



New Forest Central Medical Group

SWAY & BROCKENHURST SURGERIES

Staff News

The Practice welcomes Dr Elisabeth Royston and Dr Kate Lanary to the Practice as part-time GP Partners.

Flu Vaccination Campaign

There is still time to receive your vaccination. If you are eligible, please contact the surgery to book an appointment.

Difficult times

The last few years have been extremely difficult and stressful on all our healthcare services and are likely to remain turbulent for some time.

We have seen the effects of the last two years both in increased pressure on our clinic lists and the frustrations expressed by both staff and patients alike.

We have had to adapt our appointment system to try to address these pressures, bearing in mind that up until recently, due to circumstances beyond our control, our practice has only had 1.5 full time equivalent GP Partners (with the assistance of clinic time from our regular locum GPs) in which to provide GP Services. These Partners have not only had their own workload to contend with, but also the clinical administration of our locum GPs (results, clinical letters, follow ups etc).

We are sure you all appreciate that there is no 'Magic Appointment Tree' or 'Magic GP Tree' we can harvest to solve these issues; however, we are hopeful that the recent addition of 2 new part-time GP Partners will help to alleviate the current pressures on our system, allowing us to move towards a 'new normal'.

We thank you for your continued understanding and support as we head towards 2023.



WINTER 2022 NEWSLETTER

Christmas Opening Hours

Please note both Surgeries will be closed on the following days over the holiday period.

Monday 26th December 2022
Tuesday 27th December 2022
Monday 2nd January 2023

Remember to leave plenty of time to order your repeat prescriptions!

For **urgent** problems when we are closed, telephone **111** (this service is available 24 hours a day for advice and guidance)

General enquires about the practice?

Email:

H1OWICB.HSI.NFCMG-enquiries@nhs.net

Telephone:

Sway Reception
Tel no: 01590 682617
Brock Reception
Tel no: 01590 622272

Website:

Visit our website for more news and information and details of opening hours
www.newforestmedicalgroup.co.uk





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Patient Participation Group – currently looking for active members

The PPG is a group of active patients who volunteer to work in partnership with Practice Staff and GPs. Our group meets with the practice staff 4 or 5 times a year and provides a channel for communication between patients and the practice.

The PPG are now looking for additional members – if you are interested in joining, please submit a form via our website:

[Patient Participation Group - New Forest Central Medical Group \(newforestmedicalgroup.co.uk\)](http://newforestmedicalgroup.co.uk)

After many years of working with the Practice as PPG members, Mike Hodges, Elaine Chester and Yvonne Jones are stepping down from the group. All three have been valued and helpful members of the extended NFCMG team, and we are extremely grateful to them for the time given and dedication they have shown to the Practice and wider local community.

Ordering your medications online

We encourage all our patients to sign up for online access, which gives patients easy access to request repeat medication, book appointments and view their medical record. Having an online account means that your medication requests come straight into our clinical system, making it more efficient and secure way to order your repeat prescription.

Patient Reminder – Samples for testing

Just a reminder that all samples submitted to the practice must be at the request of a clinician and have the appropriate accompanying form. Samples not meeting this criterion will be discarded.

Physiotherapy Assessment

Physio appointments provided through New Forest PCN are available several days a week at Sway Surgery. They can assess and refer on to secondary care for a variety of issues including muscle/joint pain, sprains and strains, neck and back pain (including sciatica, leg pain, pins and needles and numbness. Our reception staff can book you directly into their clinic, without the needing to see a GP first.

Hidden Hearing

Hidden Hearing are a private company offering hearing assessment and hearing aid provision, with appointments at Sway Surgery every other Friday. For more information, including how to book please see their website: www.hiddenhearing.co.uk/hearing-aids-centre/hampshire/hidden-hearing-lymington

Please note our reception staff cannot book appointments for Hidden Hearing.

*Season's Greetings to our patients from all the staff at
New Forest Central Medical Group.*