

# ALMA ROAD SURGERY

Alma Road, Romsey, SO51 8ED

Tel: 01794 513422

## Newsletter SUMMER 2026

### WELCOME TO OUR NEWSLETTER!

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

### Our Surgery Statistics

1<sup>st</sup> March 2026 to 31<sup>st</sup> May 2026

Number of patients at the Surgery – 16099



Incoming calls – 30,137  
Appointments offered – 20,187  
Letters processed – 6495



Did not attend appointments – 508  
Averaging 10 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.

### NEW STAFF AT THE PRACTICE

WE'RE DELIGHTED TO WELCOME

JESS & STEPH, THEY JOIN OUR DISPENSARY TEAM

LIZ, WHO JOINS US AS OUR NEW PHLEBOTOMIST

LEAH JOINS US AS ONE OF OUR RECEPTION TEAM

### WELCOME BACK

WE ARE PLEASED TO WELCOME DR LUZISA BACK TO THE PRACTICE FOLLOWING HER MATERNITY LEAVE. WE ARE DELIGHTED TO HAVE HER BACK WITH THE TEAM AND LOOK FORWARD TO SEEING HER FAMILIAR FACE AROUND THE SURGERY ONCE AGAIN.

### FAREWELLS

WE ARE SAD TO SAY GOODBYE TO PRACTICE NURSE ABBIE, WHO IS MOVING ABROAD WITH HER FAMILY. WE WISH HER EVERY HAPPINESS AND SUCCESS IN THIS EXCITING NEW CHAPTER.

WE WOULD ALSO LIKE TO THANK DR KARIEM, WHO HAS NOW LEFT THE PRACTICE AFTER PROVIDING COVER DURING DR LUZISA'S MATERNITY LEAVE.

### You Said, We Did

We regularly review feedback from our Friends and Family Test questionnaires to help improve our services. Many patients told us they were experiencing longer waits for blood test appointments, particularly following the closure of the blood-taking service at Romsey Hospital, which has increased demand on local GP practices.

✔ We listened

To help improve access and reduce waiting times, we have appointed an additional Phlebotomist to join our clinical team.

We hope this extra capacity will make it easier for patients to book blood test appointments and be seen more quickly. Thank you to everyone who takes the time to share their feedback. Your comments help us shape and improve the services we provide for our patients.

### 🕒 Making the Most of Your GP Appointment

#### 🩺 One Appointment = One Main Problem

To help us keep appointments running on time and ensure every patient receives the care they need, GP appointments are usually **10 minutes long** and are intended for **one main health concern**.

#### Need to discuss more than one issue?

📞 Please tell our reception team when booking.

We can often arrange a **longer appointment** if you need extra time.

#### Why does this matter?

- ✔ Gives your GP enough time to fully assess your concerns
- ✔ Helps appointments run smoothly for all patients
- ✔ Reduces delays and waiting times



### 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 Systmonline, or through your local pharmacy.

UK Health Security Agency

### Tick Awareness

## Be tick aware

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- 1 Use a repellent that prevents ticks
  - 2 Wear long sleeves and long trousers to reduce direct skin exposure
  - 3 Keep to clearly defined paths and avoid brushing against vegetation
  - 4 Regularly check for ticks and brush off any you find immediately
  - 5 When you're back indoors, check for any ticks on you, your children and pets
  - 6 If you find a tick, safely remove it as soon as possible

## HERE COMES THE SUN

NHS

**HAY FEVER** is a common allergy that causes sneezing, coughing and itchy eyes. Symptoms tend to worsen between late March and September when the pollen count is highest.

You cannot cure hay fever, but there are things you can do and medicines you can take.

**BE PREPARED AND PREVENT THE ONSET OF YOUR SYMPTOMS.** As your first point of call, speak to your pharmacist for advice and for over-the-counter treatments.

For further support visit [nhs.uk/hayfever](https://nhs.uk/hayfever)



UK Health Security Agency

### HOT WEATHER

## Stay well in the heat

- 1  Drink plenty of fluids
- 2  Dress appropriately, stay in the shade
- 3  Limit strenuous activity

**DIABETES IS YOUR FAULT**  
~~YOUR FAULT~~  
**nobody's fault**

Let's change how we talk about diabetes.

And end the harm caused by diabetes stigma. Search "strike out stigma" or go to [diabetes.org.uk](https://diabetes.org.uk)

DIABETES UK  
KNOW DIABETES. FIGHT DIABETES.

The British Diabetic Association operating as Diabetes UK is a charity registered in England and Wales. Charities are not for profit. (00000000, 1001010000)

STRIKE OUT STIGMA

### Have You Checked Your Weight Recently

**We need your help to keep our records up to date.** If you are an adult patient, please let us know your current weight if it has changed recently or if it hasn't been recorded in the last 12 months.

- ✓ Helps us prescribe medicines safely
- ✓ Ensures the correct medication doses
- ✓ Supports better clinical care



### 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 phones are closed from 12:30pm to 1:30pm for staff training. The dispensary opens at 2 pm.

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

 AlmaRoadSurgery