



## Welcome

We'll be publishing our new patient newsletter every other month to keep you up to date with what is happening here at Westongrove and to raise awareness of health and wellbeing issues.

Please send any feedback or things you would like to see to: [Westongrove.Patientnewsletter@nhs.net](mailto:Westongrove.Patientnewsletter@nhs.net)

### Opening Times

In accordance with NHS England's Enhanced Access standards, our doors are open 08:00-18:30, with phone lines available 08:00-13:00 and 14.00 – 18:30.

We also offer appointments in extended hours up to 8pm on week days and Saturday mornings 8am – 12noon.

### Find out more:

-  [westongrove.co.uk](http://westongrove.co.uk)
-  @westongrovepartnership

## Hay Fever Focus

Hi, I'm Caroline, a Nurse Team Leader at Westongrove specialising in our Urgent Care service. As we enter **hay fever season**, symptoms are likely to peak between late March and September.

**Symptoms** can include sneezing, coughing, itchy or watery eyes, loss of smell, pain around your temples & forehead, headache, tiredness, a runny or blocked nose, and fatigue amongst others. Asthma sufferers may also experience chest tightness, breathlessness, wheezing, and coughing.

Unlike a cold, hay fever can persist for weeks or months. Although there's no cure, steps can be taken to alleviate symptoms during high pollen count periods.

- Apply Vaseline around your nostrils to trap pollen
- Wear wraparound sunglasses to protect your eyes
- Shower after being outside to wash off pollen
- Keep windows and doors shut to prevent pollen from entering
- Stay indoors when possible
- Vacuum regularly & dust with a damp cloth to trap and remove pollen
- Use pollen filters for cleaner air on vents & vacuums
- Avoid grass, excessive outdoor time, fresh flowers, smoke, and drying clothes outside. Avoid having pets indoors when possible as they carry pollen in
- Pharmacists can recommend antihistamines to manage symptoms. Contact them online or by phone to avoid in-person visits

Please see your local pharmacy for information about over-the-counter Hayfever treatments such as; Steroid/Decongestant nasal sprays, Eye drops & Antihistamines. If symptoms worsen or don't improve with pharmacy medicines, please contact us.

[westongrove.com/hay-fever/](http://westongrove.com/hay-fever/)



## Team Spotlight



We have a diverse and **multi-skilled team** of 110 clinical and non-clinical members that care for our 32,300 patients and ensure the smooth running of our three sites.

Today, we'd like to introduce you to **Anna**, our Social Prescriber.

Social Prescribers have been introduced in Surgeries across the country over the past few years and they are there to help patients with non-medical issues affecting their wellbeing

**A social prescriber can link you to services and organisations in the community that offer support for issues like housing and isolation, debt, benefits, childcare and much more.**



Anna, our sole Social Prescriber across all three surgeries, aids people in understanding and accessing local and national support services when they need them.

To learn more or consult with Anna, contact reception or leave a note in our prescription request boxes. Please note, response times may vary due to workload but typically occur within two weeks. Anna provides telephone, in-person appointments, and home visits.

## Accessing Our Services

### AskFirst App

Download from the app store, westongrove.com, or the AskFirst website: [sensely.com/askfirst/](https://sensely.com/askfirst/)

#### Key features include:

- **Symptom checker:** Guides you to appropriate services from self-help leaflets, pharmacist support, or our urgent care triage list. Our urgent care team manages the triage list, prioritising based on need. They will then either call you, schedule a face-to-face appointment with a suitable team member, arrange a prescription, or direct you to an appropriate service.
- **Direct appointment bookings:** Available for certain services like flu vaccinations, cervical smear tests, and NHS Health Checks.
- **Other services:** You can request a fit or sick note, order repeat prescriptions, and much more.

## Cancer Corner

#Letsbeatcancertogether

### PROSTATE CANCER

Prostate Cancer, is prevalent in 1 in 8 men, with heightened risk for those over 50, of black ethnicity, or those with a brother or father who have had prostate cancer.

#### Possible signs and symptoms:

- difficulty starting to urinate or emptying your bladder
- a weak urine flow
- a feeling that your bladder hasn't emptied properly
- dribbling urine after you finish urinating
- needing to pass urine more often than usual, especially at night
- a sudden need to urinate

#### If cancer has spread beyond the prostate gland then you may experience:

- back pain, hip pain or pelvis pain
- problems getting or keeping an erection
- blood in the urine or semen
- unexplained weight loss.

We will focus on raising awareness of different types of cancer in each newsletter

If you suspect symptoms of prostate cancer, contact the surgery for advice.

**Telephone:** Reach us by phone, but keep in mind lines can be busy. The first week of June saw our teams answer 2769 calls with an average call time of 3.5 minutes!

**Website:** Use [westongrove.com/digitalpractice/reception-and-enquiries/](https://westongrove.com/digitalpractice/reception-and-enquiries/) to register as a carer or update personal details.

**Reception Team:** For further assistance, our reception team is available, but note there may be a queue due to high demand.