



# A31 PCN December 2025 NEWSLETTER

## Dear Patients,

As 2025 draws to a close, we want to take a moment to reflect on what has been an incredibly busy and rewarding year for our practices and the Primary Care Network (PCN). This edition is packed with festive wishes, important updates on services, and exciting plans for the new year.

We'll share news about our Health on the High Street move, upcoming Wellbeing Walks, and highlight awareness campaigns. You'll also find practical information like pharmacy opening hours over the holidays, and we'll celebrate the amazing contribution of volunteers.

## In this Issue

- **Christmas Wishes & Practice closures**
- **Health on the High Street Update**
- **Wellbeing Walks Announcement**
- **International Volunteers Day**
- **National Grief Awareness Week**
- **Local Pharmacy Hours (formatted nicely)**
- **Anger Awareness Week**

## Season's Greetings and Thank You

From all of us at the A31 PCN, The Wilson Practice, Chawton Park Surgery, and Boundaries Surgery, we wish you a very Merry Christmas and a Happy New Year! Your patience and support throughout 2025 have been invaluable. It's been a year of growth and progress:

- Our PCN team has expanded, adding new roles and services to support your health needs.
- Our practices have delivered more appointments than ever before, helping thousands of patients across Alton, Four Marks, and surrounding villages.

Together, we're committed to improving health and wellbeing for everyone in our community. We look forward to what 2026 will bring—more services, more opportunities to connect, and continued focus on patient care.

Holiday Opening Hours:

- Closed: Christmas Day, Boxing Day, and New Year's Day
- Open as normal: All other days

If you need urgent care when we're closed, please call NHS 111 or visit [111.nhs.uk](https://www.nhs.uk).

## Upcoming Events

- **Health on the High Street is not running on 24 or 31! Returning on the 7 January 10-1 at Alton Maltings**
- **Practice Christmas Closures – all practices will be shut on the 25 and 26 December and 1 January**



# NEWS *from the* PCN TEAM

## ***Health on the High Street – IS MOVING!***

We're moving! From 7 January, Health on the High Street will be based at Alton Maltings, with a slightly shorter time of 10:00–13:00.

What is Health on the High Street?

It's our friendly, accessible health hub where you can pop in for advice, support, and services without needing an appointment. We offer a range of help including:

- Flu and COVID vaccinations
- Health checks and wellbeing advice
- A warm, welcoming space to chat over free teas and coffees

What's new?

Our new venue at Alton Maltings brings a fantastic benefit—free onsite parking, making it easier than ever to visit us.

And yes, we know it's not technically on the High Street anymore... but don't worry, it's still close—less than half a kilometre away in fact!

Please spread the word and come visit us at our new home. Same great services, just in a more convenient location!

## ***Wellbeing Walks – Coming Soon***

We're excited to announce that some of our team have completed their Wellbeing Walk Training, which means that in the new year (when the weather is a little kinder!) we'll be launching one or two wellbeing walks.

Walking is a fantastic way to boost physical health, reduce stress, and connect with others. These walks will be free, friendly, and open to all abilities. We'll share details soon about when, where, how far, and everything else you need to know.

In the meantime, other wellbeing walks are already happening locally. Visit:

<https://www.ramblers.org.uk/go-walking/wellbeing-walks>

## ***Celebrating Volunteers – International Volunteers Day***

On 5 December, we marked International Volunteers Day. Volunteers are the backbone of our community, giving their time and energy to support local services, events, and initiatives.

From helping at community hubs to supporting patients and organising local activities, volunteers make a huge difference every day. Volunteering doesn't just benefit others—it's proven to boost wellbeing, reduce loneliness, and build new skills for the volunteer too.

If you're interested in getting involved, there are plenty of opportunities locally. Your contribution can make a real difference!



# NEWS *from the* PCN TEAM

## National Grief Awareness Week (2–7 December)

Grief affects everyone differently, and it's important to know that support is available. National Grief Awareness Week encourages open conversations about loss and highlights resources for those who need help.

Christmas can often be an especially difficult time of year for those who are grieving. The festive season can bring feelings of loneliness and amplify the sense of loss. If this resonates with you or someone you know, please remember that help and understanding are available.

Here are some organisations and resources that can provide support:

- Cruse Bereavement Support – Free, confidential support for anyone grieving. [www.cruse.org.uk](http://www.cruse.org.uk) | Helpline: 0808 808 1677
- The Good Grief Trust – Offers practical advice and a directory of local and national support services. [www.thegoodgrieftrust.org](http://www.thegoodgrieftrust.org)
- Child Bereavement UK – Support for families and professionals when a child dies or is bereaved. [www.childbereavementuk.org](http://www.childbereavementuk.org) | Helpline: 0800 02 888 40

Talking about grief can help break down stigma and ensure people get the help they need. Please don't hesitate to reach out if you need support.

## Christmas Pharmacy Hours

Here are the opening times for Alton pharmacies over the festive period:

|                |             |                      |
|----------------|-------------|----------------------|
| Christmas Day  | 14.00–17.00 | Anstey Road Pharmacy |
| Boxing Day     | 12.00–15.00 | Alton Boots          |
| New Year's Day | 14.00–17.00 | Wellbeing Pharmacy   |

Although some pharmacies are open for limited hours on the bank holidays, this service is intended for urgent or acute medication needs only—for example, if you've run out of essential medication unexpectedly or become unwell. Please do not use these openings for routine repeat prescriptions if you still have enough at home. To avoid any issues, make sure you order your repeat prescriptions well in advance of the holidays.

## Anger Awareness Week

Anger is a natural emotion, but when unmanaged, it can impact health and relationships. Anger Awareness Week reminds us to recognise triggers and develop healthy coping strategies.

Tips for managing anger:

- Take a pause before responding
- Practice deep breathing or mindfulness
- Seek support if anger feels overwhelming

If you need help, speak to your GP or explore local mental health resources. Managing anger effectively can improve wellbeing and strengthen relationships.

# YPI Wellbeing Practitioner

## Who We Support

11–25yr olds struggling with:

-  **Mood & Anxiety**
-  **Phobias**
-  **Social & Emotional Wellbeing**
-  **Identity**
-  **Low-Level Risk**
-  **Practical Mental Health**

### Support

-  **Education & Work**
-  **Housing Support**
-  **Young Parents**
-  **Care Leavers**

We Can Help With...

Anxiety, low mood, early depression  
Social & simple phobias, health-related anxieties

Self-esteem, loneliness, bullying, peer relationships

Issues relating to sexuality and identity

Minor, manageable self-harm risks

For those with diagnosed conditions (subject to assessment: not working directly with/treating disorder)

Returning to school, training, or employment

Support to prevent homelessness

Emotional and practical support

Support for those leaving or who have left the care system

### What YPI Wellbeing Practitioners Can't Support With

-  High-risk situations – including active suicidal thoughts, serious self-harm, or any immediate risk to self or others.
-  Complex issues –severe/diagnosed conditions needing specialist care, ongoing domestic violence, or eating disorders.
-  Medical or specialist needs – we can't diagnose, treat, or manage conditions like drug/alcohol addiction or clinical mental health disorders.
-  Safety concerns – situations involving self-neglect, not taking essential medication, or risky substance use.
-  Legal involvement – currently part of a police investigation or court process (including family court/CAFCASS).

# Trauma

Understanding the impact of trauma on a young person's brain, body and behaviour and how we can guide them from surviving to thriving

4 June Basingstoke

7 October Havant

# Anxiety

Understanding & strategies to support young people

28 January Basingstoke

11 November Havant



CHILDREN'S AND YOUNG PEOPLE'S MENTAL HEALTH

## Information & Advice Sessions



The first Wednesday of every month

10am - 2pm

The Arc, Jewry Street,  
Winchester, SO23 8SB



You can book an appointment on our website



Or just drop in and see us



Hampshire Child and Adolescent Mental Health Services

# Parents, carers and professionals events 2026



Book your SESSION spaceS at:

[hampshirecamhs.nhs.uk/events](https://hampshirecamhs.nhs.uk/events)

# P.A.C.E. 2026

Parent & carer EVENTS

Free health & wellbeing events for all parents & carers who support or work with young people

| DATE        | Location      |
|-------------|---------------|
| 26 February | Basingstoke   |
| 16 April    | Eastleigh     |
| 8 May       | Lyndhurst     |
| 25 June     | Andover       |
| 5 October   | Havant        |
| 23 October  | Waterlooville |



Scan this QR code to view our session itinerary for the day

## EMBRACING AUTISM

Three days that focus on skills and strategies, for parents, carers and professionals supporting a child with Autism

**4 February** Havant

**9 July** Eastleigh

**17 November** Andover

## UNDERSTANDING ADHD

Three days that focus on skills and strategies, for parents, carers and professionals supporting a child with ADHD

**5 March** Eastleigh

**16 September** Havant

**3 November** Andover

## Stopping Avoidable Suicides Initiative SASI

Hampshire CAMHS are offering a one-day training event on suicide prevention across three different locations in Hampshire

**27 February** Andover

**11 June** Waterlooville

**2 October** Eastleigh

## HOW TO COPE WHEN YOUR CHILD CANT

Three one-day events focused on parents/ carers understanding their own needs, and learning strategies to look after themselves as they support a young person with their own mental health needs.

**22 January** Winchester

**15 May** Eastleigh **30**

**September** Basingstoke



# WHAT'S A PRIMARY CARE NETWORK (PCN)?

## WHAT IS A PCN?

A Primary Care Network is a group of GP surgeries that work closely together to provide joined up services for their patients. PCNs were created in 2019 and have been growing and developing since then. When the pandemic hit lots of PCN staff were deployed to help with projects stepped up to offer care for patients with Covid and with the roll-out of the vaccine. The government is committed to working at a PCN scale increasingly referred to as a "neighbourhood team".

## WHO MAKES UP THE A31 PCN?

The A31 PCN is made up of The Wilson Practice, Chawton Park Surgery and Boundaries Surgery. We serve the patients of Alton, Four Marks and the surrounding villages. Even before the creation of PCNs we worked closely together and experience many of the same challenges owing to our shared population. We are headed up by two Clinical Directors - Dr Bethan Davis and Dr Lucie Maloney and a board made up of GPs from across all three surgeries.

## WHY IS IT GOOD FOR PATIENTS?

Working closely together as a PCN enables us to offer services that might not be possible as individual surgeries. Our First Contact Physiotherapists and Social Prescribers are just two teams that we have as a PCN. We can offer patients specialist care with skilled professionals who can see patients sooner and often offer more time. We are also able to offer more appointments with greater flexibility but you might be seen at any of the three surgeries.

## WHO IS ON THE PCN TEAM?

We have a broad team of skilled staff working for the PCN team:

- First Contact Physiotherapists
- Social Prescribers
- Wellbeing Advisors
- General Practice Assistants (GPAs)
- Care Coordinators
- Mental Health Professionals

The PCN and practice staff work so closely together that you might not even realise you're seeing a member of the PCN team!

## WHAT WE'VE BEEN UP TO

- Health on the High Street - multiple services together for weekly drop-in sessions
- Saturdays appointments - increased Saturday provision run by staff from the PCN and practices
- Same Day Access - additional appointments with GPs for those who need to be seen on the same day

We are always looking for new ways to help improve the health, wellbeing and access of our patients and are currently working on exciting plans!

## HOW TO CONTACT US

- Through your usual practice channels
- A31 PCN, Alton Health Centre, Anstey Road, Alton, GU34 2QX
- Keep up to date with our news by following us on social media Facebook: A31 Primary Care Network, Instagram: a31pcn
- Subscribe through your practice websites for newsletters
- Join your practice PPG - the PCN regularly meets with the PPG chairs to plan joint events

# ALTON SPORTS CENTRE HEALTH & WELLBEING PHYSICAL ACTIVITY SERVICE

Everyone Active's Health & Wellbeing Physical Activity Service supports individuals with health conditions to increase their physical activity levels through a supported exercise programme.

The 12-week programme provides professional support for people who suffer from, or who are at risk of, developing chronic health conditions. It is also suitable for those whose health & wellbeing would benefit from a more active lifestyle.

## Which health conditions does the programme cover?

If you have any of the following health conditions you are eligible to join the programme:

Arthritis, diabetes, high blood pressure, raised BMI, depression, anxiety, stress, fibromyalgia, COPD, physical disability, muscular or skeletal injury, neurological condition, osteoporosis, chronic fatigue syndrome.

## How can I join the programme?

You can be referred by a health professional such as a GP, Physiotherapist or Practice Nurse, or you can self-refer.

Please scan the QR code to the right through to the online referral form.



## What are the costs of the programme?

Those in receipt of the following benefits (and whose surgery is in the A31 catchment) can access the service for free for 3 months.

- Housing Benefit
- Employment Support Allowance
- Personal Independence Payment
- Council Tax Benefit
- Universal Credit
- Pension Credit
- Job Seekers Allowance
- Disability Allowance

For those who do not receive income support, you can access a discounted membership of £34.48/month.

## What does the programme include?

- An initial 1-2-1 appointment to discuss your health goals and how you can work towards them.
- Exercise guidance, support and encouragement from a qualified fitness professional.
- Two review appointments. One at 6 weeks and a final review at 12 weeks.
- A gym induction and access to supervised gym sessions.
- Access to the full activity timetable at the sports centre.

## Activities included:

- Gym based exercise
- Swimming and water-based classes such as aqua aerobics
- Group fitness classes such as yoga and Pilates.

For any further questions please email:  
[elizabethallothales@everyoneactive.com](mailto:elizabethallothales@everyoneactive.com)

**Alton Sports Centre**

Chawton Park Road, Alton, GU34 1ST T | 01420 540 040



[www.everyoneactive.com](http://www.everyoneactive.com)



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**BAT &  
CHAT!**

**SOCIAL  
SESSIONS**

**Drop in Table Tennis and Pickleball social club for Parkinson's members - open to their carers/partners.**

**Every Wednesday 12pm-1:30pm**

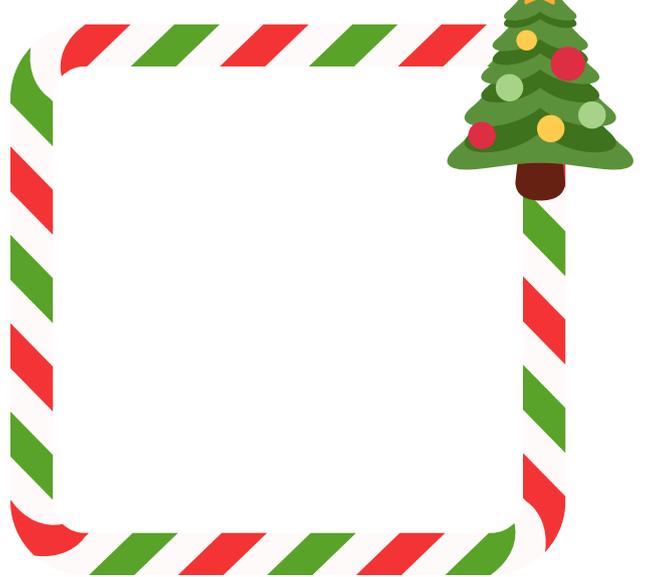
**Secure a space via the app, website or in-centre!**



# Festive

## SCAVENGER HUNT

Find one of each of the below items  
- write it down where you saw it or  
draw a picture in each box.





**LIFE-CONTROLLING HABIT?**

**SMOKING**

**GAMBLING**

**SHOPPING**

**OVER-EATING**

**DRINKING**

**SOCIAL MEDIA**

**ETC...**



**Fresh  
Start**

**Support to help you  
discover freedom.**

Join a friendly group and learn the skills you need to change your habits for good.

Next course starts Thursday 29th January, 10:30-12:00 at Alton Maltings

Book your free place by contacting Mark  
07769 030913 [freshstart@harvestchurch.uk](mailto:freshstart@harvestchurch.uk)

