



WELCOME TO OUR *Newsletter*

JULY 2026 - AUGUST 2026

Meet a staff member...

West Road's Advanced Clinical Practitioner



At the surgery, it may be likely you would see our ACP rather than a GP. Advanced clinical practitioners are medically trained professionals who can diagnose and treat patients. Advanced clinical practitioners can come from a range of different professional backgrounds including nursing, paramedics, occupational therapy etc.

ACP's have advanced knowledge and skills to look after your care as a whole. ACP's can independently assess, diagnose and implement treatment for patients, they can manage short term and long term conditions and prescribe and review medication.

Our ACP is important to our Practice, as he can offer a variety of knowledge and skills to our patients.

THINK PHARMACY FIRST!

Treatments are available without a prescription
You can get quick relief for many minor health conditions with medicines from your local pharmacy or supermarket, no prescription needed.
Your GP, pharmacists and hospital doctors don't usually prescribe treatments that you can buy yourself. Your local pharmacy will be able to provide advice and make sure you get the right care. If you're unsure or have any questions, just ask them.

What can be treated?

You can treat common problems like:

- Aches and sprains
- Period pain
- Back pain
- Occasional constipation
- Piles (haemorrhoids)
- Diarrhoea
- Indigestion and heartburn
- Mild dry skin or sunburn
- Mild acne
- Hay fever and mild allergies
- Fungal infections (such as ringworm or athlete's foot)
- Dry or sore eyes
- Conjunctivitis
- Dandruff and cradle cap
- The supply of vitamins and mineral supplements

NHS
North East and
North Cumbria



Dry skin



Sore/Dry eyes



Dandruff



Headache



Heartburn



Hay fever

Get treatment right away.

You can buy medicines that help from a pharmacy or supermarket.

You don't need a prescription from a doctor. Doctors and pharmacists don't usually prescribe medicine if you can buy it yourself. If you are worried or have questions, please speak to your pharmacist.



Bowel Screening

Bowel cancer screening is a test you do at home that checks for signs of bowel cancer. It is offered to people aged 50 to 74.

Bowel cancer is one of the most common cancers in the UK. The risk of getting bowel cancer gets higher as you get older.

How do I get a screening kit?

If you are aged 50 to 74, and registered with a GP you'll automatically get a bowel cancer screening home kit (FIT kit) through the post every 2 years.

Depending on when you turned 50, you will be sent your first test at the age of 50, 52 or 54. If you are aged 75 and over you can call the bowel cancer screening helpline on 0800 707 6060 every 2 years to ask for the test.

OVER 50?

You will receive a bowel screening kit every 2 years. It is really important to complete the kit and return it in the pre-paid envelope



Why it matters

- Bowel cancer is one of the most common cancers, but it is treatable if found early
 - The test can find early signs before you notice any symptoms
 - The kit is quick, hygienic, and done in the privacy of your own home

I am worried about my symptoms, when should I visit my GP?

- ✓ You see blood in your poo
- ✓ Your poo is runny for at least 3 weeks and this is not normal for you
- ✓ You stop having a poo and this is not normal for you
- ✓ You start to get very bad tummy pains
- ✓ You can feel lumps in your tummy
- ✓ You lose weight quickly without trying to
- ✓ You feel tired all the time and this is not normal for you

You can reduce your risk by:

- 😊 taking action to be a healthy body weight
- 😊 being physically active
- 😊 avoiding alcohol
- 😊 avoiding processed meat and limiting red meat
- 😊 eating a healthy and balanced diet
- 😊 using your bowel cancer screening test when you receive it.

You are more at risk if you:

- have a family history of bowel cancer
- have a family history of non-cancerous growths (polyps) in your bowel.
- are over 50, but it can affect anyone of any age
- have an inflammatory bowel disease, for example Crohn's disease or ulcerative colitis
- have type 2 diabetes

The NHS App

Downloading the NHS App

To use the NHS App on your phone or tablet, you will need to download it.

You can find and download the NHS App from your phone or tablets app store.

If you need help using the NHS app, you can visit this [websitenhs.uk/nhs-app](https://www.nhs.uk/website/nhs-app).

What can I use the NHS App for?

- Request a repeat prescription. A repeat prescription is medicine you need to keep taking, so you have to ask for it again.
- Look at information about your health and care, like appointment notes and letters.
- Check the results of medical tests you have had
- Book and manage appointments.

The NHS App is a quick and easy way to use health services and get information.

The NHS App can be used by anyone aged 13 or over who is registered with an NHS GP Surgery in England or the Isle of Man.



The graphic features a hand holding a smartphone displaying the NHS App interface. The screen shows the NHS logo, the text 'Access your NHS services', a 'Continue' button, and 'Version 5.4.1'. Above the hand is a crown icon. In the top right corner is the NHS logo with the tagline 'FIT FOR THE FUTURE'. To the right of the hand, the text 'Tap the NHS App' is written in large, bold letters. Below this, four checkmarks list app features: 'Request repeat prescriptions', 'Book and manage appointments', 'Read your healthcare messages', and 'See your test results and appointment notes'. At the bottom right, it says 'And much more...'.



Notifications on the App

You can get an alert on your phone when you have a notification.

To do this, you need to turn on notifications on your in your phone settings. You will then get a notification when you have been sent a new message from the NHS.

You can receive timely updates from your GP surgery, hospital appointments and other NHS services directly to your NHS app.

To find out more about this, visit this website: [nhs.uk/nhs-app](https://www.nhs.uk/nhs-app)

Join your **Patient Participation Group**

PPGs represent patients and provide feedback on GP practices, helping to drive change



Have Your Say **Patient Participation Group**

When and where are the PPG meetings held?

We are currently in the process of trying to set up our PPG, and we are looking to arrange meetings approximately every 3 months. If you are interested in attending, please complete a PPG form and we will let you know when we will arrange a meeting.

Where can I access the PPG minutes?

The PPG minutes can be made available following the upon request to the Administration Officer via:
beth.tullock@nhs.net

How do I join the PPG?

If you are interested in joining our PPG, please contact your practice directly or collect a form from Reception and hand back to a member of our team. We look forward to meeting you.

What is a PPG?

A PPG is a group that is open to all patients on the GP practice list including all communities, groups, genders, ages ethnicities, disabilities, paid and unpaid carers and GP practice staff who will meet to discuss practice issues and patient experience to help improve the service.

Our PPG is open to all West Road Medical patients. We will meet to discuss Practice issues, health inequalities in our area and patient experience to help improve our overall service.

Who sits on our PPG?

PPGs are made up of a group of volunteer patients and the Practice Manager. There could occasionally be a GP attend along with member of the administration team from the practice too.

Purpose of a PPG?

Our PPG will strive to represent the patient's voice in decision making and ensuring that all communities are represented.

Being part of our PPG provides an opportunity:

- for patients and staff to meet and discuss constructive suggestions for improving the Practice, and share concerns that could affect our population.
- to increase your knowledge and understanding of our Practice
- to be listened too and raise your knowledge on what you feel is most important for you and the people of West Road Medical Centre, including what you think we should strive to improve first.
- to support health awareness.
- to engage and work together with the local communities to ensure the PPG is truly reflective to provide the best possible care for our population.

DNA'S (DID NOT ATTEND)

Each month, on average we have over 250 patients who do not attend their booked appointments!



Any booked appointments that are missed contribute to longer waiting times for everyone else! Reducing missed appointments help us to ensure clinical time is used effectively!

We understand that things can come up and you might find yourself unable to attend your appointment, so it couldn't be easier to cancel your appointment by phoning the Practice, on the NHS App or via the cancellation link in our reminder SMS appointment confirmation.

Mental Health Services

Citizens Advice

Citizens advice helps millions of people every year with free, independent and expert advice across the broadest range of areas - from money and debt to benefits, housing and so much more.

The local citizens advice service is 0800 144 8848 and you can contact them online www.citizensadvice.org.uk/about-us/contact-us/

Shout

If you would prefer not to talk but want some mental health support, you could text SHOUT to 85258. Shout offers a confidential 24/7 text service providing support if you are in crisis and need immediate help.

Samaritans

You can contact Samaritans 24 hours a day, 365 days a year:
Call 116 123 (free from any phone)
Call the Samaritans Welsh Language Line on 0808 164 0123 (7pm-11pm every day)

CALM

You can call the CALM on 0800 58 58 58 (5pm-midnight every day) if you're affected by suicide or suicidal thoughts. Or if you prefer not to speak on the phone, you could try the CALM webchat service.

Welfare Rights

Welfare rights refer to the rights of individuals to be aware of and receive their full entitlement to social security benefits, and to ensure they are treated reasonably by the welfare system.

Contact them by phone 020 7812 5231 Monday to Friday, 10am - 12pm and 2pm - 4pm. They can advise on all welfare benefit issues by phone or email at advice@cpag.org.uk.