

# ALMA ROAD SURGERY

Alma Road, Romsey, SO51 8ED

Tel: 01794 513422

## Newsletter Winter 2023/24

### **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.

### **Good News**

Our lift has finally been repaired. We had to wait for parts which was unfortunately beyond our control - Thank you for your patience.

However, if you are unable to use the lift or cannot manage the stairs, please let a member of the Team know and they will make alternative arrangements.

### **ADVANCE NOTICES**

#### **EXTENDED CLOSURE**

Wednesday 6<sup>th</sup> March 2024 extended closure between 12.30pm – 2pm

#### **EASTER BANK HOLIDAY**

The surgery will be closed from 6:30pm Thursday 28<sup>th</sup> March  
We will reopen on Tuesday 2nd April at 8am

### **PRACTICE CLOSURE**

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**

Sarah our Front Desk Receptionist had a baby girl in October, she is still on maternity leave and will be back with us in July 2024

### **Goodbyes**

Dr Heather Covell left us in December 2023. Her patients have been informed of their new GP.

Jo PA/ Receptionist

Rachel Dispensary

We wish them all the very best for the future.

### **New staff**

Dr Elina Ludzisa

GP

Dr Sanvitti Bengeri

GP Registrar to Dr Gavins

Dr Uzma Tahreem

GP Registrar to Dr Dass

Karen

Receptionist

Kerry

Medical Secretary

Jo

Dispensary

We welcome them to the Surgery Team!

### **New Telephone system**

New telephone system in March which will include a call back option and call queuing information.

We do not anticipate any disruption to the service however call waiting times may be a bit longer whilst the Staff get used to the new system.

We apologise in advance if this is the case and ask you to bear with us during this time.



## **Patient Participation Group (PPG)**

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 with events and 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 interested in joining the group and are happy for us to contact you by email please complete a short sign-up form which can be found on our website under PPG

[www.almaroad.nhs.uk](http://www.almaroad.nhs.uk)

We will be in touch shortly after we receive your form to ask on what basis you would like to join the PPG. Please note that no medical information or questions will be responded to.

Many thanks for your assistance

## **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.



**We are here to help you.**  
Thank you for treating us with respect.



**Over 40? You need to know your blood pressure**



Knowing your blood pressure numbers can help you to manage your risk.




Most pharmacies can help you with **seven common conditions** without needing a GP appointment

Speak to your pharmacist if you suspect you have:

- **Sinusitis**  
(adults and children aged 12 years and over)
- **Sore throat**  
(adults and children aged 5 years and over)
- **Earache**  
(children aged 1 year to 17 years)
- **Infected insect bite**  
(adults and children aged 1 year and over)
- **Impetigo**  
(adults and children aged 1 year and over)
- **Shingles**  
(adults aged 18 years and over)
- **Urinary tract infection**  
(women, aged 16 to 64 years)



 Providing NHS services



**Visit your Pharmacy First!**

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](http://www.almaroad.nhs.uk)

