

JANUARY 2023

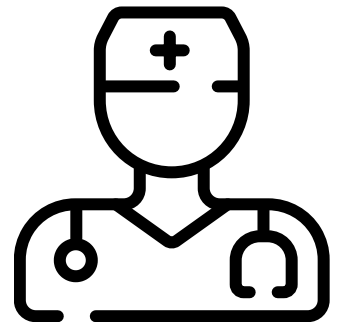
ROWLANDS CASTLE SURGERY NEWSLETTER



HAPPY NEW YEAR AND
THANK YOU!

All the team would like to wish you a very Happy New Year and to extend our thanks for all the lovely Christmas Cards and presents that we received from patients. You are so kind!


STAFF NEWS



We are delighted to announce 2 new members of the team!

As part of our PCN (East Hants Primary Care Network), we now have a Paramedic, David Gane, with us on Tuesday and Friday afternoons. David brings 14 years of front line experience and will support our on the day urgent care.

We also have a new Phlebotomist Lisa Weight. Lisa has taken over the Wednesday morning clinics and Carol will continue the Thursday morning clinics.



In February we are looking forward to welcoming a new Registrar, Dr Alina Zagorulko.

A WARM WELCOME TO ALL!

CHARITY CAKE SALE AND CHRISTMAS CAKE RAFFLE PROVE GREAT SUCCESS!



Eddie our medical student drawing the winning ticket with Kerry our Receptionist.

THANK YOU TO EVERYONE WHO DONATED!

This year we held two charity events. The first was a cake sale during the Flu clinics in October. Thanks to your donations, we raised £155 for The Rosemary Foundation.

In December we held a raffle to win a beautiful fruit cake, baked especially by one of our patients. We were delighted to raise £185, in aid of Rowans Hospice.

Congratulations to Margaret Dixon who was the lucky winner of the cake.




Stay in control of your child's health
Download the Healthier Together App from the App Store
or Google Play.



The NHS Healthier Together app provides clear information about what to look out for if your child is unwell and if needed it will directly inform your GP practice about your child's symptoms rather than having to call to get an appointment.

HEALTHIER TOGETHER APP

Our Reception team here at the surgery will be happy to answer any questions you have about how this works, so please just ask.



DID YOU KNOW..... MISSED APPOINTMENTS ACTUALLY COSTS THE NHS?

In December 2022, a total of 45 appointments were missed, which is an estimated cost of £1.3k.

We completely understand that these things happen, but please do try to cancel an appointment if you are unable to attend. Thank you.

LOW CARB GROUPS

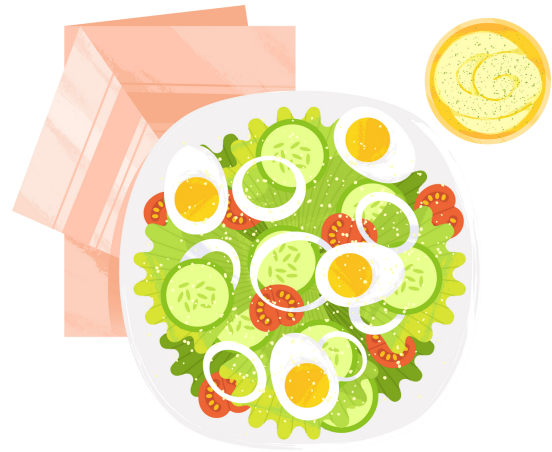
Do you want to improve your diabetes?

Following a low carbohydrate diet can reduce blood sugar levels, help the remission of type 2 diabetes and loss of weight.

We're here to help! Emily, our nurse, is working together with nurses from other local surgeries to run a 6 week course (via Zoom) to support you in managing this diet and lifestyle change.

We have been running the courses for 2 years and seen many amazing results!


Contact the surgery and ask for a telephone consultation with Emily if you would like more information.



PATIENT PARTICIPATION GROUP (PPG)

Join our Volunteer Group and You Could:

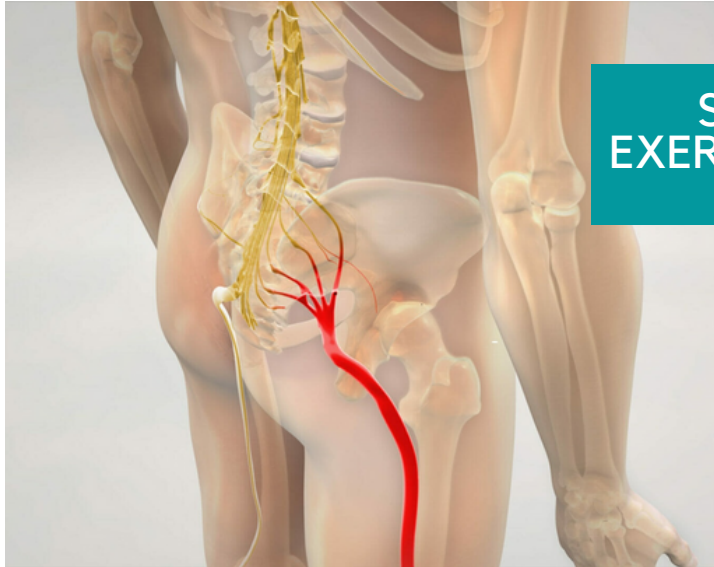
- Help to improve and develop our practice.
- Strengthen the relationship between patients and us.
- Have your say on practice matters.
- Share your own ideas.
- Make a real difference to general practice.
- Meet new people within the community.



Please ask at Reception if you would like more information on how to join

NEW FOR 2023: DISABLED ACCESS AT MAIN ENTRANCE.

We are pleased to announce that we have now installed a disabled access front door to the surgery.



SELF HELP PHYSIOTHERAPY EXERCISES FROM PHYSIO-LOGICAL

I am Natalie March from Physio-logical, based at Rowlands Castle Surgery and Stansted Park.

Recently, we have seen more patients at our clinics with back pain and sciatica, this is a common problem that can affect all types of people and professions, Physiotherapy is a very effective treatment for back pain and sciatica.

Here are some exercises to try <https://physio-logical.net/sciatica-3-exercises-to-reduce-pain/>

We also have lots more advice and exercises for different injuries, aches and pain on the blog section of our website - <https://physio-logical.net/blog/> and on our Physio-logical You Tube Page -

<https://www.youtube.com/c/Physiological>

If you want any more information, then feel free to call us on 02394 350270



**DID YOU KNOW THE SURGERY HAS A FACEBOOK PAGE?
JUST SEARCH 'ROWLANDS CASTLE SURGERY.'**

URGENT TREATMENT: OPENING HOURS EXTENDED AT PETERSFIELD UTC

We have received information that the opening hours for the X-Ray Department at Petersfield UTC have been extended to 9am - 4pm, 7 days a week. This is great news as it relieves pressure on these departments at QA Hospital and St Richards.

As a reminder about Urgent Treatment Centres:

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. They can help with problems such as:

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

Accessing the service:

Patients are encouraged to call 111 first before arriving at the UTC as they will be able to take note of your symptoms and advise you on the best service to help you. If you need to be seen at the UTC, please book an appointment via NHS 111 as this will reduce your waiting time on site.

Patients who go directly to the UTC without calling 111 will be clinically assessed by a triage nurse or other health professional and would only be prioritised for treatment over booked appointments when clinically necessary.

**IF YOU HAVE PROBLEMS READING THIS NEWSLETTER AND WOULD LIKE IT
IN LARGER PRINT PLEASE LET OUR RECEPTIONIST KNOW.**

ROWLANDS CASTLE SURGERY

023 9241 2846

hiowicb-hsi.rowlandscastlesurgery@nhs.net

www.rowlandscastlesurgery.co.uk