



WESTBURY GROUP PRACTICE



We have recently been publicising the planned closure of the POD medication ordering service. It has now been confirmed that the POD will no longer be taking repeat requests for our patients from Monday 29th April.

We want to clarify that this decision was not made by Westbury Group Practice, rather, it is a regional NHS decision that will affect all practices in Bath, Northeast Somerset, Swindon, and Wiltshire.

In place of the POD, please note that there are several other options for you to use when requesting your repeat medications.

- NHS App
- Systmonline
- Talk to your pharmacy to see if they can help.
- Email: bswicb.wgpprescriptions@nhs.net
- Tel: 01373 828330 option 3 for queries available from 10:00 – 12:00 and 14:00 – 16:00 daily (we will not routinely accept requests for repeat medications by phone). Should you know a patient who is elderly/vulnerable and does not have anyone to support them, please let the prescription team know and they will make a note on the patient records to, exceptionally, allow telephone requests.
- By completing a repeat prescription request form in person at the health centre and posting in the box in the lobby.

Some patients have commented that sometimes they do not see all their medications listed when they use the NHS App or SystmOnline. This usually indicates that you are not due to re-order your medication just yet, or that you are due for a Medication review. Both of these options allow you to enter some free text into which you can add queries you may have, or to list those medications you wish to order.

The surgery is moving towards using electronic means of communication with our patients as the default method, with the greater use of emails and text messages. Each and every email address or mobile phone we can record will help us to reduce the £20,000/year postage costs that we currently incur. Please can we ask all our patients to ensure we have your up-to-date details. There are slips at the Reception front desk, or you can email us these details to bswicb.wgppatientvoice@nhs.net Please always add your full name, date of birth and first line of your address with any communication with the surgery so that we can ensure we update the correct records.

We have advised previously on our plans to introduce a new telephone system. NHS England have provided funding for surgeries throughout England for these new installations; this is not just a White Horse Health Centre initiative. Our chosen supplier is one of just a few suppliers who are accredited with supplying telephone systems to the NHS and so this does mean that, currently,

they have multiple installation contracts in place, with the potential for delays. They are advising that their expectation is that they will complete all their installation work for all surgeries by the end of June 2024. We will keep you posted on this.

We are currently investigating our options with regard to our plans to replace the online eConsult option. Our original plan was to use a system called PATCHS. However, we are now reviewing an alternative supplier option which we feel could offer our patients the best and easiest system to use. Once a firm decision has been made, we will be publicising the chosen system widely.

We are now re-starting the publication of our surgery statistics; please see those below for the month of March:

Face to face appointments	8113
Telephone appointments	4355
Phone calls answered	18,803
eConsults submitted	633
Did Not Attend (DNA) Appointments	344
<i>(almost 77 hours of clinical time missed)</i>	
Friends & Family Test (FFT)	
Very Good or Good	90%
Very Poor or Poor	5%

As always, we welcome your feedback and comments. The best way to do this is via our email bswicb.wgppatientvoice@nhs.net. You can also write to us and call in at the surgery.

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