



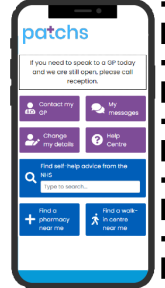
Spring Newsletter



We hope to keep all our patients up to date with information about the surgery and help them to make the right choices about their health.

patches

Our online service called PATCHS allows you to quickly and easily access GP services such as: request health advice, video consultations, fit notes, medication and more. To use PATCHS simply visit our website (www.westbournesurgery.co.uk) and follow the instructions found on our homepage. Still unsure about Patches? visit www.patches.ai and learn more.



PharmRefer

The NHS Community Pharmacist Consultation Service (CPCS) (PharmRefer) offers patients same day minor illness consultations with a community pharmacist. If you contact the surgery with minor illness symptoms requesting an appointment, the care navigator/receptionist will ask you a series of questions using a standard symptom checklist. If your symptoms are appropriate, the GP practice could refer you for a same-day consultation with a community pharmacist. Using this services means you would receive clinical advice and support, and if needed, purchase over-the-counter medicine. This service is great for patients and GP's, it helps manage low acuity patients in alternative settings, freeing up GP appointments for higher acuity needs.

Examples of minor illnesses are:

- Athletes foot
- Chick Pox
- Cold Sores
- Constipation
- Contact
- Dermatitis
- Diarrhoea
- Dry Eyes
- Ear Wax
- Hay Fever
- Head Lice
- Headache
- Heartburn
- Indigestion
- Mouth Ulcers
- Nappy Rash
- Nasal Congestion
- Oral Thrush
- Ringworm
- Sleep Problems
- Sore Throat
- Strains & Sprains
- Sweat Rash
- Teething in Children
- Travel Sickness
- Vaginal Thrush (under 60 year olds only)
- Warts
- Verruca's

Bowel screening for people aged 50-74 (starting age depends on where you live in the UK).
Aims to prevent bowel cancer, or find it at an early stage. You'll be sent a poo testing kit, which you can do in your own home and return in the post.

Cervical Screening for women and some trans men and non-binary people aged 25-64.
Aims to prevent cervical cancer from developing in the first place. You'll be invited to an appointment where a nurse takes a sample of cells from the cervix.
If you have the NHS App downloaded, your cervical screening results will be delivered via the NHS App. If you don't have NHS App, they will be sent a letter in the post.

Breast Screening for women and some trans and non-binary people aged 50-70.
Aims to find breast cancer at an early stage. You'll be invited to an appointment where X-Rays (mammograms) are taken of your breast or chest.

For more information about cancer and cancer screening, please visit:
www.cancerscreeninguk.org/about-cancer or www.nhs.uk/comditions/cancer

Repeat Prescriptions

You can order a repeat prescription in the following ways:

1. Use our phone service, call the surgery and follow the instructions to order your repeats by leaving a message
2. Tick the items required on the white portion of your prescription then hand it into reception.
3. Order online using our secure online service (ask at reception for your personal login if you don't already have one).

Please remember to allow 48hours for prescription requests.

systemonline
PATIENT ONLINE SERVICE

For online access information please visit our website:
www.westbournesurgery.co.uk/all-services/online-services

You can register for online access by completing a form at our reception desk.

Have your say to improve your healthcare

The NHS Friends and Family Test

Find out more:
www.nhs.uk/friendsandfamily

#ITSOKAYTOTALK
 For more information visit: <https://andysmanclub.co.uk>

