



The Alresford Surgery

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ALRESFORD

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Newsletter - July 2024

☎ You Said - We Listened..... Telephones ☎

We know there hasn't been a lot of love for our telephone system - lots of you have told us that the queue facility wasn't good enough and that you frequently got cut off after waiting for over 20 minutes. Looking for a solution to these problems we have been in negotiations with our current telecoms supplier for the last two years. We are now pleased to report that we have negotiated an early release from our contract and commissioned a new system from a new supplier.

Our new telephone system went live on Friday 17th May and we have been working hard behind the scenes to get everything set up.

From a caller's point of view you may notice several changes. Firstly, you will be told where you are in the queue and if the queue reaches a certain size, or you have been waiting for a while, you will be offered the choice of receiving a call back. This is an automated process which holds your place in the queue and calls you back when you reach the front. From our point of view we will have easy and ready access to data on how busy the phones are and the number of calls waiting.

All incoming and outgoing calls will be automatically recorded and used for training purposes.

Alongside this investment in technology, we are increasing the size of the team handling the calls and we hope both these factors will improve the experience for our patients in their first contact with the surgery.

Covid Spring vaccination programme

Over the months of April-June our amazing bank practice nurses vaccinated 1100 of our patients who were eligible for their covid spring vaccination.

In addition to this our community nurse team & bank practice nurses vaccinated any eligible, truly housebound patients.

We would like to thank our amazing staff who have carried out this vaccination programme in addition to their usual workload, this includes our tremendous Reception team & Management team who are pivotal in the co ordination of the programme. We will update patients as soon as we have been updated by NHS England with regards to if/when their will be an autumn booster program.

Travelling abroad

Immunisations and advice are available through our Travel Service.

It is important to make this initial appointment as early as possible - We will be unable to offer travel appointments to anyone travelling with less than (12 weeks) prior to their departure date as in some cases a second appointment will be required with the practice nurse to complete a course of vaccinations. Some vaccines have to be ordered as they are not a stock vaccine. Your second appointment needs to be at least 2 weeks before you travel to allow the vaccines to work.

There is still no guarantee we will be able to accommodate your travel request as we have limited capacity, even if you do give us a minimum of 12 weeks notice.

You may need to need to book an appointment at a private travel clinic such as the Winchester travel clinic.

For more information, please visit our website; <https://alresfordsurgery.co.uk/clinics-and-resources/>

Welcome to Dr. Sayeda

We offered a very warm welcome to Dr. Anna Sayeda in May who has joined the practice as a salaried GP, working a Wednesday morning & all day Friday.

Dr. Sayeda is an experience GP who has worked in several other local practices.

Choosing the right care: first time, every time! 🏠🌟

Did you know?

You don't always need to see a GP for your healthcare needs. At our practice, we have a diverse team of skilled professionals who play vital roles in patient care. For example, this could be a Health and Wellbeing Coach, Pharmacist or a Physiotherapist!

They are trained to assess, diagnose, and treat a wide range of common health issues, providing timely and effective care. From minor ailments to long-term conditions, our team is here to ensure you receive the right care, the first time around.

Learn more about roles and services at <https://www.england.nhs.uk/gp/expanding-our-workforce/>



Alcohol Awareness Week: 1-7 July 2024

A chance for the UK to get thinking about drinking. It's a week of awareness-raising, campaigning for change, and more.

Alcohol Awareness Week is managed and hosted by Alcohol Change UK. This year's campaign theme is 'Understanding alcohol harm'

For further information or to get involved, visit; <https://alcoholchange.org.uk/get-involved/campaigns/alcohol-awareness-week-1>

If you suffer from Hay Fever, you don't need to see your GP to treat the effects.

We would like to remind you we do not prescribe hay fever medication. We follow NHS guidance and do not routinely prescribe hay fever medication.

Hay fever tablets, liquids, nasal sprays and eye drops can be purchased from supermarkets and pharmacies.

Please speak to your local pharmacist who can offer you hay fever help and advice.