

ALMA ROAD SURGERY

Alma Road, Romsey, SO51 8ED
Tel: 01794 513422

Newsletter SPRING 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

1st December 2025 to 28th February 2026

Number of patients at the Surgery – 16138



Incoming calls – 28,786
Appointments offered – 19,790
Letters processed – 6208



Did not attend appointments – 404
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.

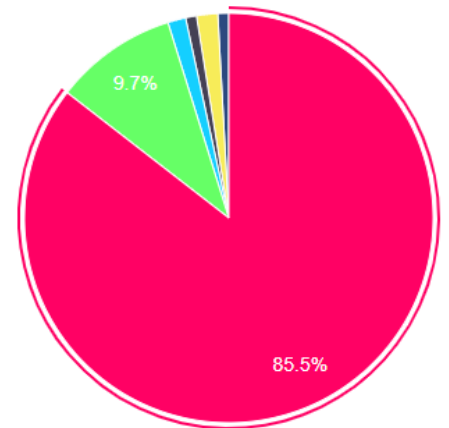
STAFF UPDATES

WE'RE DELIGHTED TO WELCOME ATHENA, WHO JOINS US THIS MONTH AS OUR NEW PRACTICE NURSE.

WELCOME TO THE NURSING TEAM

Friends and Family Feedback

- Very Good
- Good
- Neither good or poor
- Don't know
- Poor
- Very Poor



NHS

✓ TAKING CARE

✓ TAKING CALLS

✗ TAKING ABUSE

Help us focus on caring for you.

We have the right to refuse treatment and take further action against anyone who threatens the safety of our staff and our patients.

#NotInADaysWork

A selection of positive feedback from this month's Friends & Family Test:

- “The nurse was friendly, professional, and made me feel at ease throughout the procedure.”
- “Super-efficient — quick, easy and very thorough.”
- “Reception were very helpful, and I didn't have to wait long to be seen. The GP was reassuring and kind.”
- “The whole experience was positive. I felt listened to and never rushed.”

EASTER CLOSURE

THE SURGERY WILL BE CLOSED
FROM THURSDAY 2ND APRIL 6:30PM
TILL
TUESDAY 7TH APRIL AT 8AM

IF YOU REQUIRE URGENT MEDICAL ADVICE OR URGENT PRESCRIPTIONS
DURING THIS PERIOD, PLEASE CONTACT 111

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 Systmonline, or through your local pharmacy.

Ovarian Cancer Awareness Month



Do you know the symptoms of ovarian cancer?



Early diagnosis saves lives



KEY OVARIAN CANCER STATISTICS IN THE UK

7500

people are diagnosed with ovarian cancer every year

4,142

people die from ovarian cancer each year

20%

of ovarian cancers are related to hereditary gene faults

45%

of those with ovarian cancer survive beyond 5 years

The Trustees of the Charitable Trust need your support. To continue their important work for the benefit of **all** our patients, the Trust relies on a steady and sustainable flow of funds.

If you are fortunate enough to receive free prescriptions, please consider making a small monthly donation—or even a one-off contribution—to help support the Trust's ongoing services. Each prescription normally costs £9.90, so even a modest donation can make a meaningful difference.

For more information, please contact our Chairman at:

hiowicb-hsi.almaroadsurgeryppg@nhs.net

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.

Your NHS, your way
Download the NHS App



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

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