

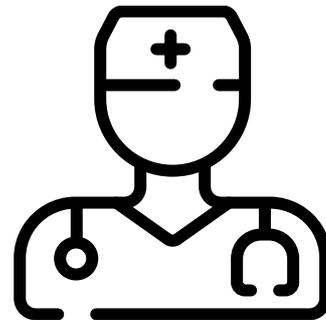
JUNE 2023

# ROWLANDS CASTLE SURGERY NEWSLETTER



Welcome to the summer edition of  
your surgery newsletter.

## STAFF NEWS



We are delighted to WELCOME two new members of the team:

GP Registrar Dr Alina Zagorulko, who joined us in February - you may have met her already, as she is now holding her own clinics.

Sam Perman who has joined us as a Phlebotomist. Sam started in April and works on Wednesday mornings.

HAPPY RETIREMENT to Jan Smith our Reception Manager who has been at the surgery for 9 years. We would like to thank Jan for all her hard work over the years.- She will be missed by the team and our patients!

BEST WISHES and GOOD LUCK

We are unfortunately saying goodbye to our Registrar Dr Elly Palmer who has now successfully completed her GP training. Dr Palmer has been a valued member of the team and we thank her for all her hard work over the last 2 years. We wish her good luck for her future endeavours.



# NEW TELEPHONE SYSTEM TO IMPROVE ACCESS



We have recently installed a new telephone system, which is designed to offer a more efficient and dynamic service for both us as a practice and you as a patient, such as an automated call back system for our busier times.

OUR TELEPHONE NUMBER REMAINS THE SAME: 023 9248 2146.

## COVID-19 SPRING VACCINATION UPDATE

This Spring the COVID vaccination has been offered nationally to Those aged 75 and above or with a weakened immune system.

Here at the surgery, we were pleased to be able to offer some of the over 75 vaccinations, but these clinics have now finished.

If you are eligible and have not yet received your vaccination, please book an appointment online at: [Book, cancel or change a COVID-19 vaccination appointment - NHS \(www.nhs.uk\)](https://www.nhs.uk) or by phoning 119. Spring vaccinations are available until Friday 30 June.

PHONE: 119

ONLINE: [Book, cancel or change a COVID-19 vaccination appointment - NHS \(www.nhs.uk\)](https://www.nhs.uk)

APP: [NHS APP](#)

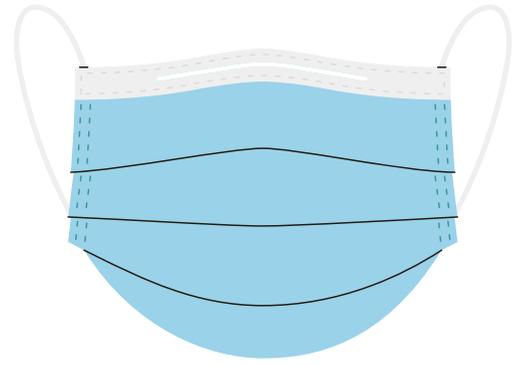


Stay in control of your child's health  
Download the Healthier Together App from the App Store  
or Google Play.



## MASK WEARING

It is no longer a requirement to wear a mask. However, if you would prefer the GP/Nurse to wear a mask during your consultation, please ask at Reception.



## HAVE YOUR SAY

Complete the NHS Family and Friends Questionnaire and tell us about your experience at the surgery.

Visit our website:

[www.rowlandscastlesurgery.co.uk/our-practice](http://www.rowlandscastlesurgery.co.uk/our-practice)

## Are you a Veteran?

We are proud to be a Veteran friendly GP practice. If you have ever served in the UK armed forces, please let us know so we can best support your care needs. Veterans are defined as anyone who has served for at least one day in Her Majesty's Armed Forces (Regular or Reserve) or Merchant Mariners who have seen duty on legally defined military operations.



**Armed Forces veteran  
friendly accredited  
GP practice**

# Self-Refer to our Social Prescribers & Health and Well-Being Coaches

## Social Prescribers

Social Prescribing is a way in which we can help patients to link with a range of local, non-medical activities, opportunities and support that can improve their health and wellbeing. Social Prescribers give patients time to focus on 'What Matters to me' and taking a holistic approach to health and well-being, by connecting patients to community groups for practical and emotional support.

<https://www.easthantspcn.co.uk/home/social-prescriber-self-referral/>

## Health and Wellbeing Coaches

Health and Wellbeing Coaches work alongside patients to coach and motivate, supporting them to become active participants in their own care by self-identifying their needs, setting goals, and implementing their personalised health and care plan. By having strong communication and negotiation skills, that supports personal choice that addresses potential consequences, and ensures patients understand the accountability of their own decisions.

Your GP may refer you to a Health and Wellbeing Coach or you can self refer:

<https://www.easthantspcn.co.uk/home/social-prescriber-self-referral/>

Have you registered with the NHS APP?  
For more information visit:  
<https://www.nhs.uk/nhs-app/>



### **NHS App and your NHS account**

Download the NHS App, or open the NHS website in a web browser, to set up and log in to your NHS account. Owned and run by the NHS, your NHS account is a simple and secure way to access a range of NHS services online.

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

IF YOU HAVE PROBLEMS READING THIS NEWSLETTER AND WOULD LIKE IT  
IN LARGER PRINT PLEASE LET OUR RECEPTIONIST KNOW.

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