

ALMA ROAD SURGERY

Alma Road, Romsey, SO51 8ED

Tel: 01794 513422

Newsletter Summer 2023

WELCOME TO OUR NEW AND IMPROVED NEWSLETTER!

This contains Practice news, updates and wider primary care messages and announcements, which you can expect to receive on a quarterly basis.

DATES FOR YOUR DIARY



It's not too early to think about Flu!

Our flu clinics will be held on **2nd October & 6th October 2023**

We will contact eligible patients nearer the time. Please do not contact the surgery – we will contact you.

We may also be able to offer the COVID autumn boosters, however that is still to be confirmed.

ADVANCE NOTICE

We are having building work done at the Surgery on Friday **8th September 2023** which will reduce the car parking spaces on that day. Please use the public car park at Alma Road if you are able. The car park will also be closed for use on Saturday and Sunday 9th and 10th

We apologise in advance for this disruption

PRACTICE CLOSURE

From week commencing 4th September 2023 the Practice will close every Wednesday between 12.30pm – 1.30pm to enable all staff to complete essential training and updates.

The telephone lines will remain open for emergency calls only. We kindly request that you call after 2pm for non-urgent requests.

The Dispensary will continue to be closed on Monday, Tuesday, Thursday, and Friday 1pm -2pm and Wednesday 12.30pm – 2pm

Zero Tolerance Statement

All staff including Clinicians come to work to care for others. Our Practice will not tolerate any form of threatening behaviour, physical or verbal abuse.

STAFF UPDATES

DR GWILYM WILL BE GOING ON SABBATICAL LEAVE FROM 31ST JULY UNTIL 8TH SEPTEMBER 2023. DR ELINA LUDZISA WILL BE COVERING. SOME OF YOU MAY ALREADY KNOW HER AS SHE WAS ONE OF OUR REGISTRARS.

Goodbyes: -

Dr Doe has now completed her training and left the Practice, she has a new job is Salisbury.

Dr Alexander has now finished her Maternity cover and is moving on to work in Eastleigh.

Chris, our Nurse Receptionist retired in May

We wish them all the very best and we will miss them

New staff: -

Abbie Practice Nurse

Julie Practice Nurse

Claire Receptionist

Holly Nurse Receptionist

Mel Administration Clerk

Welcome to the Team!

WE NEED YOU!

Would you like to have a say about the services provided at Alma Road Surgery? We would be very interested to hear your views through our Patient Participation Group. By providing your email details we can add them to a contact list, which will mean we can contact you occasionally for feedback.

All details supplied will be kept securely and only used for the purposes of the Group.

We aim to gather patients from as broad a spectrum as possible to get a truly representative sample. We would like young people, workers, retirees, people with long term conditions and people from non-British ethnic groups.

If you are happy for us to contact you by email, please complete the form as below and complete all the fields

<https://forms.office.com/e/J8AAUHDmeJ>

Friends and Family feedback from the Practice Manager

I would like to thank all those who complete the Friends and Family feedback link sent at the end of each appointment and are available to complete at the Surgery. It helps us to review how we are doing and to address any issues.

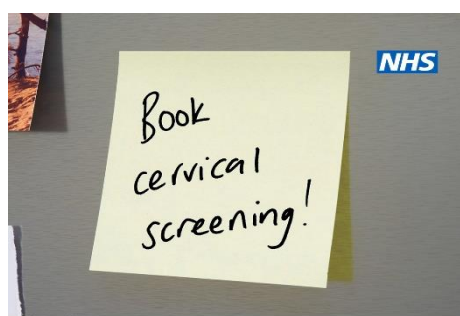
The top 5 issues are

1. Car Park – I appreciate that it can be very frustrating to park at busy times but unfortunately, we are unable to change anything due to restrictions. We are very fortunate to be able to offer some parking. There is public parking in Alma Road (next to Waitrose), please may I ask that if you are able, use this car park during busy times. There are plans to repaint the spaces.
2. Lift – I am very sorry that the lift has been out of order for a long period – there is a problem accessing the parts to enable a successful repair. I am hoping that this will be repaired within the next few weeks – fingers crossed. Meanwhile If you are unable to climb the stairs for your appointments, please let the Front Desk Receptionist know and we can arrange for you to be seen downstairs. Thank you for your patience
3. Receptionists – our receptionists have been asked by the Clinicians to gain basic information from you to prioritise your request. In some cases, they may signpost you to other services which may include First Contact Physios, Mental Health Wellbeing Practitioners, Social Prescribers or Pharmacy, all of which the Receptionists follow a strict protocol for referral. They are not triaging. All staff are bound by the GDPR and Patient Confidentiality policy.
4. Telephone – we are in negotiation with a new telephone service provider to upgrade our current system. This will hopefully ease the waiting times for calls to be answered and will include a queuing system.
5. Waiting times for GP appointments – unfortunately due to recent sickness and annual leave amongst the GP Team and increased demand since COVID, the wait for routine appointments can be 2 -3 weeks sometimes longer and this may well continue as we enter the summer holiday time. However, we are constantly monitoring the situation and have a new GP starting in September 2023, so hopefully this may improve.

Repeat Prescriptions

To allow our doctors and prescription clerks to process your request efficiently, we now require 4 working days to complete any prescription request. Completing a prescription is not an easy task. This involves the dispensary to carefully check your record and the GP doing the same and signing this off in between clinics.

Kindly note that it is your responsibility to ensure you have a sufficient supply of repeat medications. This is especially true during weekends and public holidays. Make sure that you check your medicine supply regularly. You can order your repeat prescription via email, NHS App, AiRMID UK or systmonline, or through your local pharmacy.



**Don't ignore
your cervical
screening invite**

Screening
saves
lives
Help us
help you

KNOW THE SIGNS OF STROKE


F. A. S. T.

FACE ARMS SPEECH TIME

Visit our website or join our Facebook group to receive up to date information about the practice and what is happening

www.almaroad.nhs.uk

 AlmaRoadSurgery