

NEW
FOR 2025



Hampshire Child and Adolescent
Mental Health Services

HAMPSHIRE CAMHS INFORMATION & ADVICE SESSION

10am - 2pm

Wednesday, 5 March 2025 and then every
first Wednesday of the month

The Arc, Jewry Street
Winchester
SO23 8SB

This is an opportunity
to come and chat to
our CAMHS clinicians,
ask questions, get
advice and resources.



hampshirecamhs.nhs.uk

Named GPs

- All patients are allocated to a named doctor when they register with us.
- This doctor will take overall responsibility for your care and support.
- This doesn't prevent you from seeing other doctors, but many patients prefer to see the same doctor each time.
- Do you know who your named GP is? Ask at reception if you don't.



ZERO TOLERANCE TO ABUSE POLICY



If you are shouting or being rude or abusive, we will ask you to stop and make it clear this is not acceptable.



If you do not leave, we will call the police and you will be removed from our practice list within 24 hours. You may be assigned to the special allocation service.



If you continue to shout, or be rude and abusive, we will ask you to leave and you will receive a first and final warning letter. If another episode of abuse occurs, you will be removed from our patient list within 8 days and you will need to register at another GP practice.



Any physical violence or assault directed at our staff or patients will result in police prosecution, and you will be instantly removed from our practice and assigned to the special allocation service.

**In order to
keep things
running
smoothly
please
remember the
following
points:**



For urgent on the day appointments please call between 8.00am and 10.00am. If you call after this time, please be aware you may get diverted to 111 if we are at capacity.



For routine appointments please call after 11am



For test results please call after 2pm



We do not take repeat prescriptions over the phone, please either request at reception, order through your NHS app / Patient access or send us an email at



hiowicb-hsi.standrewssurgery@nhs.net.

In order to keep clinics running smoothly as possible please remember the following points:

- The doctors would prefer that all children under the age of 14 are accompanied by an adult.
- Try to arrive on time for your appointment.
- If you are over ten minutes late you will need to rebook.
- Let us know if you cannot keep your appointment.
- Do not squeeze other people into the slot.
- Do not save too many problems for one appointment.



ZERO TOLERANCE TO ABUSE POLICY



If you are shouting or being rude or abusive, we will ask you to stop and make it clear this is not acceptable.



If you do not leave, we will call the police and you will be removed from our practice list within 24 hours. You may be assigned to the special allocation service.



If you continue to shout, or be rude and abusive, we will ask you to leave and you will receive a first and final warning letter. If another episode of abuse occurs, you will be removed from our patient list within 8 days and you will need to register at another GP practice.



Any physical violence or assault directed at our staff or patients will result in police prosecution, and you will be instantly removed from our practice and assigned to the special allocation service.



Self care

Visit www.nhs.uk

Minor cuts and grazes
bruises and minor sprains
Coughs and colds
Sore throat



Pharmacy

Minor ailments
Bites and stings
Upset stomach
Medication advice



NHS 111

Feeling unwell?
Need medical advice?
Don't have a GP to call?



GP Advice

Out of hours
call 111

Persistent symptoms
Chronic pain
Long term conditions



Urgent Care Centres

Breaks and sprains
X-Ray and ultrasound
Cuts and grazes
Fever and rashes



A&E or 999 Emergencies only

Choking
Chest pain
Blacking out
Serious blood loss

Important information about out of hours cover

If you require medical attention when the surgery is closed or at capacity, please call **111**.

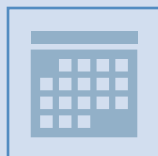
If you have a life-threatening emergency, please dial **999**.

DNA – Did Not Attend

Help us to help you!



PLEASE ENSURE THAT IF YOU HAVE AN APPOINTMENT WITH US THAT YOU CAN NO LONGER ATTEND, CALL US TO CANCEL.



THIS SIMPLE TASK ALLOWS US TO OFFER YOU MORE APPOINTMENTS WHEN YOU NEED THEM.



DNAS COST THE NHS HUNDREDS OF MILLIONS OF POUNDS EACH YEAR.. 43 GP APPOINTMENTS WERE DNA'D IN JANUARY – THIS IS THE EQUIVALENT OF A DAY AND A THIRD OF GP TIME WASTED.



IN JANUARY 2025 223 PEOPLE DNA'D THEIR APPOINTMENT, 51 PEOPLE MISSED THEIR BLOOD TESTS.

Health and Wellbeing Coaches are part of your general practice team



They can help by:

- providing coaching support to help you manage your condition
- working with you to identify your health and wellbeing goals
- signposting you to helpful resources and peer support groups.

Talk to the reception team to find out more.





- Patients are required to have annual reviews about their medications. When you receive a reminder from us about this, please book an appointment.

Medicine reviews

- Depending on your medication, you may need a blood test and a BP check.
- If you are not sure, please check with reception.
- In order for us to prescribe safely for you, it is important these reviews take place.



Rapid health services are designed to give patients fast and efficient access to medical care. They typically offer features like same-day appointments, virtual consultations, and quick diagnostic tests. By using advanced technology and streamlined procedures, these services cut down on waiting times and enhance the overall patient experience.

This means patients get timely medical attention, leading to better health outcomes and higher satisfaction. Whether it's for urgent issues or regular check-ups, rapid health services focus on making healthcare convenient and accessible for everyone. You can use these service by going on our website, rapid health has replaced e-consults.

ZERO TOLERANCE TO ABUSE POLICY



If you are shouting or being rude or abusive, we will ask you to stop and make it clear this is not acceptable.



If you continue to shout, or be rude and abusive, we will ask you to leave and you will receive a first and final warning letter. If another episode of abuse occurs, you will be removed from our patient list within 8 days and you will need to register at another GP practice.



If you do not leave, we will call the police and you will be removed from our practice list within 24 hours. You may be assigned to the special allocation service.



Any physical violence or assault directed at our staff or patients will result in police prosecution, and you will be instantly removed from our practice and assigned to the special allocation service.

Cancelling Appointments

- If you cannot attend your appointment, please let us know so that your appointment can be offered to someone else. (We require 24 hours' notice.)
- To cancel please telephone us on 02380 612472 as soon as possible. This will enable us to offer your appointment to someone else.
- Alternatively, you can cancel your appointment online using patient access. (If you require more information regarding patient access, please ask at reception.)

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

Contact and Consent

Mobile number and email address:

- If you change your address, phone number or email address please let us know.
- If you do not want us to send you text messages regarding upcoming appointments or medication review reminders etc, please speak to a receptionist



Update your
Contact Details

Reasonable Adjustment Digital flag.

If you have any additional needs because of disabilities or impairments, then please let us know how we can support you so you can get the most out of your appointment. Ways we can help may look like this:



Making sure there is good access for people who use a wheelchair(ie booking in to a clinician in a bigger room)

Giving someone an early or late appointment if they find it difficult waiting in their GP surgery or hospital

Offering a longer appointment if someone needs more time with a doctor or nurse to make sure they understand the information they are given

Having a quiet space available for people waiting for their appointment

Making sure there is a hearing loop system in place

Ensure there is access to a British Sign Language (BSL) interpreter to support at appointments or an internet video-link that could be used with BSL interpretation remotely

Using a communication chart to support a person with dementia during an appointment

All our staff are here to help you. Reception staff are following procedures that help the practice to function efficiently. Staff have the right to work in a safe and secure environment and we, as employers, have the legal responsibility to provide that safe and secure environment.



Healthcare services
are here to help



MY LOCAL PRACTICE

has **ZERO** tolerance of

- X** offensive language or swearing
- X** verbal abuse of any kind
- X** racist comments or stereotypes
- X** threats of or actual physical harm

Poor behaviour could result in removal from the practice list.

PLEASE KEEP BEING PATIENT & KIND

#MYLOCALPRACTICE



Royal College of
General Practitioners



**Armed Forces veteran
friendly accredited
GP practice**



**We are an Armed
Forces veteran friendly
accredited GP practice.**



This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a 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.

**To find
out more,
ask your
nurse or GP.**

ZERO TOLERANCE TO ABUSE POLICY



If you are shouting or being rude or abusive, we will ask you to stop and make it clear this is not acceptable.



If you do not leave, we will call the police and you will be removed from our practice list within 24 hours. You may be assigned to the special allocation service.



If you continue to shout, or be rude and abusive, we will ask you to leave and you will receive a first and final warning letter. If another episode of abuse occurs, you will be removed from our patient list within 8 days and you will need to register at another GP practice.



Any physical violence or assault directed at our staff or patients will result in police prosecution, and you will be instantly removed from our practice and assigned to the special allocation service.

Test Results



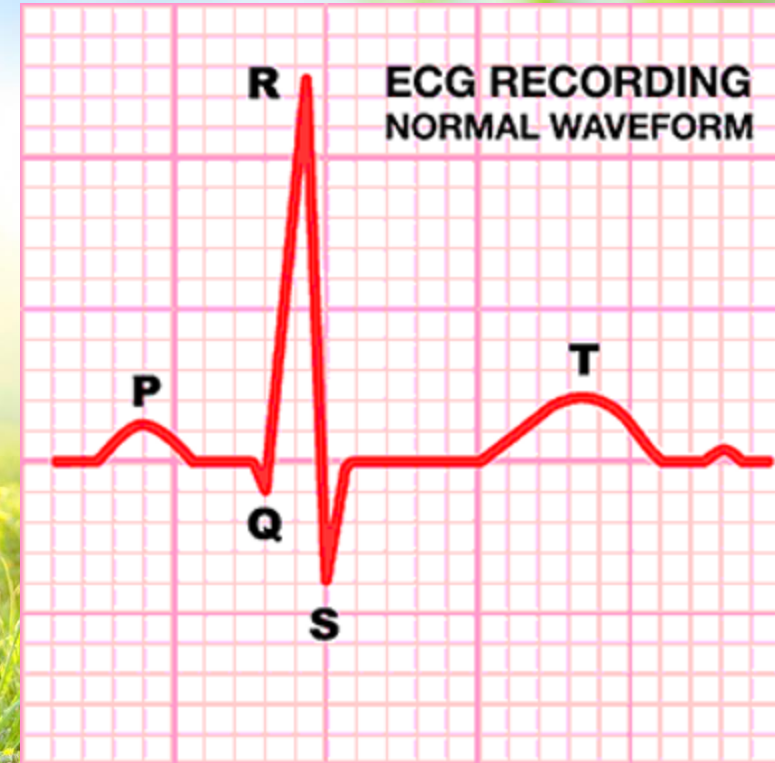
Don't forget – you need to ring the surgery any weekday after 2pm for your results.



Please allow up to 7 working days for blood results and 2 weeks for x-ray reports.



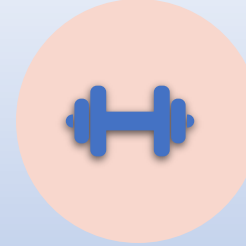
Smear results will be sent to you in a letter up to 12 weeks after the screening.



Blood Pressure



**SOME MEDICATIONS
REQUIRE REGULAR BLOOD
PRESSURE CHECKS.**



**WE HAVE A MACHINE IN
RECEPTION THAT WILL DO
YOUR BLOOD PRESSURE
FOR YOU, AS WELL AS
YOUR HEIGHT, WEIGHT
AND BMI**



**PLEASE MAKE SURE YOU
SHARE YOUR READINGS
WITH A RECEPTIONIST SO
THAT WE CAN UPDATE
YOUR RECORD**

Have you tried the NHS App?

It shows a record of your vaccination status

Access appointments, medication requests and check your symptoms all in one place

For full access to appointments and medication just see Reception with some photo ID and ask for online access

Access 24/7, wherever you are

Free to download from the App Store or the Google Play Store.



Secure access 24 hours a day

Access a range of healthcare services anytime, anywhere

Statement of Fitness for Work For social security or Statutory Sick Pay

Patient's name

I assessed your case on:

and, because of the following condition(s):

I advise you that: ☐ 3 you are not fit for work.
☐ 4 you may be fit for work taking account of the following advice:

If available, and with your employer's agreement, you may benefit from:

☐ a phased return to work ☐ amended duties
☐ altered hours ☐ workplace adaptations

Comments, including functional effects of your condition(s):

This will be the case for

or from to

☐ 9 I will/will not need to assess your fitness for work again at the end of this period.
(Please delete as applicable)

Doctor's signature

Date of statement

Doctor's address

Med 3 04/10

Sick Notes



Did you know... for the first seven days of missing work due to illness you can self-certify with no input needed from the doctor?



After this you may need a sick note from your GP. Please submit an eConsult to request this.



In some cases, you may need an appointment with your GP before this can be issued.




These take up to 7 working days to process and are not classed as an urgent request as they can be backdated to cover the correct period.

INFORMATION ON PRIVATE PROVIDERS AND SHARED CARE AGREEMENTS

If you were thinking about seeking private healthcare, we will always support you with referrals to your chosen provider. But please be aware that we will not enter shared care agreements with 3rd parties and may not be able to prescribe private prescriptions under the NHS.

Please consider this as part of your decision making process.





Do you care for someone?

- There are around seven million carers in the UK – that is one in ten people.
- If you are a patient here and you are caring for someone, you need to let us know, so that we can code this on our system and allow you to access information and support, as well as free annual health checks and flu jabs.
- If the person you care for is also a patient here, it may allow you more involvement in their care from a healthcare point of view, and it will allow the practice staff to be aware of your situation, to ensure you receive the necessary care.

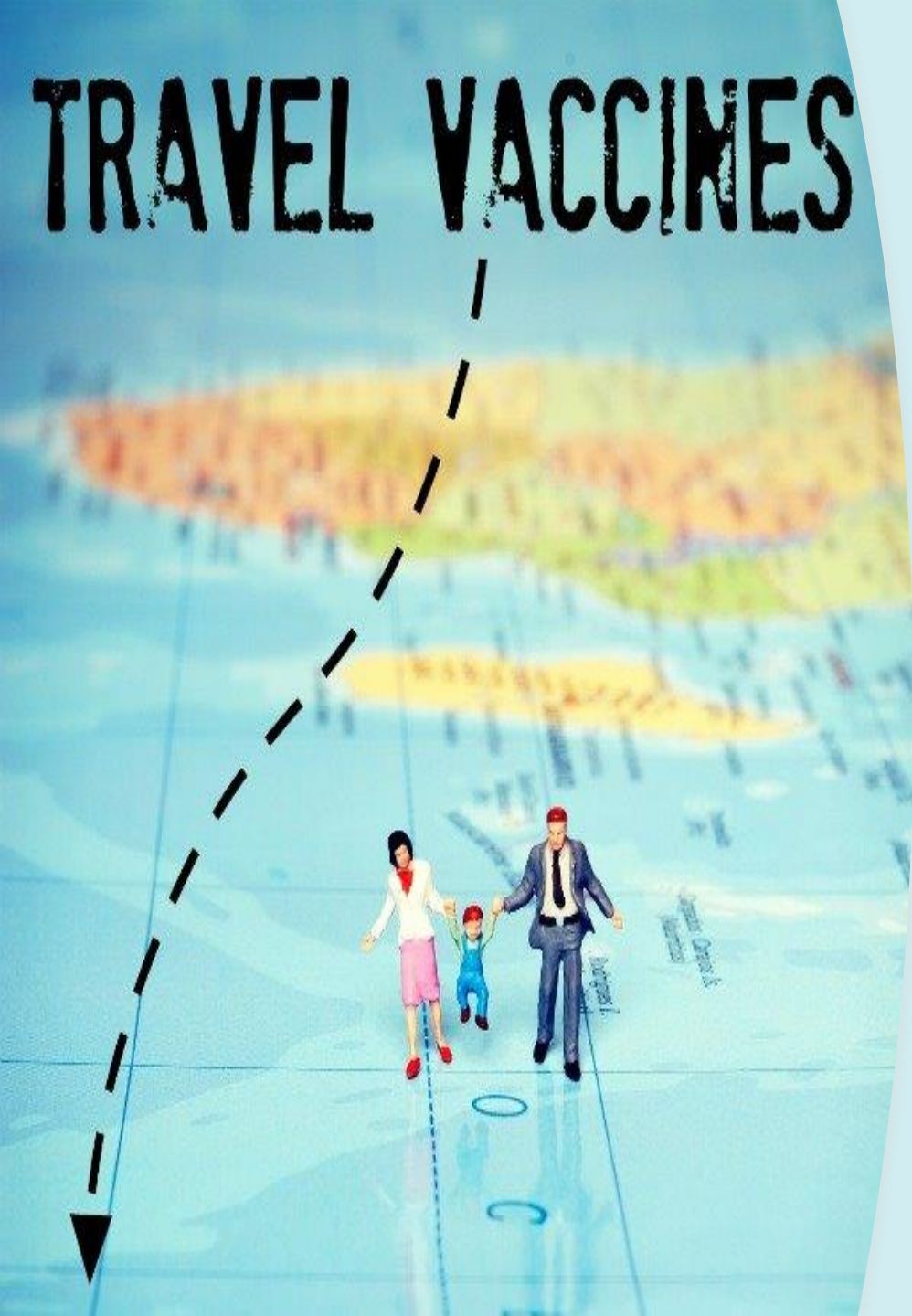


- Would you like to talk through your birth experience?
- Do you have unanswered questions?
- Does your birthing partner have unanswered questions they would like to discuss?

A Birth Reflections appointment is an opportunity to go through the notes from your birth with a midwife and fill in any gaps, ask about the reasons for decisions and talk about your experience.

Please do talk to your midwives in the days following your birth to answer any questions you may have.

We recommend two months to allow the experience to settle but if it still feels unresolved, please email birthreflections@hhft.nhs.uk and we will be happy to arrange an appointment for you.



Travel Vaccinations

- If you are travelling to somewhere new, please pop into the surgery to fill in a vaccination form at least 8 weeks before you travel.
- This form will be passed on to our practice nurses, who will look into what you are covered for, and what may be required/recommended.
- General advice is also offered in the vaccination consultations.

Repeat prescription?

Only order what you need

If you have enough medicine at home, there's no need to order now - you can request more in future.

Only ordering what you need helps you:

»» Stay well ✓

»» Stay safe ✓

»» Stay green ✓

Only ordering what you need can make a big difference to your local NHS and community. **Speak to your pharmacist if you have questions.**



ZERO TOLERANCE TO ABUSE POLICY



If you are shouting or being rude or abusive, we will ask you to stop and make it clear this is not acceptable.



If you do not leave, we will call the police and you will be removed from our practice list within 24 hours. You may be assigned to the special allocation service.



If you continue to shout, or be rude and abusive, we will ask you to leave and you will receive a first and final warning letter. If another episode of abuse occurs, you will be removed from our patient list within 8 days and you will need to register at another GP practice.



Any physical violence or assault directed at our staff or patients will result in police prosecution, and you will be instantly removed from our practice and assigned to the special allocation service.

WALK-IN-CENTRE?

NHS

NHS 111?

PHARMACIST?

GP?

A&E?

MINOR INJURY UNIT?

Know where to go when your child is ill?

Healthier Together is a new website and app for parents, providing information from local healthcare professionals about what might be wrong, what to do and where to go for help.

Find us online at: what0-18.nhs.uk

Scan the QR code with a smart phone to view the website



Healthier Together



Download the free app:
'Healthier Together'



Worried about your child's health?

- Do you need advice, a doctor or is it an emergency?
- **Healthier Together** is a new website and app developed by local healthcare professionals for parents and carers. It provides information about what might be wrong, what to do and where to go for help.

Did you know?



**GPs and their teams are exhausted
and losing morale.**

No matter how many hours we work, we still
can't see all the patients that need our care.



**This is why
you struggle
to see your GP**

**General Practice is being broken.
We know you deserve better than this.
GPs Are On Your Side.**

General Practice referral pathway to the NHS Community Pharmacist Consultation Service (CPCS)



Up to 6% of all GP consultations could be safely transferred to a community pharmacy, saving up to 20 million GP appointments per year.

Since November 2019, over 10,500 patients a week have been referred by NHS 111 for a CPCS consultation

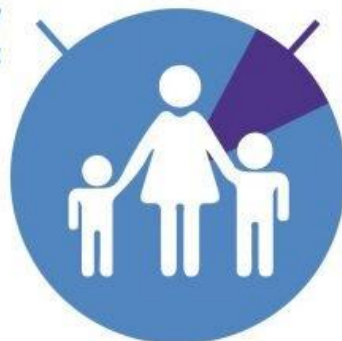
Quotes taken from patients referred to the service in the pilot area

"Same day or appointments that suit our needs"

"Time saving"

"Convenient"

88% of patients in the pilot of the service in GP practices were advised or treated by the pharmacist



10% of patients in the pilot of the service in GP practices required escalation to another service



94% of pharmacies are offering the service

GPs can save time and free up appointments for patients with serious conditions and improve access for patients with minor illnesses.

GPs can now refer to CPCS subject to agreed local pathways.

The CPCS aims to free up GP appointments for patients with complex needs

Community pharmacists are experts in medicines and managing minor illnesses

Practice teams can determine which minor illness condition and patient groups are appropriate for referral to a community pharmacist.

Social Prescribing Link Workers are part of your general practice team



They can help by:

- supporting you to manage your health and wellbeing
- giving you time to focus on what matters to you
- helping you to access support services and activities.

Talk to the reception team to find out more.



FACE

Has their face fallen on one side? Can they smile?



ARMS

Can they raise both arms and keep them there?



SPEECH

Is their speech slurred?



TIME

To call 999 if you see any single one of these signs



WHEN STROKE STRIKES, Act F.A.S.T.

**Act
F.A.S.T.**

help us
help you

A huge welcome to our new team members at St Andrews Surgery

Dr Alice Butler, who is
taking over from Dr Wai
Aung

New Nurse Practitioner
Berni

And

New practice nurse Ellie.



ZERO TOLERANCE TO ABUSE POLICY



If you are shouting or being rude or abusive, we will ask you to stop and make it clear this is not acceptable.



If you do not leave, we will call the police and you will be removed from our practice list within 24 hours. You may be assigned to the special allocation service.



If you continue to shout, or be rude and abusive, we will ask you to leave and you will receive a first and final warning letter. If another episode of abuse occurs, you will be removed from our patient list within 8 days and you will need to register at another GP practice.



Any physical violence or assault directed at our staff or patients will result in police prosecution, and you will be instantly removed from our practice and assigned to the special allocation service.

GOING THROUGH **A STORM** OR JUST BEEN THROUGH ONE?

ANDYSMANCLUB
are talking
groups for men to
HELP YOU through
those storms.

All groups meet
Monday at 7pm
except bank holidays.

To find your nearest
group visit our
website

www.andysmanclub.co.uk



**FIND OUT
MORE** info@andysmanclub.co.uk
www.andysmanclub.co.uk



#ITSOKAYTOTALK

**Your
next
poo**

**could
save**

**your
life**

If you receive a bowel
screening kit, use it.
You could stop cancer
before it starts.

To find out more visit
nhs.uk/bowelscreening

**Screening
saves
lives**

**Help us
help you**

Right now more than
7000 people
are waiting for an
organ transplant.



You can save up to nine lives when you die as an organ donor and transform many more by also donating tissue.

Add your name to the NHS Organ Donor Register, and let your family know what you've decided.



Visit organdonation.nhs.uk
Use the NHS App or
call 0300 123 23 23

@nhsorgandonor



Yes I donate
ORGAN DONATION

Please scan the QR code to register
your decision;



Please use the following QR code to self refer to our local weight loss support service.

You will be asked for your height and weight on the registration form, if you don't know this, please use the machine in reception to find out.



gloji | Hampshire

**Your new tier 2 adult behavioural
weight management provider**

ZERO TOLERANCE TO ABUSE POLICY



If you are shouting or being rude or abusive, we will ask you to stop and make it clear this is not acceptable.



If you do not leave, we will call the police and you will be removed from our practice list within 24 hours. You may be assigned to the special allocation service.



If you continue to shout, or be rude and abusive, we will ask you to leave and you will receive a first and final warning letter. If another episode of abuse occurs, you will be removed from our patient list within 8 days and you will need to register at another GP practice.



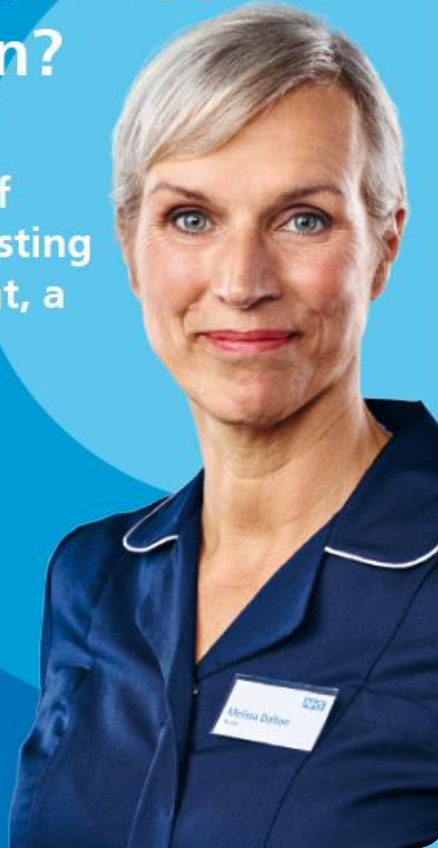
Any physical violence or assault directed at our staff or patients will result in police prosecution, and you will be instantly removed from our practice and assigned to the special allocation service.

Are you eligible for a free NHS flu vaccination?

Flu can be more dangerous if you are over 65, have an existing health problem, are pregnant, a carer, or children under 4.

Don't put it off. Get your flu vaccination straight away. Ask at your GP Practice.

**STAYWELL
THISWINTER**



If you are eligible and have missed your Flu vaccination, please enquire at your local pharmacy.



MSK

An MSK can help a patient with **musculoskeletal issues**. Such as back, neck and joint pain. They can: assess and diagnose musculoskeletal issues give expert advice to patients on how best to manage their conditions and refer patients on to specialist services if necessary. We have appointments available at Eastleigh Health Centre. To book an appointment please ask reception.



muscle
ache?

joint
pain?

sports
injury?



lets**talk**about it

Let's talk about accessing Sexual Health Services.

Please call 0300 300 2016 or scan the QR code below.

We've changed how our calls are handled

now when you call our phone line

0300 300 2016

you will speak to a trained sexual healthcare practitioner who can give you the most appropriate advice, treatment or appointment.



Sexual Health Services





If you are eligible for an NHS health check. This will involve a phlebotomy sample being taken, BP check, height and weight and some lifestyle questions. Please ask reception about booking in.

Aged 40-74? Find out about our **FREE** NHS Health Check

Even though you might be feeling great, if you're over forty you may be at risk of heart disease, stroke, kidney disease, diabetes or dementia.

A **FREE** NHS Health Check can help you reduce these risks and make sure that you stay healthy.





Diabetic Reviews

St Andrew's Surgery will invite you in for two diabetes appointments every year on your birth month. Please contact reception to book your Part 1 (Foot check, bloods, BP, urine). You will need to bring an early morning urine sample to your Part 1 appointment; sample pots are available from reception. Please use the machine in reception on arrival to check your blood pressure, height and weight. You will then book a second appointment (at least 7 days later) with the nurse.



ZERO TOLERANCE TO ABUSE POLICY



If you are shouting or being rude or abusive, we will ask you to stop and make it clear this is not acceptable.



If you continue to shout, or be rude and abusive, we will ask you to leave and you will receive a first and final warning letter. If another episode of abuse occurs, you will be removed from our patient list within 8 days and you will need to register at another GP practice.



If you do not leave, we will call the police and you will be removed from our practice list within 24 hours. You may be assigned to the special allocation service.



Any physical violence or assault directed at our staff or patients will result in police prosecution, and you will be instantly removed from our practice and assigned to the special allocation service.



JOINTS

Our FCP MSK can help patients with spinal or joint pains and stiffness, even if pins and needles or numbness is present.



INJURIES

He can also help patients with soft tissue sport or work injuries, for example sprains and strains of joints and muscles/tendons/ligaments.



PAIN

He can help patients with carpal tunnel syndrome, shoulder tendonitis, rotator cuff problems, Achilles tendon and foot problems.



If you have a new soft tissue, muscle or joint pain/problem please call your surgery and ask for an appointment.



EASTLEIGH HEALTH
Primary Care Network

FIRST CONTACT PHYSIOTHERAPIST

Our First Contact Physiotherapist, MSK, is an experienced physiotherapy practitioner who is qualified to assess and manage patients without a referral from a GP.

1

ADVICE/EXERCISES

2

ONWARD REFERRALS

3

STEROID TREATMENTS



FIND SUPPORT FOR GAMBLING PROBLEMS



Is gambling getting in
the way of the life you
want to live?

GamCare provides free, non-judgemental treatment services across Buckinghamshire, Oxfordshire, Berkshire, Surrey, Hampshire, and the Isle of Wight for anyone struggling with gambling, whether their own or someone else's.



SouthEastReferrals@gamcare.org.uk



0800 644 6668



GamCare.org.uk/SouthEast

GambleAware



June is Cervical Screening Awareness Month



**YOU DON'T HAVE TO BE BEACH READY
TO BE SMEAR READY**

Professional nurses will put you at ease and
won't care what you look like either.

The NHS Cervical Screening Programme
saves an estimated 5000 lives every year.

THIS QUICK APPOINTMENT COULD SAVE YOUR LIFE.



A smear test
lasts **5** minutes.

The impact of cervical cancer
lasts a lifetime.

Attend your smear test.
Reduce your risk.

Missed this slide? Want to see what's
these slides are on our



Are you or someone you know affected by Domestic Abuse?

If you are in an emergency situation, call 999. You can then press 55 if it is unsafe for you to speak. You can also text 999.

Scan the QR code below on your smart phone camera to find out how to contact domestic abuse support services in your area and the support available to you.

Alternatively, you can contact the Hampshire domestic abuse helpline below.

**STOP
DOMESTIC
ABUSE**

Domestic Abuse Helpline
for all parts of Hampshire
0330 0533 630



ZERO TOLERANCE TO ABUSE POLICY



If you are shouting or being rude or abusive, we will ask you to stop and make it clear this is not acceptable.



If you continue to shout, or be rude and abusive, we will ask you to leave and you will receive a first and final warning letter. If another episode of abuse occurs, you will be removed from our patient list within 8 days and you will need to register at another GP practice.



If you do not leave, we will call the police and you will be removed from our practice list within 24 hours. You may be assigned to the special allocation service.



Any physical violence or assault directed at our staff or patients will result in police prosecution, and you will be instantly removed from our practice and assigned to the special allocation service.

SIX WAYS TO REDUCE YOUR RISK OF BOWEL CANCER...

...AND THE NUMBER OF UK CASES THAT COULD BE PREVENTED



Source: Numbers of cases calculated by CRUK, by applying the estimated population attributable fraction for risk factors (Parkin BJC 2011) to bowel cancer cases in the UK in 2011.

LET'S BEAT CANCER SOONER.
cruk.org



Know the symptoms of bowel cancer



-  Bleeding from your bottom
-  Blood in your poo
-  A change in how often you poo, or regularly having diarrhoea or constipation
-  Losing weight but you're not sure why
-  Feeling very tired all the time but you're not sure why
-  A pain or lump in your tummy

If you have any of these symptoms, it's important to ask your GP for an at-home test as soon as you can.



Could you be eligible for Pension Credit?

Pension Credit is a weekly boost to your income based on how much money you have coming in.

If you have reached state pension age, don't have too much income or savings and live in the UK you might be able to get Pension Credit. Our advice can help you check if you're eligible or you can use the Pension Credit calculator on gov.uk

citizensadvice.org.uk/pensioncredit



EASTLEIGH HEALTH
Primary Care Network

PCN PHARMACY TEAM

Rewa, Clinical Pharmacist, and Patrick, Pharmacy Technician, are your PCN Pharmacy Team. If you have a concern about medication, they can help.

HOW CAN WE HELP YOU?



Are you overdue a medication review?

Do you have a concern about side effects?

Do you feel you are taking too many tablets?



Do you have questions about a new medicine?

Is your medication out of synch?
Do you need to order something every week?



Are you struggling to take your medication?

Do you need help with a new inhaler?



Do you need help understanding your Blood Pressure reading?

Do you have health concerns but are not sure who to talk to?



- Email hlowicb-hsl.ehpharmacy@nhs.net with your query.
- Or, speak to your reception team for a referral today.
- We will contact you for an initial telephone consultation to discuss your concern further.



Eastleigh Health Primary Care Network

Archers
023 8061 2197

Boyatt Wood
023 8061 2051

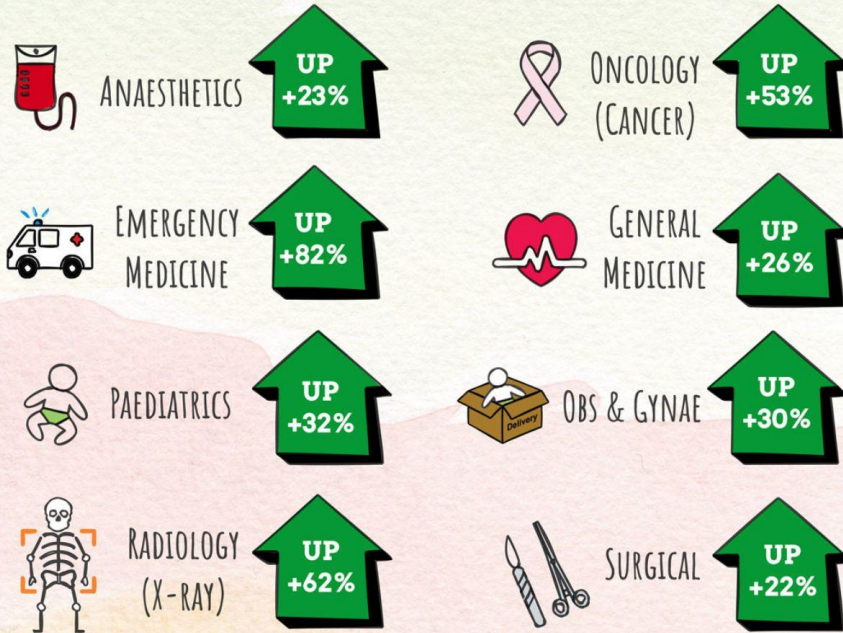
Parkside
023 8061 2032

St Andrew's
023 8061 2472

The low low low-down on GP numbers

PART 1: CHANGES IN NHS DOCTOR NUMBERS BY SPECIALTY (2010-2024)

FIGURES FOR CONSULTANT TO SPECIALTY REGISTRAR GRADES



The NHS definitely needs more doctors, but sadly...



FULLY QUALIFIED
PERMANENT GPs

DOWN
-12%

FIGURE FOR
GP PARTNERS,
SALARIED GPs AND
LOCUMS

JULY 2010: 31,356 • JULY 2017: 29,112 • JULY 2024: 27,662

WESSEX
Local Medical Committees

OFFICIAL NHS FIGURES



HOSPITAL STAFF

PART 13 OF A SERIES FROM
Derby & Derbyshire
LMC
Local Medical Committee

CREATED BY DR M WONG 03/2025

PLEASE DON'T BLAME GPs
FOR THE SHORTAGE OF GPs

FIND OUT WHY THERE ARE FEWER GPs IN PART 2

OFFICIAL NHS FIGURES



GP WORKFORCE

The **POSITIVE**

Impact of General Practice



General Practice is much more than just dishing out antibiotics, sick notes & sending people into hospital...



Each extra GP per 10,000 people reduces death rates by at least

6%

* and as much as a 15% reduction for heart disease



25%

You have a reduced chance of dying if you have continuity with the same GP for 15 years



count 'em...



Every single GP saves at least lives each year in preventative medicine

5



General Practice is definitely worth investing in

...but is anyone listening?



WESSEX
Local Medical Committees

PART 6 OF A SERIES FROM
Derby & Derbyshire
LMC
Local Medical Committee

CREATED BY DR M WONG 01/2025

Expansion Announcement

We are delighted to announce that St Andrew's Surgery has successfully expanded into additional premises at Eastleigh Health Centre as of October 2024. This exciting development reflects the continued growth and success of our practice and allows us to better meet the increasing demand for our services. With the expansion, we can now offer more appointment availability and provide an enhanced patient experience.

We want to reassure you that this expansion does not involve a merger or any change in ownership. St Andrew's Surgery remains proudly independent, with our commitment to delivering the highest standard of patient-centered care as strong as ever. The new premises simply enable us to provide greater flexibility, convenience, and resources for our community.

Patients now have the option of attending appointments at either our original location or the new premises at Eastleigh Health Centre. This added choice ensures we can meet your needs in the location that suits you best. **Please ensure you know where your appointment is based when booking.**

Thank you for your continued trust and support as we grow to better serve you. We are proud to have you as a valued part of St Andrew's Surgery.

We are working towards being an accredited learning disability friendly practice



If you are on the Learning Disability Register, you will be able to get extra health support from Sandy our health care coordinator. This also includes an Annual Health Check from the age of 14 onwards. We are always working on new ways to make treatments more comfortable and create reasonable adjustments.

Some examples of reasonable adjustments are:

- offering longer appointments
- having a quiet room waiting room
- information in easy read or large print
- having a carer or support worker attend
- having a choice of a face to face or virtual appointment

You will be able to get:

- an Annual Health Check from the age of 14 and older
- a Health Action Plan
- NHS Flu vaccine
- NHS COVID-19 vaccine

ZERO TOLERANCE TO ABUSE POLICY



If you are shouting or being rude or abusive, we will ask you to stop and make it clear this is not acceptable.



If you do not leave, we will call the police and you will be removed from our practice list within 24 hours. You may be assigned to the special allocation service.



If you continue to shout, or be rude and abusive, we will ask you to leave and you will receive a first and final warning letter. If another episode of abuse occurs, you will be removed from our patient list within 8 days and you will need to register at another GP practice.



Any physical violence or assault directed at our staff or patients will result in police prosecution, and you will be instantly removed from our practice and assigned to the special allocation service.