

Patient Newsletter

Westgate Surgery

Summer 2026



WeAreOne

Welcome to the Westgate Surgery patient newsletter. This newsletter is packed with clinic updates, community health initiatives, staff spotlights and more. We hope to keep the community of Otley connected with the services and people dedicated to your wellbeing!



Otley Show Success!

The Westgate Surgery team attended the Otley Show. It was a great event, and a great opportunity to get out into the community, catch up with patients, and chat with everyone who stopped by the stall.

The Westgate stall blended health promotion with plenty of family fun. Here's a quick recap of what we got up to:

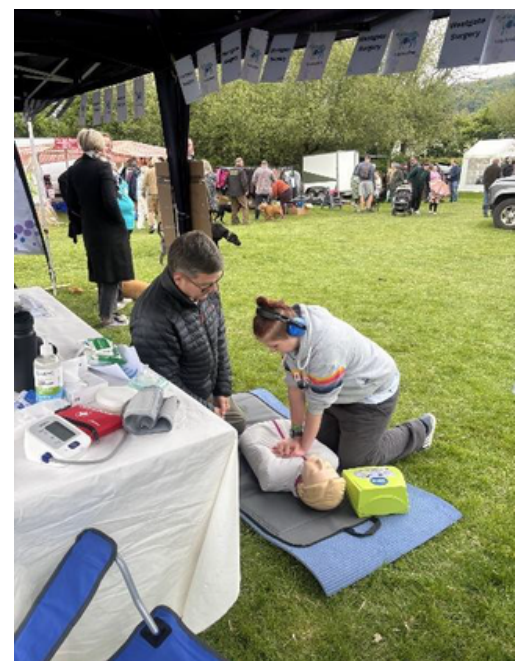
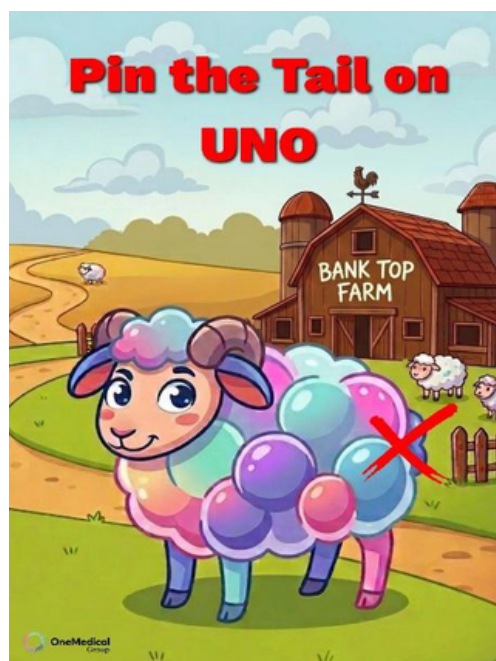
Keeping Hearts Healthy: We offered free blood pressure checks to passers by. It was a fantastic way to engage with people in a relaxed setting and promote preventative health!

The Big Raffle: Our raffle for the beautiful art print made by our very own Heidi Bailey!

Fun for the Kids: Pin the Tail on Uno was an absolute triumph. The kids loved it (and a few adults couldn't resist a try either!)

Healthy Snacks: To practice what we preach, we handed out free fruit to the crowds. It was a lovely touch that everyone appreciated as they walked the showground.

CPR Demos: It was fantastic to see so many people stop by, roll up their sleeves and practice their lifesaving skills on our dummies.



Westgate rated CQC 'Good'

We are pleased to share that we have achieved a Good rating from the Care Quality Commission (CQC). This recognition reflects the dedication, compassion, and professionalism of our entire team, who work tirelessly to provide safe, effective, caring, responsive, and well-led services.

This achievement is a testament to our commitment to delivering high-quality care and continually improving the experience of the people we support. We would like to thank our staff, service users, families, and partners for their trust, support, and invaluable feedback, which have all contributed to this success. While we are proud of this milestone, we remain committed to building on this achievement, maintaining the highest standards of care, and striving for excellence in everything we do.

More Good News for Westgate!

In the latest GP Patient Survey, our practice has been ranked 7th best GP surgery in Leeds out of 86 practices! We are also incredibly proud that our reception team has been recognised among the 15 most helpful reception teams in Leeds.

These results are especially meaningful because they are based on feedback from our patients. Your experiences and comments provide valuable insight into the care and service we deliver every day. This recognition reflects the commitment of our entire team to ensuring every patient receives compassionate care, clear communication, and a positive experience from the moment they contact the practice.

A huge thank you to everyone who took the time to complete the survey. We are grateful for all of our patients and your confidence in our team. We will continue to listen to your feedback and work hard to provide the high-quality care and service our community deserves.

University of Leeds Accredited Training Practice

Westgate Surgery is a designated Teaching Practice for medical students at the University of Leeds. These students bring an incredible energy to our practice, and many patients find that having a student in their consultation allows them to talk about their health in further detail. However, if you prefer a private appointment without a student, simply tell our reception team when you check in.

Alcohol Support Clinic

At Westgate, we have an Alcohol Support Clinic every Tuesday, ran by Saskia, Drug and Alcohol Practitioner. We are part of a shared care system with our partners, Forward Leeds.

Watson Cubs Visit

Our team at Westgate Surgery welcomed the Watson Cubs Burley-in-Wharfedale for a special visit earlier this year. As part of the community services Element of their 'Our World Challenge' Badge, the Cubs were tasked with visiting a medical centre and the Westgate team were pleased to invite them in for an evening of learning and fun! They were incredibly curious, exploring our educational noticeboard displays and asking lots of questions about how the surgery works. Specialist Paramedic Practitioner, Michael and GP, Dr Elizabeth Austen gave them an insight into how clinicians help patients every day.



The cubs had the opportunity to try out stethoscopes, see how a blood pressure machine works and take a closer look at an otoscope. The evening even included a first aid bandaging workshop led by Michael. The session sparked lots of enthusiasm, with some cubs keen to master Michael's bandaging techniques, while others added their own creative flair with freestyle bandaging. It was a pleasure to welcome them to Westgate Surgery and support their learning about healthcare in the community.

Katie White MP Visit

We hosted MP Katie White earlier this year which was kindly organised by our wonderful PPG (Patient Participation Group). During her visit, we toured the surgery, showcased our services and exceptional patient feedback, and explored opportunities to further strengthen healthcare provision for the Otley community.



Meet Our GPs:

We have a truly great team of GPs here at Westgate. From Palliative care to Women's health and menopause specialist, each of our GPs brings a unique set of skills and a deep sense of compassion to the community of Otley. Please be introduced to our OneMedicare GPs:

Dr Jonathan Emms – Clinical Lead GP, Safeguarding Lead and GP Trainer

Dr Emms has been the GP Clinical Lead at Westgate Surgery since 2021, leading on patient safety and quality improvement across the practice. He also serves as the surgery's Safeguarding Lead. Passionate about medical education, Dr Emms is one of two GP Trainers at Westgate Surgery. He supports third-year medical students and GP registrars throughout their training, helping to develop the next generation of GPs while promoting the delivery of high-quality, patient-centred care.

Dr Mark Robinson – GP and Palliative Lead

Dr Robinson is the longest serving GP here at Westgate! His special interest is in Dermatology and he also is our Palliative lead. In his spare time, Dr Robinson loves playing Sea of Thieves on his computer and travelling.

Dr Sarah Clark – GP and Women's Health Lead

Dr Clark is a GP and Clinical Director for OneMedical Group and has worked at Westgate Surgery since October 2021. Her special interests are Women's Health and Clinical Governance and is also looking at gaining further training in Lifestyle Medicine and Longevity Medicine.

Dr Elizabeth Austen – GP, Prescribing Lead and Care Home Lead

Dr Austen is a Salaried GP with a special interest in women's health, frailty, and medicines optimisation. As the practice Prescribing Lead, she supports safe and evidence-based prescribing while helping to improve patient care. Dr Austen enjoys providing holistic, patient-centred care and values building long-term relationships with patients and their families.

Dr Laura Clegg – GP, Lifestyle and Preventative Medicine Lead and GP Trainer

Dr Clegg started medical school in Leeds back in 1997 and has been working as a GP locally for nearly 20 years. She is a GP Trainer and has always been involved in supporting and educating GP trainees, which is her passion. She has particular interests in women's health, mental health and menopause, as well as lifestyle and preventative medicine. Outside of the practice, she also works for the NHS Professional Standards Team as a GP Appraiser, supporting other GPs across Yorkshire, the North East and Humber.

Dr Gofannon LeBoutillier – GP

Outside of working here at Westgate Surgery, Dr LeBoutillier is a dad to two girls, he enjoys playing squash, getting out on his gravel bike and listening to music.

GP Registrars: Dr Katerina Michie and Dr Charlotte O'Byrne

A GP registrar is a fully qualified doctor who is currently completing their final specialist training to become an independent GP. They can see patients, diagnose illnesses, and prescribe medicine.

Free NHS Health Checks

If you are 40 and above without a pre-existing health condition and haven't had your Free NHS Health Check – you're eligible! Most NHS Health Checks take around 20 minutes and includes measuring blood pressure, BMI (height and weight), and cholesterol, plus lifestyle questions. Having an NHS Health Check is important because many of the warning signs for these conditions, such as high blood pressure and high cholesterol, do not have symptoms. The NHS Health Check aims to lower your risk of getting conditions that affect the heart and blood vessels, such as heart disease, stroke and kidney disease - NHS UK

Book yours by calling the Surgery on 01943 660533

Carers Cafe

At Westgate, we know that caring for a loved one is so important, but we also know how tiring it can be. That's why we host our Carers Café every 8 weeks at our Surgery. No clinical talk – just a chance to chat over a cup of tea and a biscuit. Our doors are open for anyone who would like some advice or just to see some friendly faces.

Our next Carers Café will be held on
30th September 2026.

You can find us at: Westgate Surgery, Westgate, Otley, LS21 3HD



Did Not Attends (DNAs)

What is a Did Not Attend?

A Did Not Attend is when someone books an appointment, but when the time comes, they don't show up without cancelling the appointment and the staff member is left waiting. If you can't come to your appointment, please let us know you cannot attend so another patient can use that time.

May 2026: 86 Patients DNA/28.85 hours clinical time

June 2026: 88 Patients DNA/26.58 hours clinical time

July 2026: 95 Patients DNA/30.08 hours clinical time



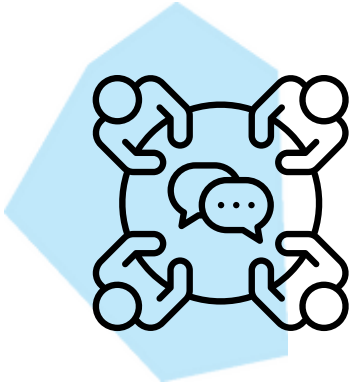
Who is OneMedicare?

At Westgate Surgery, you may have seen the name OneMedicare and wondered who we are. OneMedicare is part of OneMedical Group. We're a family-owned healthcare organisation that has been providing NHS primary and urgent care services since 2006. Also, part of OneMedical Group is OneMedical Property which is where the organisation began in 2004. This arm is where we design, build and manage medical premises. Our Central Support Centre is right here on our founders' family farm in Otley, and we're proud to support patients across multiple GP practices and Urgent Care sites spanning from Aberdeen to Cornwall.

For us, healthcare is about people. We believe every patient deserves to feel listened to, respected and cared for, and every community deserves practices and urgent care spaces that are committed to delivering high-quality, patient-centred care. Our experience has given us a deep understanding of what works in primary and urgent care, and how to deliver services that truly make a difference and improve the lives of our patients. We are proud of the impact we've had so far and we remain committed to driving innovation and improving outcomes for patients and communities.

Our teams work closely with patients, local communities and NHS partners to provide safe, compassionate care while continuing to improve and develop our services for the future. Although our services are located across the UK, each one is rooted in its local community. Our role is to support our dedicated practice teams so they can continue to focus on what matters most: patient care.





Join Our Patient Participation Group!

Join our Patient Participation Group and help shape the care and services we provide. You can register your interest by sending an email to:
westgatesurgeryotley.ppg@outlook.com



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Westgate Surgery

Thank you for reading,
Westgate Surgery Team



**PEOPLE
FIRST**



**WORKING
TOGETHER**



**A HEALTHIER
FUTURE**



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