

ALMA ROAD SURGERY

Alma Road, Romsey, SO51 8ED

Tel: 01794 513422

Newsletter Winter 2024/25

WELCOME TO OUR NEWSLETTER!

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

Our new telephone system is working well, and we have received a lot of positive feedback. You particularly like

Call back option -you don't have to wait on the line.

Queue length information – indicates where you are and consider if you would like to call back.

Appointment cancellation line – enables 24 access, so you do not have to wait in a queue and can cancel at any time, day or night – 01794 528500

Clear options -ensures you are speaking to the appropriate Person for your needs.

PRACTICE OPENING TIMES

Telephone lines for the Dispensary have been amended. They are open from 10.30am to 12:30pm then 2pm to 3pm.

The Dispensary hatch is still open from 8:30am to 1pm and 2pm to 5pm.

Wednesdays – the whole Practice is closed from 12:30pm to 1:30pm for staff training. Dispensary opens at 2pm.

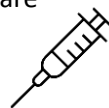
WINTER VACCINE UPDATE

We have carried out 2076 flu vaccines in October.

We still have a few flu vaccines available. Please contact our Nurse Receptionist on 01794 528523 to book one in if you haven't had one yet.

All RSV (respiratory syncytial virus) invites have been sent out for the eligible category of 75 – 79-year-olds. Please call Reception if you haven't received a text or a call from us.

If you still need your COVID vaccine, please call 119 or book your appointment online on the NHS website. We are unable to help with the booking of these.



STAFF UPDATES

We send congratulations to Dr Thomas Walters on the birth of his baby son.

Nurse Abbie is now on Maternity leave with her baby due at Christmas.

Gill, one of our Medical Secretaries, will be retiring in December after 6 years at the Practice.

Goodbyes

Lia Practice Nurse

Julie Practice Nurse

Jim Prescription Delivery Driver/Handyman

We wish them all the very best for the future.

New staff

Dr Alison Dobbie GP

Maddi Treatment Room nurse

Amanda Treatment Room Nurse

Andy Prescription Delivery Driver/Handyman

We welcome them to the Practice Team!

ADVANCE NOTICES



Christmas & New Year Closing Hours



CHRISTMAS BANK HOLIDAY

6.30PM TUESDAY 24th DECEMBER 2024

until

8AM FRIDAY 27th DECEMBER 2024

NEW YEAR BANK HOLIDAY

6.30PM TUESDAY 31st DECEMBER 2024

until

8AM THURSDAY 2nd JANUARY 2025



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.

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.

Patient Participation Group (PPG)

We are pleased to say that the development of our re-established PPG is starting to take shape. There have been regular monthly meetings with a small committee to establish how the group can work with the Practice and represent the patients.

So far they have been

Analysing the Friends and Family feedback and highlighting some recurring comments

- *Overall, 95% of patients had a very good or good experience visiting the surgery. From the feedback we get we have implemented the following*
- *Check-in screen – amended to allow check-in 15 minutes prior or after the appointment time*
- *Doctors /Nurses running late – unfortunately, there is no solution. Appointment length times are 10 minutes, but it has to be appreciated that sometimes a patient needs may take longer, there may have been some late arrivals, or they have had to deal with an emergency. We will look in to seeing if the touchscreen can indicate any delay and ask the Reception Team to monitor the clinics so that patients can be informed on arrival of any delay.*

Patients Care co-ordinators / Receptionist asking to many questions – our Team follows strict guidelines and are trained to ask for basic details from a patient.

Helping at the Flu Clinic – directing patients and running an information table to ‘recruit’ new members

Planning Information sessions - to include ‘Meet the Practice Team’, NHS app and website familiarisation, Diabetes, Dementia support, and Mental Health support.

Updating Practice Notice boards

Why not get involved? Would you like to have a say about the services provided at Alma Road Surgery? Maybe you would be interested in joining the Committee.

Please get in touch. We would be very interested to hear your views through the 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 - <https://almaroad.nhs.uk/patient-participation-group/>


We will then follow up 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



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