HASTINGS HOUSE MEDICAL CENTRE

SURGERY NEWSLETTER

July 2024

Welcome to the July issue of our surgery newsletter. Lots of information this month. If you would like a colour copy emailed to you each month, please email us at swg-tr.admin.hastings@nhs.net or pop into the surgery. Alternatively it can be found on our website www.hastingshouse.org.uk



We have listened to your feedback and our phone options have been updated so hopefully you should find them more user friendly.

Reception

When ringing the practice you will be asked the following questions in order for you to see the right clinician or person to help support you with your issue

- Are you calling for your self? ...
  ...Or on behalf of someone else?
- Please can I take the patients date of birth.
- Please could you confirm the patients name and address.
- In order to get you to the right clinician I will require the reason for your call
- Has the patient seen anyone recently about this?

Please treat staff the way you would like to be treated.

Blood Pressure

If you have been asked to have your BP taken but cannot get to an appointment due to work commitments pop in to the surgery anytime during opening hours and use our pod. The reception team will support you.



Our Carers Champions are available most Thursday afternoons. If you are struggling with accessing the NHS APP, eConsult or need advice, pop along and see them. If they don't know the answer I am sure they will find someone that will.

We have just registered to become an Accredited Veteran Friendly Practice, please share with us if you were a veteran; this includes all the armed forces plus the Merchant Navy and the Royal Artillery.

If you have any current serving family members please also let us know.

Watch this space for more information next month.

HASTINGS HOUSE MEDICAL CENTRE





FRIENDS OF HASTINGS HOUSE
supporting your wellbeing

We would like to thank Friends of Hastings House for purchasing a speaker for front reception which should make it easier for you to be able to hear us and us hear you.

If you want to support them in funding future purchases for the surgery then come join us at their charity concert this month.



Friends of Hastings House Wellesbourne, Warwickshire Registered Charity Number: 1195268

Useful Contact Numbers

Hastings House	01789 840245
Out of hours service	111
NHS Direct 24/7	111
Mental Health Helpline	0800 616 171
Warwick Hospital	01926 495321
UHCW	02476 964000
Ambulance Transport	01926 310312
VASA	01789 262889
District Nurse	01926 600818

Contact us online

There are many ways of contacting the surgery without having to call or visit in person, saving travel and time.

Complete an eConsult/on line consultation on our website.

Repeat medication can be ordered on our website, or via the NHS App direct to your choice of pharmacy.

The NHS App will also allow you to view your immunisations and test results.

For admin queries please email: swg-tr.admin.hastings@nhs.net