

JUNE 2024

ROWLANDS CASTLE SURGERY NEWSLETTER



Welcome to the summer 2024 edition
of your surgery newsletter.

STAFF NEWS



HAPPY RETIREMENT to Janine Leake, Practice Manager this month, who has been managing the surgery for 15 years! Throughout this time, she has seen many changes to the practice and the NHS and has always been fully devoted to the surgery, staff and patients.

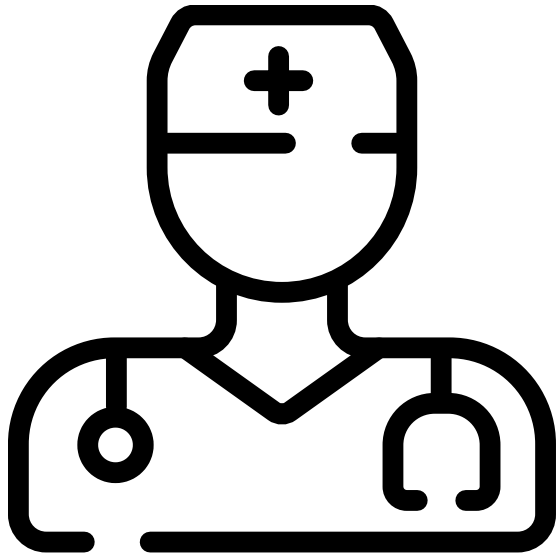
Janine has been an excellent practice manager and will be extremely missed by all the team. We wish her well in her well deserved retirement!

Zoe Gill our current Deputy Practice Manager is stepping up to Practice Manager.

Dr Lizzie Smiley and Dr Brendon Hayes, GP Partners



STAFF NEWS CONTINUED



WE HAVE SAID FAREWELL TO:

Maureen, Medical Receptionist who has now retired.

Carol, Phlebotomist who has gone on to pastures new.

WE ARE PLEASED TO WELCOME:

Sarah, Medical Receptionist.
Sarah joined us in March.

Rosie, Phlebotomist
Rosie joined us in May and works on Thursday mornings.

SURGERY STATS! APRIL 2024

IN APRIL 2024 WE:

- ANSWERED 2,430 TELEPHONE CALLS.
- BOOKED 2,288 APPOINTMENTS:



73% FACE TO FACE.
18% TELEPHONE CONSULTATION.



DNAS (DID NOT ATTEND)

WE ALSO HAD 45 MISSED APPOINTMENTS WHICH COULD HAVE GONE TO ANOTHER PATIENT.

IF YOU ARE UNABLE TO ATTEND,
PLEASE LET US KNOW ON 023 9241 2846
AND CHOOSE OPTION 2.



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



WOULD YOU LIKE TO JOIN OUR PATIENT PARTICIPATION GROUP (PPG)?

JOIN OUR PPG AND YOU COULD HELP TO IMPROVE AND
DEVELOP OUR PRACTICE, PLUS
STRENGTHEN THE RELATIONSHIP BETWEEN PATIENTS
AND US.

Our patient group meets at the surgery every quarter with the Practice Manager. It is a friendly, informal meeting with plenty of tea and cake!

- Have your say on practice matters.
- Share your own ideas.
- Make a real difference to general practice.
- Meet new people within the community.

We would love to hear from you if you think you would like to join. Everyone is welcome.

Ask at Reception, or simply email us at:
hiowicb-hsi.rowlandscastlesurgery@nhs.net



SELF-REFERRING

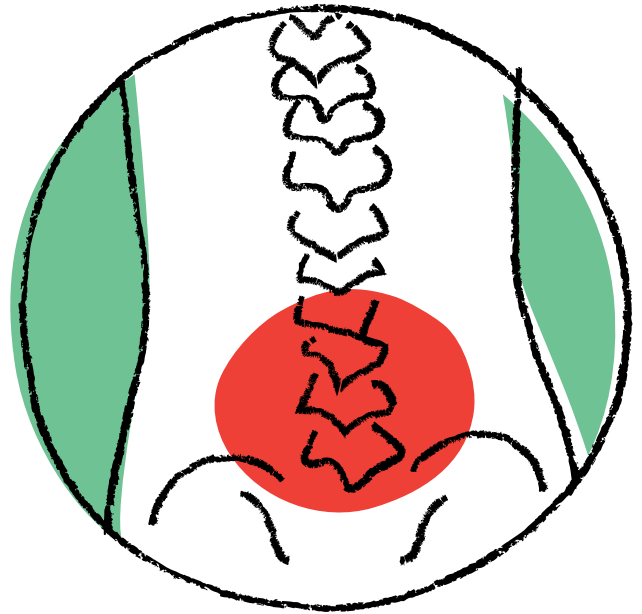
Physiotherapy Self-Referral

The MSK Physiotherapy services provides help for patients who have problems with muscles, joints and musculoskeletal pains:

- Bones
- Muscles
- Cartilage
- Tendons
- Ligaments
- Joints
- Nerves

You can refer yourself to the MSK Physiotherapy Service using the Southern Health NHS Foundation Trust

www.southernhealth.nhs.uk/our-services/a-z-list-of-services/physiotherapy/Physiotherapy-form



Audiology NHS Hearing Aid Self-Referral

If you are over 55 years of age, need a hearing test and are not already on an NHS hearing pathway, and think you might benefit from free NHS hearing aids, you can now self-refer to the local Audiology service

In Portsmouth and South East area, Community Audiology service is provided by Scrivens Hearing Care.

There is no need to contact your GP, but please contact the chosen Scrivens Hearing Care Clinic directly.

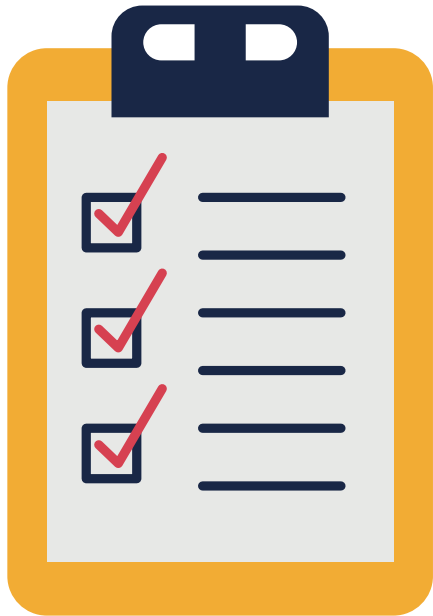
Online Booking:

<https://scrivens.com/find-a-branch/>

Customer Services: 0800 027 5102

Email: customercare@scrivens.com





FRIENDS AND FAMILY QUESTIONNAIRE

Complete the NHS Family and Friends Questionnaire and tell us about your experience at the surgery.

Visit our website:

www.rowlandscastlesurgery.co.uk/our-practice or complete a form next time you are at the surgery.

THANK YOU

NATIONAL AWARENESS CAMPAIGNS THIS SUMMER



MEN'S HEALTH WEEK
10TH-16TH JUNE 2024

WWW.MENSHEALTHFORUM.ORG.UK

CERVICAL SCREENING AWARENESS WEEK
17TH-23RD JUNE

WWW.JOSTRUST.ORG.UK/GET-INVOLVED/CAMPAIGN/CERVICAL-SCREENING-AWARENESS-WEEK

LEARNING DISABILITY WEEK
17TH - 23RD JUNE 2024

WWW.MENCAP.ORG.UK/LEARNINGDISABILITYWEEK

ALCOHOL AWARENESS WEEK
1ST - 7TH JULY 2024

WWW.ALCOHOLCHANGE.ORG.UK

WORLD BREASTFEEDING AWARENESS WEEK
1ST- 7TH AUGUST 2024

WWW.WABA.ORG.MY/WBW/

HOSPITAL WAITING LISTS

You may have received a hospital waiting list validation link or letter from Queen Alexandra Hospital.

This allows patients to confirm whether they still require their appointment, ensuring those that have been referred for an appointment or procedure still wish to remain on the waiting list.

If you are unsure about what your referral is, please contact the hospital directly or for further information visit:

www.porthosp.nhs.uk/coming-phu/outpatients/wait-list-validation



We would like to take this opportunity to thank all our patients for their ongoing support.

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