



ROWLANDS CASTLE SURGERY

NEWSLETTER – SUMMER 2022

We hope our patients are enjoying the lighter and warmer days that come with Summer. The media is full of doom and gloom and we are certainly enduring trying times but we promise this newsletter only contains good news! Starting with.....

STAFF NEWS

We are thrilled and beyond proud of Dr Elly Palmer who has passed her final exams to qualify as a GP. She has worked so hard! A very popular member of the team and building quite a fan base amongst our patients.

And introducing Zoe, our new Deputy Practice Manager.

Zoe has worked in primary care since 2012, working in many different areas, including reception and administration in the areas of safeguarding, research studies and long-term health conditions.

She has also worked for a local Primary Care Network, working across two different practices, supporting the implementation of PCN services, recruitment and the day to day running of the network.

Zoe joined Rowlands Castle Surgery in March 2022 as Deputy Practice Manager and tells us she is enjoying every minute of it and the team here are fantastic to work with and it is a lovely practice to work for!

Jo, one of our Phlebotomists, has qualified as a Health Care Assistant and has now moved to work at Horndean Surgery. Jo's replacement is Jeanette who is up and running with her Wednesday morning clinic.

WEBSITE

We have had a long overdue overhaul of our Website - please do take a look.
Did you know you can now...

Self-refer for Physio without speaking to a GP
Request a Sick/Fit Note online
Track your referral

Just click on the **SERVICES** tab on the home page of our website.
www.rowlandscastlesurgery.co.uk



In addition to our own Website we also have a Facebook page where we publish a tremendous amount of useful information provided by NHS England and other agencies. Recent articles include Heat Rash, Insect Bites & Stings, Dehydration and Sun Safety. If you're on Facebook come and join us!

FLU VACCINATIONS

Yes, we know it's still early Summer 😎 but Flu Season will fast be upon us. If you are entitled to a free NHS flu vaccination, appointments are available online now or you can call the surgery if you want to book early. We will be holding our clinics in the surgery this year and hope you will choose to have your flu vaccination with us so we can continue to run a successful flu campaign every year. The surgery depends on the income from the flu campaign to support the services we offer throughout the year.

COVID information to follow.

BOOKING ONLINE APPOINTMENTS

We are trying to resume normal services and are gradually offering more appointments in surgery **if** after triage we think it is likely patients will need an examination. If you like to book your appointments online, via patient access or the NHS App, these will be available to book again very soon. Please book a telephone consultation if you have any COVID symptoms.

NEW EMAIL ADDRESSES

Email for general enquiries: SEHCCG.RowlandsCastleSurgery@nhs.net

Hiowicb-hsi.RowlandsCastleSurgery@nhs.net

Email for prescription queries and requests: SEHCCG.RCSPrescribing@nhs.net

Hiowicb-hsi.RCSPrescribing@nhs.net

The old addresses will continue to work for a short time so you will have time to change over. Please remember the general enquiries mailbox cannot be used to pass medical information to a doctor. If you need to see or speak to a doctor about a medical problem, you must make an appointment 😊

NEW PATIENTS

A request to new patients - if you are receiving hospital treatment or are under the care of a consultant it is extremely helpful if you let them know not only your new address but also our Surgery details. This helps to speed up the receipt of hospital letters at the Practice that may need GP follow up or updating of medications.

CONNECT TO SUPPORT

Are you a Carer or a concerned friend or relative? Or even someone that feels as though you could do with a bit of extra help to remain living safely and independently? Surgeries often get calls that are not strictly medical from people that do not know where to turn to get the information they need.

There is an excellent website called Connect To Support Hampshire that can give you lots of information regarding the support available. We highly recommend it. Go to:

<https://www.connecttosupporthampshire.org.uk>

PETERSFIELD HOSPITAL MINOR INJURIES

A while back, the Minor Injuries Unit (MIU) at Petersfield Hospital became an Urgent Treatment Centre and this is what you need to know:

The UTC is an alternative to the emergency department for both children and adults. It provides treatment for minor injuries and illnesses that are urgent but not life threatening.

The Urgent Treatment Centre at [Petersfield Community Hospital](#) treats a wide range of conditions, and is open 12 hours a day, every day, all year round, from 8am to 8pm. The opening times have been based on local need.

Examples of what can be seen and treated at the UTC include:

Strains and sprains	Skin infections and rashes	
Suspected broken limbs	Eye problems	Abdominal pain
Minor head injuries	Feverish illness in adults	Emergency contraception
Minor scalds and burns	Feverish illness in children	

Accessing the Service

Patients are encouraged to call NHS [111](#) before arriving at the UTC as they will be able to take note of your symptoms and problems and then let you know what the best service will be to help you. This could range from self-care, seeing a pharmacist, helping you make an appointment within primary care, directing you to the UTC or the emergency department.

If you need to be seen at the UTC then please book an appointment via NHS [111](#), this will reduce the time you will have to wait on site to be seen. Patients who go directly to the centre without calling [111](#) will be clinically assessed by a triage nurse or other health professional and would only be prioritised for treatment over pre-booked appointments where this is clinically necessary – so it makes sense to book via [111](#) before you go.

If you have problems reading this newsletter and would like it in larger print please let our receptionist know.