

# ROWLANDS CASTLE SURGERY NEWSLETTER



Welcome to the autumn 2024 edition of your surgery newsletter.

## SURGERY STATS! SEPTEMBER 2024

IN SEPTEMBER 2024 WE:

- ANSWERED 2,422 TELEPHONE CALLS.
- BOOKED 2,050 APPOINTMENTS:
- 71% FACE TO FACE APPOINTMENTS.
- 21% TELEPHONE CONSULTATIONS.



### DNAS (DID NOT ATTEND)

WE ALSO HAD 34 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.

# RSV VACCINATION AVAILABLE AT THE SURGERY



A VACCINE TO HELP PROTECT AGAINST RSV IS  
NOW AVAILABLE ON THE NHS.

RESPIRATORY SYNCYTIAL VIRUS (RSV) IS A  
COMMON CAUSE OF COUGHS AND COLDS. IT  
USUALLY GETS BETTER BY ITSELF, BUT IT CAN BE  
SERIOUS FOR SOME BABIES AND OLDER ADULTS.

## WHO IS ELIGIBLE?

YOU ARE ELIGIBLE IF YOU ARE:  
PREGNANT (FROM 28 WEEKS OF PREGNANCY) -  
THIS WILL HELP PROTECT YOUR BABY FOR THE  
FIRST FEW MONTHS AFTER THEY'RE BORN

OR

YOU ARE AGED 75 TO 79

IF YOU HAVE NOT ALREADY HAD YOURS PLEASE  
CONTACT THE SURGERY ON: 023 9241 2846.

FOR FURTHER INFORMATION VISIT: RESPIRATORY  
SYNCYTIAL VIRUS (RSV) - NHS ([WWW.NHS.UK](http://WWW.NHS.UK))



# CAKE SALE IN AID OF MACMILLAN CANCER SUPPORT IS GREAT SUCCESS!

WE WOULD LIKE TO THANK MEMBERS OF OUR PATIENT PARTICIPATION GROUP AND STAFF MEMBERS WHO GAVE UP THEIR TIME TO BAKE AND SELL CAKES DURING OUR FLU/COVID CLINIC ON SATURDAY 5TH OCTOBER.

WE ARE PLEASED TO SAY WE RAISED A TOTAL OF £212.31.



**MACMILLAN  
CANCER SUPPORT**

THANK YOU TO ALL OUR PATIENTS WHO KINDLY DONATED!

## INFECTION PREVENTION AND CONTROL STATEMENT

Our Statement for Infection Prevention and Control is available for patients to view on request.



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.

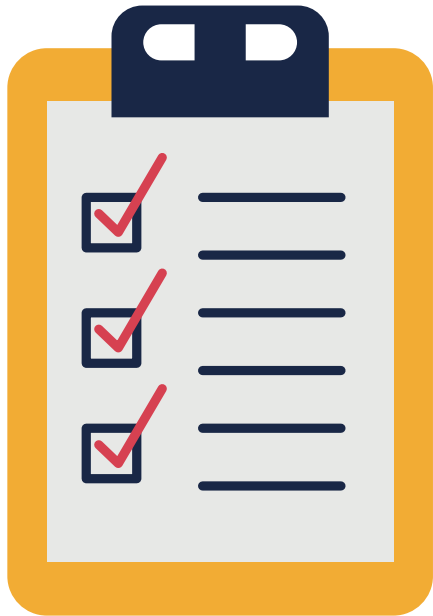
Our patient group meets at the surgery every quarter with the Practice Manager. It is a friendly, informal meeting with plenty of tea and cake!

- 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](mailto:hiowicb-hsi.rowlandscastlesurgery@nhs.net)





## FRIENDS AND FAMILY QUESTIONNAIRE

Complete the NHS Family and Friends Questionnaire and tell us about your experience at the surgery. You will receive this as a text following your appointment or you can complete a form or visit our website:  
[www.rowlandscastlesurgery.co.uk/our-practice](http://www.rowlandscastlesurgery.co.uk/our-practice)

THANK YOU. YOUR FEEDBACK IS  
SO VALUABLE TO US!

## NATIONAL AWARENESS CAMPAIGNS THIS AUTUMN



- Wednesday 6th November:  
National Stress Awareness Day
- Sunday 10th November  
Remembrance Sunday

FIND OUT ABOUT THE BENEFITS OF USING THE  
NHS APP VISIT:  
[WWW.NHS.UK/NHS-APP/ABOUT-THE-NHS-APP/](http://WWW.NHS.UK/NHS-APP/ABOUT-THE-NHS-APP/)



**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](mailto:hiowicb-hsi.rowlandscastlesurgery@nhs.net)**

**[www.rowlandscastlesurgery.co.uk](http://www.rowlandscastlesurgery.co.uk)**