



# WESTBURY GROUP PRACTICE

**Many of our patients will have received letters from the health centre in the past. There are a variety of reasons we do this, some will be to invite someone for their chronic disease annual review, some will be to advise that the doctor has asked them to book a blood test and others will give the patient their referral details.**

In everything we do at the health centre we are keen to do in the most efficient and cost effective way; you may be surprised to learn that our postal bill is approximately £20,000/year. This is money that we feel can be better used to help you, our patients.

With this in mind, the surgery will be moving towards using electronic means of communicating as our default option wherever possible, over the next few months. The use of email and mobile phones to send this information is both quicker and more cost effective.

We will start doing this from 1st February 2024. So that we can ensure the emails we send you are confidential we will be using a system called Egress which encrypts your email. By quickly creating an Egress account you will be able to view the letter we have sent you. We have added a user guide to completing this process to the 'Contact' page on our website. This action is not necessary when we send you messages via your mobile phone.

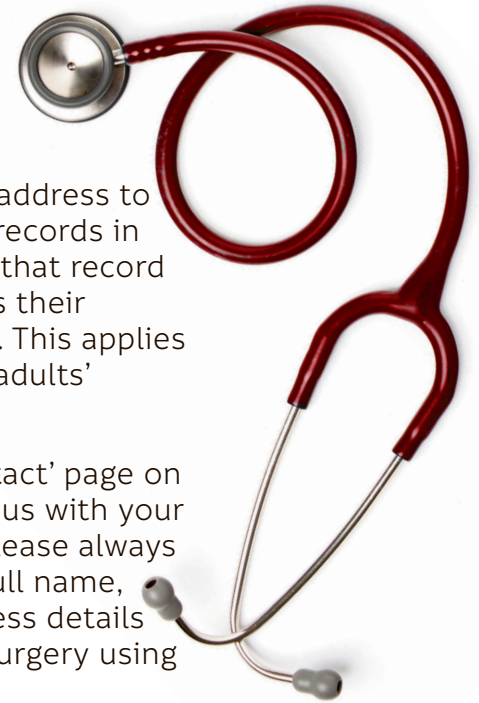
Please can we remind you that we do rely on you, our patients, to ensure we have your current contact details. We understand it may not be your first thought to update your surgery when you get a new mobile phone number or email address, but this is vitally important so that we can communicate with you when necessary, in support of your health care. Can we also ask parents who

may have added their mobile number/email address to their young children's records in the past to consider if that record now needs updating as their children are now older. This applies in particular to young adults' records.

You can use the 'Contact' page on our website to update us with your new contact details; please always ensure you add your full name, date of birth and address details when contacting the surgery using this option.

Please help us to help you by ensuring we have your up-to-date details.

**As always, we are pleased to hear your feedback and comments. The best way to do this is via our email at [bswicb.wgppatientvoice@nhs.net](mailto:bswicb.wgppatientvoice@nhs.net) you can also write to us or call in at the surgery.**



**You can find this article on our website 'Contact' page**

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**Bratton Surgery**

The Tynings, Bratton BA13 4RR  
01373 828330

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