HASTINGS HOUSE MEDICAL CENTRE

SURGERY NEWSLETTER

July 2025

We have had some instances of some of the younger generation in the village using the car park as a play ground. We understand that it is a very tempting space for them to play on their scooters and bikes but as private property we need to make you aware that we are not liable for any accident or injury that might happen.

Some children were also seen climbing and playing on the solar panels. As well as causing damage to very expensive equipment, this is extremely dangerous and could lead to serious injuries if one of the panels broke.

Thank you for your support in this matter.

Spotlight on the ~~Reception~~ Patient Advisor Team

Not just a receptionist!!…….our reception team are Care Navigators, trained to make sure that you get help from the right person at the right time.

When you contact the surgery our patient advisors will need to ask why you are calling so that they can arrange the right support for you. They have been trained to keep information confidential and to provide a safe service.

They will ask the following

Are you phoning for yourself or on behalf of someone else and then ask you to confirm name and DOB—*This is to make sure the patient advisor has the correct patient records up.*

You will be asked reason for your call – *This is so we can use the appointment wisely and make sure you see the right clinician for your problem, If you have seen a clinician about your problem before, please let the patient advisor know as continuity is so important.*

When the GP appointment is 10 minutes a patient needs to discuss only one problem, this approach helps manage the GP's workload effectively and ensures consultations remain within a safe manageable timeframe. Focusing on one problem alone allows GP to assess diagnose and discuss treatment options ensuring patient receives comprehensive care for that particular issue. It allows time for administration duties such as a referral, note taking and follow up. 10 minutes x 1 problem reduces the chance of error, enhancing patient safety.

We at Hastings House would like to provide high-quality care to all our patients.

A Statement from the Partners

In Coventry and Warwickshire 7,500 children and young people are awaiting ADHD assessment, with some facing waiting periods exceeding ten years.

The ICB (integrated care board) have therefore introduced a new policy to address this unacceptable, urgent problem.

Effective immediately, the ICB will no longer fund any new ADHD assessments for individuals **aged 25 and above**

We know, as your family doctors how difficult this will be for some of our families and understand that this change in policy will raise concerns. We share these with you.

If you have any questions, queries or complaints, please do raise them with the ICB here:

cwicb.commissioning@nhs.net

HASTINGS HOUSE MEDICAL CENTRE

You may have heard that the weight loss injection Mounjaro is now able to be given in primary care with strict criteria. South Warwickshire is currently not able to offer the injection purely for weight loss. We expect to in the coming months but we have no start date yet. Please watch our website and social media and we will inform you when it has started and the criteria that needs to be met.

We can prescribe this medication for diabetic patients whose Hba1c (glucose) is high and are obese. It is one of many medications that we use for diabetes control and may not be the most appropriate for you. You can speak to one of the diabetes nurses at your next review.



Important Update
NHS Weight Loss Medications

Tirzepatide (Mounjaro®) is not currently available in Coventry and Warwickshire.

Although this weight loss medication has been approved nationally for a small group of eligible patients, it **cannot be prescribed by GPs in our area at this time.**

A new local NHS obesity service is being developed and is expected to launch **later in 2025**. We will share clear guidance with patients as soon as the service becomes available.

Until then, ask us for information about existing lifestyle support programmes and weight management services.

Learn more:
www.happyhealthylives.uk/weight-management-drugs

Alcohol Awareness Week 7-13 July

Around 10 million of us are regularly drinking alcohol in ways that can harm our health and wellbeing. To keep your health risk low you should drink no more than 14 units a week.

If you feel that you, or someone you know needs support to cut down on alcohol consumption, call drinkline 0300 123 1110





We have taken on board the comments that we have received regarding the parking at the surgery, but ultimately it is down to you to park sensibly.

We have taken into consideration the amount of disabled spaces and the misuse by some people. Some new signs have been put up as a reminder to people using the disabled spaces at the front of the surgery and the situation is being monitored. Please make sure that you display your blue badge when using them as the parking warden will be visiting.

We are very happy for patients with limited mobility to use the back door but for security reasons it cannot be left open. Therefore you would need to ask someone to open it for you.

To download the NHS App, scan here

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