

# ALMA ROAD SURGERY

Alma Road, Romsey, SO51 8ED

Tel: 01794 513422

## Newsletter Autumn 2025

### WELCOME TO OUR NEWSLETTER!

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



### Our Surgery Statistics

June 2025 to August 2025



Number of patients at the Surgery – 16059

Incoming calls – 26,269

Appointments offered – 18,976

Letters processed – 6494

Prescription items issued – over 90,000

Did not attend appointments – 403

Averaging 8 hours per week

If you have an appointment and cannot attend or wish to cancel, please contact the surgery by telephone on 01794 528500 and leave a voicemail –this service is open 24/7.

You can also call the main surgery number to cancel an appointment during our opening times.

### STAFF UPDATES

WE ARE VERY PLEASED TO ANNOUNCE THE SAFE ARRIVAL OF RECEPTIONIST KARENS BABY DAUGHTER AND SEND OUR WELL WISHES TO HER AND HER FAMILY

PRACTICE NURSE ABBIE WILL BE RETURNING FROM MATERNITY LEAVE ON THE 6<sup>TH</sup> OCTOBER 2025 – WE LOOK FORWARD TO WELCOMING HER BACK.

### NEW STAFF

EMMA	RESPIRATORY LEAD
RACHEL	PRACTICE NURSE
KIRSTY	PRACTICE NURSE
SARA	PATIENT CARE COORDINATOR

### GOODBYES

SALLY	PRACTICE NURSE
AMANDA	PRACTICE NURSE

WE WISH THEM BOTH THE VERY BEST FOR THE FUTURE.

## Prize Donations Welcome!

We're preparing for our upcoming **Flu Clinic in October**, and we'd love your support. If you're able to donate a prize for our tombola, we would be very grateful!

Donations can be kindly dropped off at the surgery before October



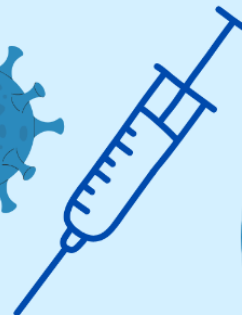
Thank you!



## SAVE THE DATE FLU & COVID VACCINES 2025

The clinic will be held on the 3rd October 2025 for our eligible patients.

We will be touch with an invite soon.  
Please let us know your up-to-date mobile numbers



WE KINDLY ASK YOU DO NOT CONTACT OUR RECEPTION ABOUT THESE VACCINES.

WE WILL CONTACT YOU

THANK YOU

### Zero Tolerance Statement

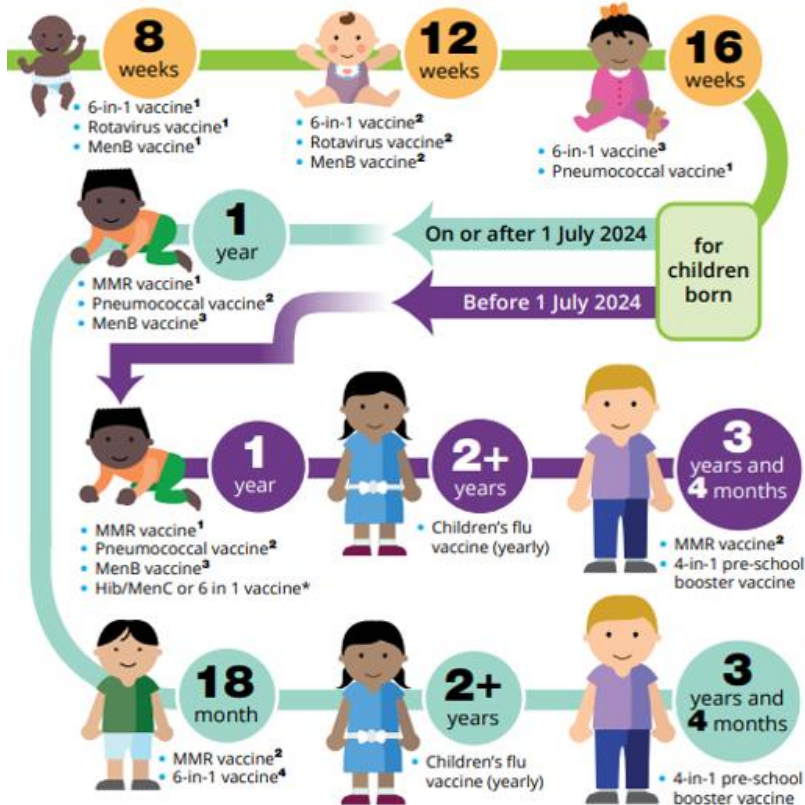
All staff including Clinicians come to work to care for others. Our Practice will not tolerate any form of threatening behaviour, physical or verbal abuse.

### Repeat Prescriptions

To allow our doctors and prescription clerks to process your request efficiently, we now require 5 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 Systonline, or through your local pharmacy.

### CHILDHOOD SCHEDULE CHANGES FROM 1 JULY 2025

## Your child's vaccine schedule



### PRACTICE OPENING TIMES

Telephone lines for the Dispensary have been amended. They are open from 10.30 am to 12.30 pm, then 2 pm to 3 pm. The Dispensary hatch is still open from 8.30 am to 1 pm and 2 pm to 5 pm.

Wednesdays – the whole Practice is closed from 12.30 pm to 1.30 pm for staff training. The dispensary opens at 2 pm.

### Patient Participation Group (PPG)

We want to hear from patients who wish to discuss the services on offer and how improvements can be made for the benefit of patients and the practice.

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/>

## Why does the receptionist need to ask what's wrong with me?

Our reception staff are important members of the practice team and it has been agreed they should ask patients 'why the need to be seen'.

We have trained our reception staff to ask certain questions to help make sure you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.



Reception staff, like all members of our team, are bound by patient confidentiality.

### CAR PARKING

Due to the ongoing works, the car park is limited to a few spaces for disabled parking only. The front of Telephone House is closed, meaning the entrance and exit to the car park will be the same.

We kindly request If you are attending the Practice for an appointment and you can, to use the Alma Road public car park.

Thank you for your cooperation during this time.

Better Health  
Let's do this

## Quit Smoking Start Saving

Join the thousands of people who are quitting smoking.



Download the free NHS Quit Smoking app to get started.



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)

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