Haslemere Health Centre

AUTUMN NEWSLETTER 2026

Welcome to your quarterly newsletter from Haslemere Health Centre, written in conjunction with our Patient Participation Group (PPG). Thank you for reading. Do remember, for more information to look on the Health Centre web site http://www.haslemerehc.nhs.uk

NEED MEDICAL HELP TODAY? All same-day medical requests are now clinically triaged. We encourage patients to use the online medical request form on our website. If unable to access our website, please telephone or visit reception and a member of our Care Navigation team will complete the form on your behalf.

PRACTICE NEWS

STAFF UPDATE
We are pleased to welcome Dr Carlos Novo and Mrugesh Patel (Pharmacist) to Haslemere Health Centre. We look forward to them becoming part of our team and supporting our patients and local community.

We would also like to take this opportunity to thank Dr Ben Goulter and Katherine Oram (Pharmacist), who have recently left the Practice, and wish them every success in the future.

HAVE YOU SERVED IN THE MILITARY?

Whether you completed one day of basic training or served a full military career, your veteran status matters. By letting us know your veteran status, we can help ensure you receive priority access through our telephone system, support with referrals, and support available under the Armed Forces Covenant.

Please update your veteran status using the Contact Us form on www.haslemerehc.nhs.uk or by speaking with our reception team. Dr Hannah Field is the Practice Veterans Health Lead.

YOUR HEALTH THIS AUTUMN

AUTUMN HEALTH FOCUS
Flu and COVID vaccination clinics start from 1 October. Eligible patients are encouraged to book online or contact the surgery. Getting vaccinated helps protect both you and those around you.

FLU VACCINATIONS:- clinics are usually on Saturdays to make the maximum use of staff and space. However, you can request a weekday booking if preferred.

A COVID-19 vaccine is offered by Haslemere Health Centre to: -

- residents in a care home for older adults and staff working in care homes for older adults
- frontline health and social care workers
- all those 65 years of age and over
- adults aged 18 to 64 years in a clinical risk group

Getting vaccinated against flu and COVID-19 will provide protection for you and those around you for both these

ACCESSING OUR SERVICES

HOW TO CONTACT YOUR GP PRACTICE

All **same-day / urgent requests** are now clinically triaged to ensure patients receive care from the most appropriate healthcare professional. We encourage patients to use the online Request an Appointment form on our website: www.haslemerehc.nhs.uk/services/request-or-cancel-an-appointment/

You will be directed to a form on the Practice website or sent a link via our Accurx system (used for secure patient messages). This form asks for information about your medical issue which helps our triage team to prioritise urgent cases and direct you to the most appropriate service such as physiotherapy.

If you are unable to access our website, please telephone the practice or visit reception as usual and a member of our Care Navigation team will complete the form on your behalf.

Routine GP, nurse and other clinician appointments can be booked online, by telephone on 01428 748206, or in person.

PATIENT CHECK-IN

To make checking- in easier, please use the QR codes displayed on the walls in reception whenever possible. Alternatively, please try our check-in screen in the waiting room at Haslemere.

.

PRACTICE FACILITIES & ESTATES

HASLEMERE CAR PARKING AND SITE ACCESS

Please take extra care when parking, opening vehicle doors and reversing. If you are able to walk a short distance, please consider using the Chestnut Avenue public car park, helping preserve on-site parking for patients with limited mobility.

HASLEMERE DISABLED TOILET PROJECT

The Practice continues to explore available funding to support upgrading our disabled toilet.

FERNHURST SURGERY MAINTENANCE

Roof repairs and other maintenance works were completed successfully in August / September. Thank you for your patience whilst these works were ongoing.

FERNHURST TELEPHONE SYSTEM

We apologise for any inconvenience caused by a telephone system fault on the Fernhurst line. To prevent this reoccurring, all calls are now permanently forwarded to the main practice telephone system. Please use 01428 748206 for future enquiries.

FERNHURST SIDE ACCESS

Please note that the side access route at Fernhurst will only be open during surgery hours. This is to ensure patient safety and to meet our insurance obligations.