

Dear community groups

As you may have read in the Press, the NHS in Hampshire is under severe pressure at the moment because a lot of people are attending Emergency Departments.

I am writing to you today to ask you to spread the message throughout your communities for people to check on older or vulnerable neighbours and ensure they have enough prescription medication and over the counter remedies.

We also advise that if people are unwell, they should get advice from other parts of the NHS including:

- NHS Choices website – <https://www.nhs.uk> for advice on a wide range of illnesses and conditions
- Local pharmacists – who are health professionals and able to give advice
- NHS 111 – if you need urgent advice (and you cannot wait until your GP surgery reopens)
- Local hubs – people can make an appointment by calling their own GP surgery or NHS 111. Appointments are available with a GP or practice nurse at the ‘extended hours’ hubs, which are open every weekday until 8pm at Andover, Winchester, Romsey, Hedge End, Totton, Ringwood and Lymington. Weekend opening times vary and only Lymington is open on New Year’s Day.

Please could you also warn people to take extra care during this cold snap to avoid trips, slips and falls on icy surfaces.

We know local people understand the NHS is under huge pressure and thank them for contacting other parts of the NHS, to avoid putting added strain on our hospitals.

People should only dial 999 if someone is seriously ill or injured and their life is at risk.

More information about local services, including the ‘extended hours’ hubs and pharmacy opening times for New Year’s Day, is available on our website [www.westhampshireccg.nhs.uk](http://www.westhampshireccg.nhs.uk)

I would like to thank you for your support and wish you a very happy and healthy New Year!

Yours sincerely



Heather Hauschild  
Chief Officer

