



Castle Surgery 🍁 Autumn Newsletter 2026

Welcome to our latest practice update. In this issue we introduce new team members, highlight new services available at the surgery, share seasonal health advice, and remind patients how they can help us reduce missed appointments.

👋 Welcoming Our New Reception Team Members

We are delighted to welcome **Lisa, Sara and Courtney** to our reception team!

They are looking forward to helping you and making sure you receive a warm and friendly welcome whenever you visit the surgery. Please join us in making them feel at home by saying hello when you see them at reception.

👤 Introducing Our New GP – Dr Radhwan Abdulla

We are pleased to welcome **Dr Radhwan** to our GP team. Dr Rad was a previous **Consultant in Integrated sexual health** with main interest contraception and HIV in pregnancy.

We are very happy to have Dr Radhwan joining our practice and look forward to the valuable experience and care they will bring to our patients.

 **Good News – Dr Gomaa will now be available 5 days per week in the practice as he has now increased his sessions.**

We are also pleased to announce that **Dr Gomaa, who has previously worked with us part-time, is now working full-time at the practice.**

This is great news for our patients, and we are delighted to have Dr Gomaa as a full-time member of our team.

Vaccinations

It is an important time for certain vaccinations and boosters. If you are eligible, we will contact you—please take up the offer to protect yourself and others.

Flu Vaccination Season Is Here!

As we head into autumn and winter, it is important to protect yourself and those around you against flu.

You may be eligible for a free NHS flu vaccination if you:

- Are aged **65 or over**.
- Are under 65 and have certain long-term health conditions, such as diabetes, asthma or heart disease.
- Meet other NHS eligibility criteria.

If you are eligible, please contact the surgery to **book your flu vaccination**. If you are unsure whether you qualify, our team will be happy to advise you.

Getting vaccinated helps protect you from serious illness and helps keep our community healthier throughout the winter month



We Are Pre-Booking Appointments

To help us provide the best possible service, we have listened to feedback in our practice survey and are continuing to **increase capacity around the amount of routine pre-bookable GP appointments**.

If you know you need a follow-up, medication review, or have a non-urgent health concern, please contact the surgery to book your appointment in advance. Pre-booking helps us plan our capacity around clinics and reduces waiting times for everyone.

Thank you for your continued support and cooperation.

From all the team at your GP Surgery



Electronic Prescription Service (EPS)

We now use EPS to send prescriptions electronically to your chosen pharmacy. Please let reception know which pharmacy you would like us to use.



Missed Appointments (DNA – Did Not Attend)

Missed appointments remain a challenge for the NHS. In the Last three months, **appointments** were missed at our practice in the last three months.

Please update contact details if you have a new telephone number / email address and address

Please help us by:

Cancelling appointments, you no longer need

Contacting reception as early as possible



Use Your Local Pharmacy – Common Ailments Scheme

Did you know you can access help for many minor illnesses without seeing a GP? Through the Common Ailments Scheme, pharmacists can provide advice and, where appropriate, treatment for conditions such as coughs, sore throats, conjunctivitis, skin rashes, and more. This is a quick and convenient way to get care, often without an appointment.



Appointments and Access

Our GP appointments remain in high demand. Please help us by using the most appropriate service: -

When to Call 999

Call **999** immediately if someone is seriously ill or injured. This includes, Chest pain or symptoms of a **heart attack**, Signs of a **stroke** (face drooping, arm weakness, speech problems) Severe difficulty breathing or choking, Unconsciousness or not responding, Heavy bleeding that won't stop

Seizures (fits) that won't stop or first-time seizures

Severe allergic reactions (anaphylaxis) Serious accidents or injuries

Don't delay—calling 999 could save a life.

Minor injuries attend Neath Port Talbot MIU

Pharmacy for minor illnesses

NHS 111 for urgent advice when we are closed

GP appointments for more complex or ongoing concerns



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Staying Well

Take advantage of the improving weather by getting outdoors, staying active, and maintaining a balanced diet. Even a short daily walk can have a positive impact on your physical and mental wellbeing.



Self-Care Advice

Many common illnesses can be managed at home with self-care.

Examples include:

Colds

Sore throats

Mild coughs

Minor aches and pains

Self-care tips:

Rest and drink plenty of fluids

Use over-the-counter medicines where appropriate

Seek advice from your local pharmacist

If symptoms last longer than expected or worsen, please seek medical advice.

Contacting the Practice

For appointments and enquiries please contact us:

 Phone: 01639 622050

 Website: www.castlesurgery.com

Thank You for Being Part of Our Practice

Thank you for your continued support and for being part of our practice community. We are committed to providing you with the best possible care and look forward to keeping you updated with more news.

The Partners and Staff Castle Surgery