



# Rowlands Castle Surgery Newsletter

## JANUARY 2022

**83% of our patients aged 18 years and over have received the Covid Booster!**



All the staff at the Surgery would like to wish everyone a very Happy New Year and to say a huge thank you for the many Christmas cards and presents that were brought in by patients for the staff to share.

It's been a very busy 12 months at the Surgery and in response to the current Winter pressures we've received some additional funding to temporarily increase the number of appointments we have to offer patients. The appointments are being covered by our Nurse Practitioner and a locum GP.

Many thanks for your patience prior to Christmas with the disruption in the car park as we had essential fire exit safety work carried out. We are planning to hold our flu clinics at the Surgery this year so the back exit will be very useful if we still need to socially distance. If the COVID vaccination programme progresses to a 4<sup>th</sup> dose or even an annual dose we hoping that we can offer you an appointment at the Surgery.

### **New Staff**

We are absolutely delighted to welcome Kerry and Hayley to our team 😊

Kerry joins the Reception team and has a wealth of customer service experience having worked for Specsavers for 20 years. Hayley is our new Prescription clerk and will be dedicated to managing all patient prescription requests and queries. Please contact Hayley via email using [SEHCCG.RCSPrescribing@nhs.net](mailto:SEHCCG.RCSPrescribing@nhs.net)

We ask patients to allow 3 working days for the Surgery staff to process their prescription. Then allow time for your Pharmacy to dispense the medication. Requesting your medication, a week in advance will ensure you do not run out. Please drop your prescription request into the new box, on the wall, just inside the Surgery front door, use Online Services, the NHS App, a Pharmacy or, preferably, use the email address above. For audit and safety reasons we do not take prescription requests over the telephone. Thank you.

**Phone In** - From the 1<sup>st</sup> December 2021 our 8am daily 'Phone In' changed to a prebookable service. These appointments are now allocated for medication reviews and GP follow ups. Patients should call the 023 9241 2846 number after 8.30 am if they need to speak to a doctor.

### \*\*\*Fundraising\*\*\*

THANK YOU SO MUCH FOR YOUR SUPPORT IN HELPING US RAISE **£451.50** FOR  
MACMILLAN CANCER SUPPORT!



This beautiful cake was made by one of our patients for us to raffle. The lucky winner was Lorena Triggs.

### Rowlands Castle Living Advent Calendar



We were very happy to contribute to the Rowlands Castle Living Advent Calendar event 2021. Dr Smiley did a grand job! We hope you enjoyed seeing it as well as all the other windows around the village.

## East Hants Social Prescribing Service

*Giving someone choice and time to focus on what matters to them"*

Social Prescribers deal with a range of concerns and issues regarding a person's wellbeing, this can range from health concerns to financial worries. Whatever the issues are that are causing you distress the team are here to work with you by linking you to services which will provide you with support to give you the tools to better your lifestyle.

**For more information or to be referred to the social prescribing team please get in contact with your GP surgery.**

### KNOW WHO TO TURN TO.....

Help us help you...  
use the right service

**NHS**  
Fareham and Gosport  
and South Eastern Hampshire  
Clinical Commissioning Groups

 <b>Self Care</b> Care for yourself at home Minor cuts & grazes Minor bruises Minor sprains Coughs and colds	 <b>Pharmacy</b> Local expert advice Minor illnesses Headaches Stomach upsets Bites & stings	 <b>NHS 111</b> Non-emergency help Feeling unwell? Unsure? Anxious? Need help? Call or go online at 111.nhs.uk	 <b>GP Advice</b> Contact your GP surgery Persistent symptoms Chronic pain Long term conditions New prescriptions Out of hours Call 111	 <b>MIUs</b> Minor Injuries Units Breaks & sprains Cuts & grazes Minor injuries units are at Gosport WVI and Petersfield hospitals, or go to St Mary's Urgent Treatment Centre, Portsmouth	 <b>A&amp;E or 999</b> For emergencies only Choking Chest pain Blacking out Serious blood loss
---	---	--	--	---	---

If you don't know what to do or need advice contact NHS 111.