



WELCOME TO OUR

# Newsletter

APRIL 2026 - MAY 2026

## 'Be Wise - Immunise' Spring COVID-19 Vaccinations

This spring, the NHS is once again offering the COVID-19 vaccine to those most vulnerable and at highest risk of becoming seriously ill if they catch the virus.

Protection against COVID-19 fades over time, so everyone aged 75 or over, including people who turn 75 by 30 June 2024, or anyone aged 6 months or over who is immunosuppressed, can get a free vaccine.

### HOW TO BOOK?

- You can book through the NHS app or NHS website, which lists any available walk-in sites that don't require an appointment.
- If you're unable to book online, you can use the free 119 number to book at the same sites - translators are available if you need one.
- Or visit your local pharmacy

Get the extra protection you need. Search 'NHS COVID-19 vaccine' for more details.



## Good News!



On the 1<sup>st</sup> May 2026, the Practice had Jo from NGPS attend to provide a NHS App Drop In Session for our patients. The opportunity gave our patients the chance to get registered on the app, and ask any questions about how to use it etc. The service is great, and allows people to raise any concerns or positive aspects they find using the NHS App.

A big thank you to Jo for attending and providing our patients with one of a kind experience and help!

# Breast Cancer Screening

The NHS offer Breast Screening because it can save lives from breast cancer. Breast screening can find signs of cancer which are too small to feel or see.

All women are invited to have their first breast screening between the ages of 50 and 53, then you will be invited every 3 years until you turn 71

Breast screening uses a breast X-ray (mammogram) to take images of inside your breasts, specialists will then look at your mammograms for signs of abnormal changes to your breasts.

If there are any signs of possible breast cancer, you may need further tests however the screening service will offer you an appointment to discuss this further.

For every 100 people who have breast screening, only 4 will need further tests.

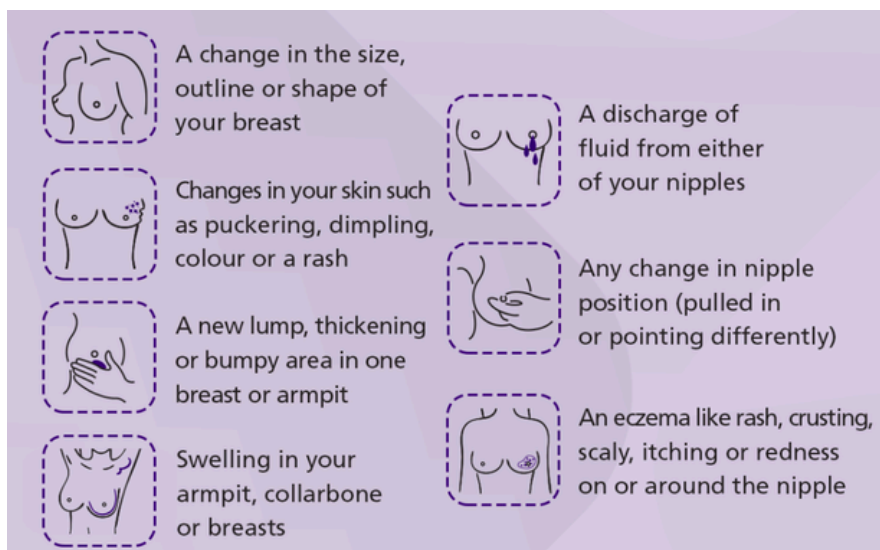


You can talk to someone you feel comfortable with to help you think about the test. You can talk to a nurse, carer, relative, support worker or your doctor.

For more information, visit [www.nhs.uk/breast](http://www.nhs.uk/breast), contact your local breast screening centre or talk to your GP.

## CHECK YOUR BREASTS!

If you know how your breasts usually look and feel you are most likely to spot changes that could be a sign of cancer!



- A change in the size, outline or shape of your breast
- Changes in your skin such as puckering, dimpling, colour or a rash
- A new lump, thickening or bumpy area in one breast or armpit
- Swelling in your armpit, collarbone or breasts
- A discharge of fluid from either of your nipples
- Any change in nipple position (pulled in or pointing differently)
- An eczema like rash, crusting, scaly, itching or redness on or around the nipple

### TOUCH

can you feel anything unusual?

### LOOK

is there any change in the shape or how they look?

### CHECK

contact your doctor if there is anything unusual.



## DNA'S (DID NOT ATTEND)

**In April 2026, over 250 patients did not attend their booked appointment with us!**

Any booked appointments that are missed contribute to longer waiting times for everyone else!

### Appointment Reminders

All patients will receive an appointment reminder message 24 hours before your appointment time.

### I want to cancel my appointment with my GP?

If you can't attend your appointment, or no longer need it, you can cancel your appointment easily from the link in the reminder SMS you will receive. Follow these easy steps:

**NHS** Example Practice  
Powered by Accurx

### Appointment cancellation

Why are you cancelling this appointment?

No longer needed

Cannot attend this day/time

Cannot take time off of work/school

Cannot attend due to medical or mobility issue

Other

**Next** Select next

**NHS** Example Practice  
Powered by Accurx

### Are you sure you want to cancel this appointment?

**Date and time**  
Wednesday 18 January 2023  
8:30am

**Appointment type**  
In-person

**Location**  
Accurx Primary Care Centre

**Cancellation reason**  
Can not attend day/time

**Cancel appointment**

**NHS** Example Practice  
Powered by Accurx

### Appointment cancelled

We will also send you a confirmation SMS.

**Cancelled**

**Date and time**  
Wednesday 18 January 2023  
8:30am

**Appointment type**  
In-person

**Location**  
Accurx Primary Care Centre

**Cancellation reason**  
Cannot attend day/time

**Need to rebook?**  
If you need to rebook urgently, please contact your healthcare service.

## Frequently Asked Questions?

### I can't use my phone to access the link, what can I do?

If you have a computer, Ipad or tablet, you can type in your unique link from the SMS into the URL search bar of your internet browser. If you can't do this, please phone the Practice.

### Why do I need to confirm my date of birth?

This is to confirm your identity and make sure the response we receive is sent by you.

### Who are Accurx, where has the link come from and what is happening with my data?

A software company the NHS use to communicate with patients. Accurx is the data processor, and they do not own any patient data

## Results from Patient Surveys

Recently, we asked members of our patient participation group (PPG) how they would like to work with us. The vast majority of members said that a virtual group (using messages and surveys rather than coming to meetings) was best. We have listened and we are going to do this from now on.

## WE WANT TO HEAR FROM YOU!

After every appointment, all of our patients should receive a message asking for feedback on our service.

We are always looking for ways to make your appointments, and visits to the Practice as comfortable, smooth and as positive as possible.

Your opinion really matters to us - it helps us to know what's working and what we can do to improve.

Could you take a moment to tell us about your last visit/appointment? It shouldn't take long, and your input will directly help us improve our care for you and others.

Here is the QR code to follow and share your thoughts:



Thank you for your time, trust, and continued confidence in our team.

## HAVE YOUR SAY!

**We would like to offer some online educational sessions for our patients. We will consider any topic that is suggested, for example weight loss, healthy lifestyle, immunisations but please let us know your ideas. You can let us know by calling Reception or by telling Reception when you are next in.**

## WRMC Drop-in sessions

In our neighbourhood there is a very low uptake of childhood immunisations. This is very dangerous and we have had cases of children with measles for the first time in decades. Measles is an illness that can kill. It can also be prevented by immunising your child. We also have low uptake of cervical screening. Cervical screening can save your life.



Every Thursday we have a Childhood Immunisations Clinic from 1.00pm to 2.20pm, no appointment is required - just turn up! We have a friendly clinical team who will explain what vaccinations your child is due to keep them up to date. Protect your child against serious illnesses.

We have tried some 'drop in' clinics to give everyone the opportunity to book in for these important appointments without needing to book in advance. The next dates are:

Patients do not need to wait for these drop in clinics. If you are told you or your child are due please speak to us to book in, or ask reception if the nurse can 'fit you in' on the day you are here without an appointment. These are so important.



## Join Our Patient Participation Group

A PPG is a group of patients who work with the surgery to make things better for everyone – patients, doctors, and staff.

As a PPG member, you can:

- 🗣️ Speak up for other patients and carers
- 💡 Share your ideas and feedback
- 👂 Help us understand patient experiences
- 📖 Learn how the surgery and the NHS work
- 🌟 Play a part in improving our services

The group might meet either virtually or in person, or, they might give feedback by completing surveys and questionnaires.

Any patient over 16 is welcome, and we aim to have as diverse a group as possible that is a true representation of our community.

**If you are interested in joining our PPG group, ask for a sign up sheet at the reception desk or email [west.road@nhs.net](mailto:west.road@nhs.net) with your name, date of birth and contact information**