



# New Horizons Newsletter

THE TWICE-YEARLY NEWSLETTER FOR TOTTON HEALTH CENTRE  
AND FOREST GATE SURGERY

AUTUMN 2022

## Patient Q&A

### **Q: Why does the Receptionist ask so many questions?**

A: To make sure you are assessed appropriately – either in person, on the phone or by a video consultation, we aim to direct you to the most helpful healthcare professional for your needs. Urgent medical needs will be prioritised.

### **Q: Why is the phone line always engaged?**

A: Our phone system is partially automated and it will ask which department you need first before it can check to see if there is space in the queue. Our call queues are limited to prevent long waiting times for our patients.

### **Q: Can I book an appointment online?**

A: Our online booking system was switched off due to the Covid lockdown and since that time our appointment booking system now works differently. Online booking is currently unavailable but is constantly under review and may be re-introduced in the future.

### **Q: Can I choose which site to have my appointment at?**

A: Clinicians work on both sites and for efficiency, certain clinics run at only one site. Urgent care is predominantly at the THC site, whereas more routine care is based at FGS, but flexibility is used where necessary.

### **Q: Can I book my appointment in advance?**

A: All nurse appointments can be booked up to 4 weeks in advance. We also have routine, face to face & telephone appointments which can be booked up to two weeks in advance.

### **Q: Why am I speaking to a Nurse and not a GP?**

A: Our Urgent Care Team consists of GP's and ANP's. Our ANP's are fully qualified advanced prescribing practitioners and often a Paramedic. The triage system will ensure you are dealt with by the appropriate clinician.

### **Q: I can't get through on the phone / get an appointment. How else can I get the help I need?**

Depending on your query and the time/day you could use one of the following: a pharmacy, the [e-Consult link](#) on our website or the [Healthier Together](#) app (very useful health advice for under 18's)

If your query is urgent you can always use the Out of Hours 111 service or visit your local Urgent Treatment Centre.

Details of all of these services can be found on our website.

<https://www.newhorizonsmedicalpartnership.nhs.uk/>



## OPENING HOURS

### TOTTON HEALTH CENTRE

MONDAY- 08:30 - 13:00

14:00 - 18:00

TUESDAY- 08:30 - 18:00

WEDNESDAY- 08:30 - 18:00

THURSDAY- 08:30 - 18:00

FRIDAY- 08:30 - 18:00

SATURDAY- CLOSED

SUNDAY- CLOSED

### FOREST GATE SURGERY

MONDAY- 08:30 - 13:00

14:00 - 18:00

TUESDAY- 08:30 - 18:00

WEDNESDAY- 08:30 - 18:00

THURSDAY- 08:30 - 18:00

FRIDAY- 08:30 - 18:00

SATURDAY- CLOSED

SUNDAY- CLOSED

 **econsult**: A quicker way to get help & advice from your practice



- Visit our Practice website



- Click on the eConsult banner



- Choose the best options for your needs



- Fill out a short form online



- We'll then inform you of the next steps

## COVID 19 - Autumn Boosters

Our Autumn Covid Booster Programme has gotten off to a flying start. We have given nearly 10,000 Covid boosters since the end of September.

We are still running vaccination clinics, every Saturday until mid-December.



If you are aged over 50 (or otherwise eligible to receive a booster) then please visit:

[www.nhs.uk/covid-vaccination](https://www.nhs.uk/covid-vaccination)

Unable to book through the National Booking Line for your COVID booster?  
Ring 119 and ask for a Totton Health Centre appointment



If you're a patient at our practice, you can now use the NHS App. It's a simple and secure way to access a range of NHS services via your smartphone or tablet. You can use the NHS App to check your symptoms and get instant advice, book appointments, order repeat prescriptions, view your GP medical record and more. If you already use Patient Access, you can continue to use it. You can use the NHS App in addition to this.

For more information click here, or to download the NHS App, please click the links below.



## Asthma Update

EFFECTIVE TREATMENT WHILST GOING GREEN

Patients can now switch from Ventolin Evohaler to Salamol - the same type of inhaler - but GREENER (it contains less CO<sub>2</sub>, so is more environmentally friendly)

Salamol tastes slightly different but is the same drug - a reliever.

Make sure you are using your inhaler effectively by watching these helpful videos...



<https://www.asthma.org.uk/advice/inhaler-videos/>

We have found that if you get someone to watch the video with you it is shown to be much more effective.

Please remember to take empty MDI inhalers for safe disposal to the pharmacy.

Please remember to book your yearly asthma review if due!

You can call NHS 111 for free, 24 hours a day, seven days a week, 365 days a year

