenticeships—Aaron Goodenough and Becky King

Two of our well respected HCAs (Health Care Assistants), Aaron and Becky have started their apprenticeships to qualify as Registered Nursing Associates.

WGP Patient Participation



Shelagh Carpenter
Chairperson

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.

Hearing Aid Repair Clinic



This clinic is operated by volunteers (Joey, along with her hearing dog Jodie & Tim) from the RUH Audiology Department and has, in the past, been funded for the rental of the room they use by Westbury Group Practice (50%) and the Westbury & District League of Friends (LoF) (50%). Since the LoF group disbanded last year, the future of the clinic has been uncertain. In order to try and keep this well-used clinic running, Chair of the Patient Participation Group Shelagh Carpenter has been in touch with organisations who fund facilities/projects for the benefit of the community. Fortunately Shelagh has been successful and thanks to the kind generosity of the Westbury Lions - who have agreed to pay 25% of the remaining fee, the clinic will be back up and running on **Friday, 11th October 2019**. Patients wishing to use this service should note that it is held every other Friday morning at the White Horse Health Centre and appointments should be booked through our Reception Team.

Cervical Screening Results

NHS Cervical Screening Programme. There are currently delays in patients receiving their results. Letters are usually issued within 14 days of the original sample-taking appointment, however, people across England are currently experiencing longer waits due to ongoing changes within the programme.

NHS England and NHS Improvement has committed to the full implementation of HPV Primary Screening across

England by December 2019. This is due to the increased sensitivity of the test, longer protection of a negative result and better outcomes.

This is a temporary transition period and please be reassured that both are quality assured and effective screening methods, and this does not affect the validity of the results. By January 2020, HPV primary

screening will be carried out across England as part of the Cervical Screening Programme.

There may be a delay in receiving results during the move to a new testing process as part of the Cervical Screening Programme. The delay in receiving the result is unlikely to cause or increase the risk of clinical harm. It will also have no implications for any

subsequent treatment that is required.

Whilst it is very unlikely that the level of delay will cause or increase the risk of clinical harm, please contact the surgery if you experience significant delays and are worried.

Are you up to date with cervical screening ?

Cervical cancer is the fourth most frequent cancer in women with an estimated 570,000 new cases in 2018 representing 6.6% of all female cancer.

When will you be invited for cervical screening?

<u>Age</u>	<u>Invitation sent</u>
under 25	up to 6 months before you turn 25
25 to 49	every 3 years
50 to 64	every 5 years
65 or older	only if 1 of your last 3 tests was abnormal

If you're not up to date with your cervical screening, please contact the surgery to book an appointment.

A Friendly Reminder.....

Prescription Ordering Direct (POD)

The Prescription Ordering Direct (POD) service is the easy way for you to order your repeat prescription. All it takes is a simple phone call that you can make from the comfort of your own home there's no need to go into your GP practice or pharmacy.

You'll speak to a trained Prescription Co-ordinator who can discuss your needs, meaning you'll only order medication when you need it - saving the NHS money to spend on other important services.

Call POD on 0300 123 6242. Opening Hours 9.00am- 5.00pm Monday to Friday.

Do you have a coil or an implant?

The surgery has recently sent out reminders to patients regarding their implants and coils.

If you have received a letter and need your coil or implant changing or removing, please contact the surgery and we will arrange an appointment for you.

If you have received a letter and you no longer have a coil or an implant, could you kindly contact the surgery so that we can update your records. If you are unsure, please don't hesitate to contact the surgery.

Wiltshire Health Trainers

helping you
to help yourself

Health Trainers work on a one to one basis to support behaviour change and improve health. They concentrate on behaviours associated with ill health including unhealthy eating often linked to obesity, stop or reduce smoking, sensible drinking, increasing physical activity, building confidence and motivation to change and boosting self-esteem. They also signpost and support clients to access other services and activities where appropriate. If you would like to make changes but don't know where to start a Health Trainer may be able to help. The service is open to anyone over the age of 18 years of age and, can be accessed by appointment in a variety of public venues in Wiltshire such as libraries and leisure centres. Health Trainers work with their clients for six sessions, building motivation and confidence to enable the client to help themselves and maintain the changes.

Go to the website for more information: <http://www.wiltshire.gov.uk/public-health-trainers>

Back to School Tips

1. Get bedtimes on track.

NHS England recommend that children age 6 to 12 get up to 9 -10 hours of sleep at night and that teens get at least 9 hours a night. [Power off the devices.](#)



2. Wash hands.

We should wash our hands:

- a) after using the toilet
- b) before eating or handling ready to eat food
- d) after having contact with animals, including pets

Tip - Encourage your children to cough or sneeze into the crooks of their elbows or into their sleeves.

3. Good Nutrition.

Provide healthy meal options for your kids, this includes breakfast. Studies show students who eat breakfast are more alert during class than those who don't.

4. Check for head lice.

Do a visual head check at least once a week, particularly for younger children.

Telephone Statistics

[Average Calls To Reception in 1 day - 412](#)

[On-Peak Average Wait - 8 minutes 23 seconds](#)

[Off-Peak Average Wait 2 minutes 32 seconds](#)

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

We regularly monitor the number of calls and wait times looking for ways to improve the service.

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

What else happens in our building?

Aesthetics Clinic

Dr Edwards Aesthetics is based at White Horse Aesthetic Clinic. The clinic shares rooms with White Horse Dental Practice upstairs in the White Horse Health Centre. Dr Edwards has been practicing advanced aesthetics for many years now. He offers a wide range of treatments from anti-wrinkle injections using Botox®, dermal fillers to non-surgical face lifts, peels and so much more. Dr Edwards offers free initial consultations with no obligation for the patient to commit to any treatments. He has extensive knowledge in this field and thoroughly enjoys his work.

Dr Edwards is a Save Face member, having achieved Excellence status following patient reviews. Save Face is a national, government approved register of accredited practitioners and is recognised by The Department of Health and The Care Quality Commission. You can follow Dr Edwards Aesthetics on both Facebook and Instagram where you will find before and after pictures of his aesthetics patients, (pictures are shared with patient consent) or alternatively see the White Horse Aesthetic Clinic website (www.whaclinic.co.uk)

To book a free consultation with Dr Edwards you can call reception on 01373 859136 or call/text 07951764893. Email - contact@dreaesthetics.co.uk



Dr Edwards has used dermal fillers to soften the "smokers lines". These vertical lines above the top lip, also known as "barcode lines" can be significantly reduced. Bottom picture taken immediately following treatment with Dr Edwards. Results are instant and will continue to improve, (the redness will fade). Pictures are shared with patient consent. Free initial consultation with Dr Edwards with clinics in Westbury and Frome

[\(Please ask for an appointment with Dr Edwards\)](tel:01373859136)

[Call/Text 07951764893](tel:07951764893)

White Horse Dental Practice

As a new patient, your dental programme begins with a thorough assessment of your current oral health. Our experienced dentists will then recommend any necessary treatments to maintain or improve your oral health. These may include hygiene treatments or procedures to deal with decay. Our professionals will also be happy to discuss any cosmetic procedures, such as teeth whitening. Before treatment begins, you'll be given a treatment plan that sets out the costs involved.

You can find more information on treatment plans by picking up a price list from our reception desk or talking to a member of the dental team.

Telephone Number: 01373 859 136

Monday 8am–12pm, 1–5pm

Tuesday 9am–1:30pm, 2:30–7pm

Wednesday 8am–12pm, 1–5pm

Thursday 8am–12pm, 1–4pm

Friday 8am–12pm, 1–4pm

[Www.whitehorsedentalpractice.co.uk](http://www.whitehorsedentalpractice.co.uk)

Services

- General dentistry
- Cosmetic dentistry
- Hygienist services
- Tooth Whitening
- Implants
- Inman aligners
- Fast braces
- Six month smiles

We also provide.....

Results Service

Westbury Group Practice provide a results service making it quicker for you to get your test results. Please telephone us and select option 2 to speak with a member of the Results 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.wgpprofessionalvoice@nhs.net. The team will endeavour to respond to you within two working days.

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.

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. On arrival at the surgery please attend reception with your referral form so they can inform the radiographers that you are here.

No Worries Clinics

No Worries practices offer anyone under 25 year of age contraception and advice on sexual health. 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 only.

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



Free, simple and easy to use, Doctorlink gives you 24/7 access to trusted medical advice and GP services. Doctorlink helps you to access the right treatment faster, guiding you on a route to better health and wellbeing. If your condition is high risk, you will be prioritised to see your doctor the same day. Download the Doctorlink app or register online from our website.



WESTBURY GROUP PRACTICE

White Horse Health Centre

Mane Way, Westbury, Wiltshire, BA13 4RR

White Horse Health Centre

Tel: 01373 828330

Email: wccg.wgppatientvoice@nhs.net

Bratton Surgery

The Tynings, Bratton, Wiltshire, BA13 4RR

Bratton Surgery

Tel: 01380 831911

Email: wccg.wgppatientvoice@nhs.net