



WELCOME TO OUR *Newsletter*

JULY - AUGUST 2025

Meet a staff member...

Advanced Nurse practitioner (ANP)



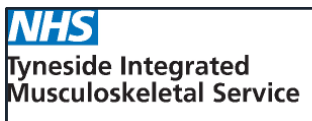
At the surgery, it is often likely you will be seen by an ANP or NP rather than a GP. Advanced nurse practitioners are registered nurses who have completed extra training to be able to clinically assess, diagnose, prescribe, refer and treat patients who present at the surgery.

They are highly-trained health professionals that can undertake complex reviews of patients, similar to GPs. They can assess symptoms, treat minor health problems, infections, minor injuries & prescribe medication where necessary.

Some symptoms an ANP or NP can assess are; sore throat, cold and flu, cough, chest infection, thrush, headaches, minor injuries, and ear ache. They are highly trained in long term conditions, such as diabetes and COPD.

ANP's and NP's are a vital part of our clinical team.

How does our appointment system work?



From June, any patient requesting a doctors appointment will need to submit an eConsult online consultation instead of phoning the practice. A doctor will review all eConsult requests on the same day. If you need to be seen, a doctor will arrange this.



We do not offer pre bookable appointments without the triage team assessing how best to offer care.

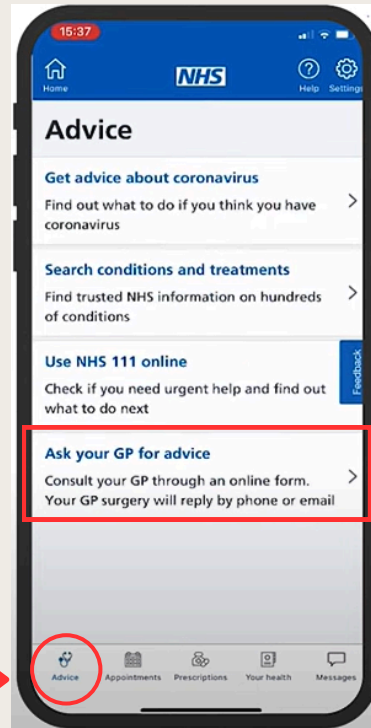
The easiest way to submit an eConsult is via the NHS app or via our website (www.westroadmedical.co.uk)

Your appointment might not be with a GP and may instead be with a local Pharmacist, Physio, Nurse Practitioner, Advanced Clinical Practitioner, or you may be asked to attend the local walk in centre. The appointment may be a routine appointment, in which case you will be offered the next available appointment. Waiting times for a routine appointment may vary.

Our team may signpost you to other services, such as pharmacy first, for things like a cold, fever, insect bites, some urine infection symptoms, dandruff & headlice, headaches, hay fever, rashes & dry skin, and many more. The pharmacy first scheme provides NHS and Government funded treatment and advice for a range of symptoms and conditions. They can prescribe medication if required.

How to complete an eConsult via the NHS App

Open the NHS App and continue with your NHS log in

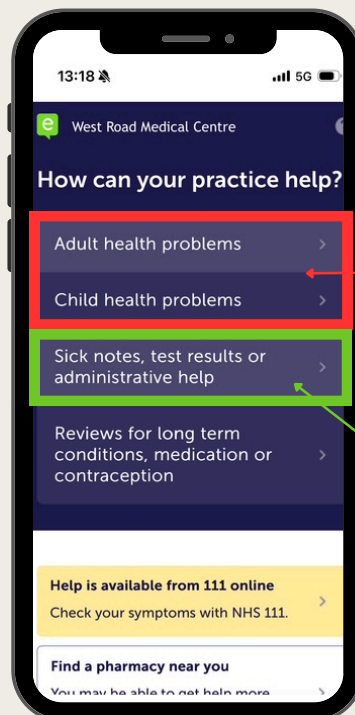


Click 'Ask your GP for advice' to access the eConsult service.

The 'Advice' tab can be found on the bottom left hand side of the app

How to complete an eConsult via our website www.westroadmedicalcentre.co.uk or by scanning this QR code

Access eConsult by scanning the QR code



If you are requesting a doctors appointment, select one of these options to submit an eConsult. A doctor will review all eConsult requests on the same day. If you need to be seen, a doctor will arrange that.

Use this option for all **administrative** queries.

How to use



As of the 23rd June, patients requesting a doctors appointment or administrative help, for example fit notes or hospital referrals, will need to complete an eConsult.

The eConsult service is an online questionnaire which is reviewed by a doctor or by the relevant admin team. If you need treatment or an appointment, they will arrange that by contacting you by phone, responding by text message and asking for more information, or by asking one of our friendly reception team to contact you and arrange an appointment.

You will receive a response by the end of the next working day, although a response may come through before the deadline.

A screenshot of the eConsult website. At the top, it says 'econsult' with a logo. Below that, a blue header reads 'Contact your GP practice online'. Underneath, it says 'Fill out a simple online form to get advice and treatment by the end of the next working day'. There are three buttons: 'Ask about common problems like coughs, back problems or mental health', 'Ask for administrative help like sick notes, test results or doctor's letters', and 'Get help for your child'. At the bottom, it says 'View common problems you can ask about:'.

You can access eConsult by visiting our website (www.westroadmedicalcentre.co.uk), or via the NHS app.

**Quick easy service
with prompt response
and action**

**Very clear
instructions. More
productive in terms of
time. Less stressful.**

**It was a great way to get
advice and referral
without having to wait for
F2F appointment**



Cervical Screening

**LADIES, LETS BE CLEAR...
IT IS VERY IMPORTANT
TO HAVE YOUR SMEAR!**

Cervical screening, which used to be called a smear test, is a test to check the health of the cervix and help prevent cervical cancer. It's offered to women and people with a cervix aged 25 to 64.

Our nursing team are working hard to get more patients to attend this important appointment. We are offering evening and weekend clinics to ensure that all ladies have the opportunity to attend an appointment at a time which suits them.

The reason we are so passionate about this is quite simply because cervical screening saves lives. Cervical cancer is preventable and highly curable if caught early.

Prioritise your health ladies, book your smear with one of our friendly nursing team.

Welcome, Dr Chandy!

Dr Chandy is Salaried GP here at the practice, he joined us in August 2024, so you might very well have met him already!

Dr Chandy enjoys running, rock climbing and spending time with his friends during his down time.

His health tip is...

'Avoid eating ultra-processed foods such as ready meals as much as possible and instead try to eat foods cooked from unprocessed foods with no or few added ingredients. This should help with weight management and improve your heart's health.'



Cancer Symptoms Awareness: Prostate Cancer

The prostate is a gland which sits just below the bladder in men, it's about the size of a walnut and is responsible for producing fluids that mix with sperm. It's normal for the prostate to become larger as men become older.

Prostate cancer accounts for 27% of all new cancer cases each year, with 1 in 4 men being diagnosed with prostate cancer in their lifetime, this rises to 1 in 4 of black males. Although survival is improving, prostate cancer is still the second most common cause of male cancer deaths in the UK.

Men with relatives who have had breast, ovarian or prostate cancer may be at increased risk, but it is not associated with any lifestyle concerns such as smoking or being overweight. Although rare, transgender women can get prostate cancer.

There is no screening programme for prostate cancer.

The symptoms of prostate cancer can include; needing to wee more often, particularly at night, needing to rush to wee, having difficulty in passing urine, straining to pass urine or taking a long time, weak flow of urine, feeling that your bladder is not empty, pain in your back or pelvis, blood in urine or in sperm (semen), losing weight without trying to.

Having any of these symptoms does not necessarily mean that you have cancer. Many of the symptoms may be associated with ageing or other conditions, but you should discuss them with a clinician so that you can be checked.

Assessment by a clinician would initially involve a check of your urine, they may discuss a blood test with you and they may also wish to examine your prostate.

Check your risk in 30 seconds here:

[https://prostatecanceruk.org/risk-checker?](https://prostatecanceruk.org/risk-checker?gclid=EA1aIQobChMlr-yhibSdiwMVK4dQBh3ZNCbsEAAYASAAEgKhGfD_BwE&gclid=EA1aIQobChMlr-yhibSdiwMVK4dQBh3ZNCbsEAAYASAAEgKhGfD_BwE&cls=1)
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[yhibSdiwMVK4dQBh3ZNCbsEAAYASAAEgKhGfD_BwE&](https://prostatecanceruk.org/risk-checker?gclid=EA1aIQobChMlr-yhibSdiwMVK4dQBh3ZNCbsEAAYASAAEgKhGfD_BwE&gclid=EA1aIQobChMlr-yhibSdiwMVK4dQBh3ZNCbsEAAYASAAEgKhGfD_BwE&cls=1)
[cls=1](https://prostatecanceruk.org/risk-checker?gclid=EA1aIQobChMlr-yhibSdiwMVK4dQBh3ZNCbsEAAYASAAEgKhGfD_BwE&gclid=EA1aIQobChMlr-yhibSdiwMVK4dQBh3ZNCbsEAAYASAAEgKhGfD_BwE&cls=1)

