



The Alresford Surgery

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Newsletter - May 2024

Veteran Practice

This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated Clinician, Dr. Hannah Haring, you can read [Hannah's statement](#) here, who has specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment. If you are ex-forces, please let your GP know to help ensure you are getting the best possible care.

A veteran is someone who has served in the British Armed Forces (Regular or Reserve) for at least one day. Veterans also include any member of the Merchant Marine who has served in a war zone. This includes crew from convoys in World War 2 and more recently in the Falklands conflict and Gulf Wars.

About 18,000 service people move back into civilian life every year and whilst most of these individuals have similar levels of health to the general population, around 2,000 leave on medical grounds. The top reasons for medical discharge are for issues relating to back, knees, mental health, and hearing.

Being accredited means that a practice can better identify and treat veterans, refer them, where appropriate, to dedicated NHS services (such as the Veterans' Mental Health Transition, Intervention and Liaison service (TILS), the Veterans' Mental Health Complex Treatment Service (CTS) and the Veterans Trauma Network) and capture better epidemiological data to improve future health provision. It also means that the NHS is better able to meet the health commitments of the Armed Forces Covenant, whereby the Armed Forces community, including veterans, should face no disadvantage in accessing health services and should receive priority care for military attributable conditions, subject to clinical need.

If you are a veteran, please let us know!

Bank holiday closures 6th & 27th May

The surgery will be closed for the bank holiday weekend from 6.30pm Friday 3rd May until 8am on Tuesday 7th May then again from 6.30pm Friday 24th May until 8am on Tuesday 28th May.

Covid spring booster programme

COVID-19 is more serious in older people and in people with certain underlying health conditions. For these reasons, people aged 75 years and over, those in care homes, and those with a weakened immune system are being offered a spring COVID-19 vaccine.

Those eligible will be contacted by the surgery either by text message or telephone call.

The vaccination will take place at the surgery unless the patient is residing in a care home or is housebound.

In order to keep our phone lines free, please do not contact us until you have been invited.

Thank you.

Abusive patients

Sadly, our reception team have been on the receiving end of some abusive behaviour.

This can be very demoralising for the team and affects their own well-being. Please be kind.

Help us focus on you.

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

Did Not Attend - Missed Appointments

☐ People not turning up to their appointments - something called a "DNA" or "Did Not Attend".

☐ In March, we recorded 63 missed appointments, across both the Doctor & Nursing teams. These appointments could have been utilised for others.

☐ We understand that life gets in the way sometimes, and things change. Any notice you can provide, even last minute, will enable your appointment to be offered to somebody else.

☐ Please remember to change or cancel your appointment if you are not able to attend.

Please **do not** rely solely on text message appointment reminders from the practice as this is not a fail-safe system!

What service should I use?

Whether it's knowing when to visit your GP, heading to a pharmacy for expert advice, or dialling 111 for urgent medical help, making the right choice ensures you get the care you need and frees up emergency services for people who really need them.

Remember these simple steps:

1. Self-Care: Minor illnesses like coughs, colds, or headaches
2. Pharmacy First: sinusitis, sore throat, earache, infected insect bites, impetigo, shingles, UTIs and other non-urgent conditions
3. Book a GP Appointment: For non-urgent concerns or ongoing issues
4. Minor Injury Unit: Minor burns, sprains or other non-life threatening injuries
5. A&E: Life-threatening emergency

Making the right choice means getting the right care, at the right time, in the right place. Let's all [#ChooseWell](#) and keep our NHS services available for those who need them most - go to <https://www.nhs.uk/nhs-services/> [#NHS](#) [#Healthcare](#) [#ChooseWellCampaign](#)