



ABBKEYWELL SURGERY

New Phone Upgrade

- At the beginning of March we had a new phone system upgrade. This is to accommodate our two new rooms at Nightingale Surgery. All of Reception will be able to access the phones during busy periods, to reduce the waiting time. We no longer have queue limits; all patients will be able to access the telephone queue. We also offer a callback option to save you waiting in the queue. So far the feedback has been very positive.
- In January our reception staff answered 9820 calls, with the average waiting time of 2 minutes 34 seconds.

Upcoming Bank Holiday

Our surgery will be closed over the Easter period

Friday 18th April

Monday 21st April

We will re-open

Tuesday 22nd April.

If you require any medical treatment over this period, you can contact 111/ local Pharmacy/ Minor Injuries, or A&E/999 for emergencies.

GP AND NURSE APPOINTMENTS

Every month in both surgeries you will find an information board with monthly figures of face to face appointments and how many patients did not attend. These figures are since our last Newsletter.

1/11/2024—28/02/2025

GP Appointments **5070** Patients did not attend **156**

Nurse Appointments **7383** Patients did not attend **371**

If you are unable to attend an appointment please can you call the surgery. We have a cancellation line (option 1) where you can leave a message

Blood Pressure Machines

Hampshire residents can now borrow blood pressure monitors from their local library, alongside books and magazines. In a move to help local people to take charge of their own health, Hampshire County Council is making devices available for free at all its libraries.

Each monitor is borrowed on a 'first come-first served' basis. It comes in a box, with a leaflet containing easy-to-follow instructions on how to use the device and understand the results, as well as what to do if you are concerned about the readings. All you need is a library account to take advantage of the loan scheme.

How to borrow a monitor:
Join your local library for free.

Borrow a monitor for up to 14 days at a time. All libraries will have three devices on its loan scheme.

Return your monitor after the loan period –following hygiene guidance

Respiratory Services

We are delighted to announce that we have successfully re-launched our respiratory testing service here at the surgery. This is due to the hard work and dedication over the last 2 years of many members of the team here at Abbeywell who felt passionately this would enable the best care for our patients. This new service means that we can now offer our patients the specialist breathing tests they require to diagnose and monitor their respiratory illness such as asthma and COPD. We will be inviting patients in for these tests in line with national guidance and this will prevent them needing to travel long distances to other centres for this testing. All children aged 6-7 years old will still need to be referred to Southampton hospital for the testing to be undertaken by their specialist children's team.



PPG Information Evenings Wednesday 2nd April 6.30-8pm

Meet our Mental health/Wellbeing team
Introduction to the Romsey Team and
services provided
Will be held at the Age Concern Hall,
Linden Road, Romsey

Don't miss out on our
events, newsletters
and updates.
Email
abbeywellppg.romsey@gmail.com
to be added to the mailing
list or if you wish to be part
of the committee meeting

All patients
are welcome

SPRING COVID CLINICS 2025

We will be organising a
Covid Clinic

**Saturday 26th April
2025
9-4pm**

Nightingale Surgery

All those eligible will be con-
tacted by text/ email or tele-
phone call.

At yet we do not know the
vaccination brand provided.

All updates can be found on
our website and Facebook

We have a new
Health Pod Centre
at Nightingale

You will be able to update
your

Blood pressure

Height

Weight

Smoking status

And all information will
be sent direct to your
records.

Opening Times

Open Monday to Friday

8.30am to 6.00pm

CLOSED

Tuesday to Thursday 1pm to
2pm for training

Dispensary at Abbey Mead

Open Monday to Friday

9am to 1pm and 2pm to 6pm

RSV Vaccination

The RSV vaccine helps protect against respiratory syncytial virus (RSV), a com-
mon virus that can make babies and older adults seriously ill.

We are following the NHS Guidelines 75-79 year olds. We will be contacting
patients to arrange this vaccination. We are holding regular clinics and those
eligible will be contacted by the surgery, either by telephone call or a text
message with a booking link. We have over 200 patients still to contact and are
on target for the completion date in August. Please do not worry if you have
not yet been contacted; you will be in due course.

HAVE YOU HEARD OF

ROMSEY GOOD NEIGHBOURS?

This is a voluntary transport service for the community covering the Romsey, Ampfield and
Braishfield area. For elderly, infirm, disabled and those who find it difficult to attend appoint-
ments; Romsey Good Neighbours are available.

Contact us on 01794 514854 Mondays to Fridays between 9.30am and 4pm

For more details you can find them on Facebook or their website

<https://romsey-good-neighbours.org.uk/>

Or you can email romseygoodneighbours@gmail.com

Volunteers needed

Do you have some spare time? Can you help as a driver? Can you help in the office taking
calls? If you feel you have the time to help the community, please contact the above for more
details

For anyone that needs support right now

CALM - 0800585858

Mind - 03001233393

No Panic - 08449674848

Bereavement - 08088081677

PAPYRUS - 08000684141

Samaritans - 116 123

SHOUT - Text SHOUT to 85258

Abuse - 0808 2000 247

Refuge - 020 7395 7700

The NHS has launched a
new crisis helpline on 111,
giving you another way to
get urgent help if you're
struggling with your
mental health.

Just call 111, press option 2."



Alternatively if you don't want to speak over the
phone you can text SHOUT to 85258