HASTINGS HOUSE MEDICAL CENTRE

SURGERY NEWSLETTER

March 2025

Hay fever

Hay fever is a common allergy that causes sneezing, coughing and itchy eyes. You cannot cure it, but there are things you can do to help your symptoms, or medicines you can take to help.



A pharmacist can help with hay fever

Speak to a pharmacist if you have hay fever. They can give you advice and suggest the best treatments to help with symptoms, such as antihistamine drops, tablets or nasal sprays. The stronger antihistamines are now available to buy over the counter and Doctors will only prescribe hay fever medication in extreme cases.

DEMENTIA FRIENDLY CAFÉ



No advanced booking is required but we recommend calling Talk Dementia on 01295 688376 prior to your visit.

Please check in at the Welcome Centre when you arrive.

We provide a shuttle bus from the Welcome Centre to the galleries, where the café is located.

Talk Dementia will welcome you into the café on the day

THIS WILL BE CHANGING TO THE FIRST THURSDAY OF THE MONTH FROM 3RD APRIL



Dispensary News

Thank you to all of you who completed our dispensary survey. We would like to share some feedback with you.

We were please that we achieved our target of 90% satisfaction with 100% of patients who completed the survey expressing that they were very satisfied with the overall dispensing service received. This was supported by the positive comments made at the end of the survey.

Some patients were not quite so happy with the time taken for prescriptions to be issued and stated that sometimes items were missing that they believed they had ordered and this will be addressed.

It was also mentioned that some labels do not always have clear instructions. We are careful to ensure latin abreviations are corrected on labels but an awareness adding and clarity and detail to labels will be raised with clinicians.

93% of patients felt that we were approachable and they could ask for help. We hope to make this 100% in future.

Our next survery will be in Summer 2025 and we look forwards to your feedback.

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Support Shipston Home Nursing this Spring



Visit your Pharmacy First!

Pharmacy First is a new free service launched in January by the NHS with the aim of freeing up millions of GP appointments and ensuring patients can receive treatment for minor illness on the same day.

If you have any of the conditions listed you can self refer to the Pharmacy First service by dialling the surgery number and following the phone options listed.

- Sinusitis
- Sore throat
- Earache (children)
- Infected insect bite
- Impetigo
- Shingles
- Urinary tract infection (women)

You will be booked an appointment to speak to/see a local Pharmacist who can then provide you with the correct treatment, including Prescriptions.

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 19th March
- Thursday 10th April

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



Screening is available at this practice. See reception for details or contact the Coventry and Warwickshire AAA Screening Programme on 01788 663428, email aaascreeningprogramme@uhcw.nhs.uk, or visit www.nhs.uk/aaa

To download the NHS App, scan here

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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