HASTINGS HOUSE MEDICAL CENTRE

SURGERY NEWSLETTER

February 2025



Please DO NOT park or wait on the double yellow lines at the front of the surgery, or in the cross hatch boxes. The situation is becoming dangerous. We had an incident recently where by Emergency Vehicles struggled to gain access!



We have had some issues with our phone systems recently. Unfortunately a patient got stuck in a loop and the call was not answered. If you are repeatedly told you are the same number in the queue please put the phone down and dial again.

eConsult

Each month we receive feedback on the eConsult service, if you use this service it would be really helpful if you could fill in the survey when you are asked, because this is the only way for us to request improvements. In December we were pleased to see that 92% of users were satisfied with the service and would recommend it to their friends and family. We do understand that sometimes the form can be lengthy but we have had some good feedback from patients.

"It's the easiest and most efficient way for me to access GP services. It's clearly not suitable for everyone but it works extremely well for me."
"I told my GP about my condition during pregnancy" Thank you very much!"
"It enabled me to provide a full description of my symptoms and was very comprehensive, it was easy to use."
"I got the answer i needed other than calling by phone, or talking to the receptionists"

Armed Forces veteran friendly accredited GP practice

Hastings House is an Armed Forces veteran friendly accredited practice, but what does that actually mean?

It means that we have a dedicated clinical lead at the surgery, Dr Dunn, who has undergone training to stay up-to-date with the latest research and to ensure that the practice is meeting the health commitments of; and to improve care for patients who have served in the Armed Forces.

Those injured in service should be cared for in a way that reflects the nation's moral obligation to them, by healthcare professionals who have an understanding of the Armed Forces culture. Dr Dunn will provide advice to colleagues, as well as see veterans herself. She has specialist knowledge of military related health conditions and veteran specific health services and can refer to dedicated NHS services.

To be able to implement this we need to know if you have ever served in the armed forces, even just for 1 day! So please share with us if you are ex-forces, this includes all the armed forces plus the Merchant Navy and the Royal Artillery as well as reservists. If you have any current serving family members, please also let us know.

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For information on how to look after your heart, have a look at their heart matters magazine https://www.bhf.org.uk/informationsupport/heart-matters-magazine

British Heart Foundation

Hasting House are going red for Heart Month on Friday 7th February.

The British Heart Foundation fund over £100 million of lifesaving research into heart and circulatory diseases each year. They campaign for a healthier world and offer support to those that need it.

Keeping your heart healthy is something you can work on every day.

Healthy eating can help look after your heart.

Regular physical activity reduces your risk of having a heart attack or developing heart disease.

Quitting smoking decreases your risk of heart attack and stroke almost straight away.

Controlling cholesterol and blood pressure is key to your heart health.

Staff Training dates 2025

Please be aware that practices across South Warwickshire will be closed from 12.30pm on the following dates (until 8am the following day) for staff training:

- Wednesday 29th January
- Thursday 27th February

Out of hours info will be available on our phone system.

From the 1st of March the dispensary will no longer be taking repeat prescription requests over the counter. Please only approach the desk to collect medication or if you have a query.

Thank you

How to order repeat medication

The NHS App



The prescription ordering form on the Hastings House website

Email us at swg-tr.prescriptions.hastings@nhs.net

Include your name DOB and list the medication you require

Tick the boxes on your repeat prescription slip and put it in the box by the front door of the surgery

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