



Richmond Surgery Newsletter

Wellbeing Pharmacy
 Richmond Surgery
 Richmond Close
 Fleet Hants GU52 7US
Mon-Sat 0700-2230
Sun 1000-1700
 Tel: 01252 447001



Rowlands Pharmacy
 5 Linkway Parade
 Courtmoor Fleet
 Hants GU52 7UL
Mon-Thurs 0830-1800
Fri 0830-1830
Sat 0900-1300
 Tel: 01252 615582



Boots The Chemist
 225 Fleet Road
 Fleet Hants GU51 3BN
 Tel: 01252 613698
Mon/Tues: 0830-1830
Weds: 0900-1830
Thurs/Fri: 0830-1830
Sat: 0830-1730
Sun: 1000-1600



Church Crookham Pharmacy
 157 Aldershot Road
 Church Crookham
 Hants GU52 8JS
Mon-Fri 0900-1800
Sat 0900-1200
 Tel: 01252 621098



Inside this issue	Pg
National Flu Vaccination Programme 2015/2016	2
Emergency GP on the day appointments	3
Staff News & Recruitment	3
The Meningitis vaccination programme	4-5
PPG	6
Need to get to hospital or surgery but no car?	6
Hypnotherapist - Garry Coles	7

New Partner - Dr Will Gossage

We are delighted to announce that Dr William Gossage, who joined Richmond Surgery in January 2015, became a full time GP Partner with us on 1st August 2015.

New patient waiting room calling system

We have finally put to rest our extremely old tannoy calling system and have installed a new system whereby our digital patient information screen within the waiting area is being utilized further.

Not only will there be a range of information slides, notices and health videos displayed, but you will now be called via the digital screen both visually and audibly.

This system is a very popular choice throughout surgeries and

hospitals and is the system you routinely see displayed by way of a scrolling LED board. We are fortunate to have the digital TV screen and therefore did not require an LED board in addition.

As with any new system there will be a learning period, so please bear with us whilst we iron out any teething problems. Our old tannoy system will not go completely in to retirement and will remain as a back-up should there be a need.



Are you eligible for the flu jab?

See our Flu Clinic Information on page 2

Aged 17 or 18?

Were you born between 01 September 1996 and 31 August 1997?

If so, you are eligible for the new meningitis vaccination. We will be writing to you shortly to invite you to make an appointment for the vaccination. Please note we are limited to a stock of 25 vaccines per week and therefore appointments will be spread over the next two months.

See page 4 for more information



National Flu Vaccination Programme 2015/2016

Our flu vaccination clinics commence approximately mid-September when the delivery of the vaccines starts to arrive.

An appointment is required for ALL flu clinics.

- There will be midweek clinics during Surgery opening hours.
- Our Saturday morning clinics will be the 3rd and 17th October 2015
- You will be given a 5 minute vaccine window time with several other patients.
- We have up to 6 staff vaccinating at the same time and vaccinate 12-15 patients within these time frames.
- **PLEASE DO NOT ARRIVE BEFORE YOUR ALLOTTED TIME.** This will cause delays and confusion whilst we try to find you in our appointment system.
- Please be ready for your vaccination. This is a pre-

booked walk in, walk out clinic and we work extremely fast vaccinating almost 500 patients in a morning.

- Be ready. Remove any coat, have clothing that can easily reveal your arm without the need to close doors, undress and cause delay.
- Saturday clinics are for flu vaccine only. We do not deal with or discuss any other medical matters, prescriptions, book appointments etc.

The main change to the programme this year is the offer of flu vaccination to children school years 1 and 2.

Therefore, the eligible categories for the free flu vaccine for 2015/2016 are as follows:

- Those aged 65 years and over
- Those ages 6 months to under 65 in clinical risk groups i.e.
 - Chest problems
 - Chronic heart disease
 - Diabetes

Chronic kidney disease

- Chronic liver disease
- Chronic neurological disease

- Pregnant women
- All 2, 3 and 4 year olds (but not 5 years and older) on 31st August 2015
- All children of school years 1 and 2
- Those in long stay residential care homes
- A **registered** carer with the practice

If you have an email or mobile number registered with us, we will be issuing invitations to those that qualify for the vaccine from early September onwards.

However, you do not have to wait to hear from us if you know you qualify, please call us from early September when appointments will be available. Please note you will be asked by our reception team to briefly clarify why you qualify for the vaccine.

REMEMBER

PLEASE DO NOT ARRIVE BEFORE YOUR ALLOTTED APPOINTMENT TIME AT OUR SATURDAY MORNING FLU CLINICS



Emergency GP on the day appointments

What do you consider an emergency that requires a face to face consultation on the day with a GP?

As a surgery we perform audits periodically. The results regularly show that a high percentage of emergency on the day appointments are not emergencies and the patient could have used an alternative access to care method that we have available at Richmond Surgery, or taken a book ahead appointment:

- Repeat prescription – our prescription reception team can help with this.
- Coughs, colds, infections – an appointment in our Minor Illness Clinic is appropriate.
- A review of ongoing ailment or medication review – a book ahead appointment is more appropriate
- To discuss a referral for further investigation – a book ahead appointment is more appropriate

Sudden onset of pain upon waking, other severe matters that are NOT an A&E or 999 matter – our walk in Emergency Patient Clinic 8am-9am can help

As a Surgery we consider ourselves extremely pro-active in providing as many alternative access to care methods as possible. As a Patient, please help our GPs - use the emergency on the day appointments for more chronic issues.

Little Scribbers!

We have a range of private therapists available to be seen at the Surgery:

Physiotherapist
Acupuncturist
Counsellor
NHS approved hypnotherapist

Each therapist displays their business cards, brochures and leaflets in the patient waiting area. We also display a range of

health literature, repeat prescription forms, health check invitations etc within the patient waiting area.

May we please respectfully ask that if you attend the surgery with young children that you discourage them from taking and/or drawing on the above.

We do provide books and a small play area for children to amuse

themselves during the short time they are waiting.

We are sure you will understand that published literature is costly and we would particularly like to help our private therapists ensure literature is only taken for the right reasons.

Thank you

Staff News & Recruitment

We are very pleased to welcome two new members to our reception staff.

Lorraine Kurlej joins us after working many years in a senior position at Thomson Directories. We are confident her professional manner and experience in customer care will prove her to be an excellent addition to our team.

Rebekah Parry has recently graduated from University with a degree in Psychology. Rebekah will be our youngest member of the reception team and as our receptionists do more than just answer the telephone and book appointments, we hope that this position will not only help her move in to work after University, but provide her with an excellent insight into the medical industry.

Recruitment: We have a vacancy for a part time Secretary. Experience within the medical industry is not essential as full training will be provided for this varied interesting role. Confidence and a desire to learn are the key skills we are looking for. 20-24 hrs pw anticipated but open to discussion. For full details visit our website homepage and click vacancies: www.richmondsurgeryfleet.com



The Men ACWY programme

Young teenagers, sixth formers and university students are now routinely offered a vaccination to prevent meningitis W disease.

The Men ACWY vaccine protects against four different causes of meningitis and septicaemia – meningococcal (Men) A, C, W and Y diseases.

All 17- and 18-year-olds in school year 13 and first-time university students up to the age of 25 are eligible for the Men ACWY vaccine as part of the NHS vaccination programme.

How do you get the vaccine?

GP practices will automatically send letters inviting 17-and 18-year-olds in school year 13 to have the Men ACWY vaccine.

Students going away to university or college for the first time should contact their GP to have the Men ACWY vaccine, ideally before the start of the academic year.

Younger teenagers (school year 9 or 10) will be offered the Men ACWY vaccine in school as part of the routine adolescent schools programme alongside the 3-in-1 teenage booster, and as a direct replacement for the Men C vaccination.

Why do teenagers and students need Men W vaccination?

Cases of meningitis and

septicaemia (blood poisoning) caused by Men W bacteria are rising, due to a particularly deadly strain.

Older teenagers and university students are at high risk of infection because they tend to live in close contact in shared accommodation, such as university halls of residence.

Men ACWY vaccine is given by a single injection into the upper arm. There are two Men ACWY vaccines that will be used in the vaccination programme, called Nimenrix and Menveo. They are very similar and both work equally well.

Men W disease

Cases of meningitis and septicaemia due to Men W have been increasing in England, from 22 cases in 2009 to 117 in 2014.

The increase seems to be speeding up in 2015, caused by an aggressive strain of the bug.

With early diagnosis and antibiotic treatment, most people with meningococcal disease make a full recovery. But it is fatal in about 1 in 10 cases and can lead to long-term health problems, such as amputation, deafness, epilepsy and learning difficulties.

The Men ACWY vaccine

The Men ACWY vaccine provides good protection against serious infections caused by four different meningococcal groups (A, C, W

and Y) including meningitis and septicaemia.

The vaccine only contains the sugar coating on the surface of the four groups of meningococcal bacteria and works by triggering the body's immune system to develop antibodies against the sugar coating without causing disease.

Men ACWY vaccine side effects

Like all vaccines, the Men ACWY vaccine can cause side effects, but studies suggest they are generally mild and soon settle.

The most common side effects seen in teenagers and young people who receive the vaccine are redness, hardening and itching at the injection site, headache, nausea and fatigue.

Who should not have the Men ACWY vaccine?

You should not have the Men ACWY vaccine if you are allergic to the vaccine or any of its ingredients. You can find out the vaccine ingredients in the patient information leaflets for Nimenrix and Menveo.

You should also check with the doctor or nurse before having the Men ACWY vaccine if you:

- have a bleeding problem, such as haemophilia, or bruise easily
- have a high temperature
- are pregnant or breastfeeding



How is meningitis W spread?

The meningococcal bacteria live in the back of the nose and throat in about 1 in 10 of the population without causing any illness.

The bacteria is spread from person to person by close prolonged contact with a person carrying the bacteria, such as coughing, kissing and sneezing.

Very occasionally, the meningococcal bacteria can cause serious illness, including meningitis and septicaemia.

Meningococcal infections can strike at any age, but babies, young children and teenagers are especially vulnerable.

Men W cases on the increase

In England, most meningococcal infections are caused by group B (Men B). Men C, Men W and Men Y are usually responsible for only 10-20% of cases.

Although the total number of meningococcal cases in England has been falling since the early 2000s, Men W infections have increased from only 22 cases in 2009 to 117 in 2014. Currently, Men W alone accounts for almost a quarter of all meningococcal infections in England.

From 2009 to 2012, an average of four people died of meningitis W each year. Most of the people who died were elderly. But during 2013 and 2014,

there were 24 deaths from Men W disease including, for the first time in over a decade, babies and toddlers.

Babies, older people and Men W vaccine

Only teenagers and young people will be vaccinated against Men W as part of the new vaccination programme.

This is so they will be directly protected by the Men ACWY vaccine at a time when they're at increased risk (entering colleges and universities, where they will be socialising more).

Vaccinating teenagers against Men W should have the added benefit of indirectly protecting other age groups, including unvaccinated babies, children and older people.

This is because teenagers are the age group most likely to carry the meningococcal bacteria at the back of their noses.

Vaccinating teenagers will reduce the number of carriers, and therefore spread of the Men W bug, both within their social circles and also to other age groups.

How to spot meningitis and septicaemia

Men W disease, like all meningococcal infections, can come on suddenly and progress quickly.

All meningococcal infections can cause meningitis and septicaemia, but Men W can also cause other illnesses, such

as pneumonia and joint infections (septic arthritis).

Early symptoms of meningococcal disease include:

- headache
- vomiting
- muscle pain
- Fever
- cold hands and feet

A rash of tiny red pinpricks may also develop once septicaemia has set in. You can tell this is a meningitis rash if it doesn't fade under pressure – for instance, when gently pressing a glass against it (the "glass test").

If you, or a child or adult you know, has these symptoms, seek urgent medical advice. Don't wait for a rash to develop. Early diagnosis and treatment with antibiotics are vital.

Other meningitis vaccines

The Men C vaccine is offered as part of the NHS vaccination programme to all babies aged 2 and 12 months old.

From September 2015, Men B vaccine (Bexsero) will be offered as part of the NHS childhood vaccination programme, to all babies aged 2, 4 and 12 months old.

Article from NHS Choices Website
Page last reviewed: 19/03/2015



Patient Participation Group

Please remember to allow 3-4 working days for your prescription request to be fulfilled. The surgery deals with hundreds of prescriptions every day.

You can learn more about us and our role on Richmond Surgery's website <http://www.richmondsurgeryfleet.com/patient-group>.

Our suggestion Box is in the patient waiting area. Please note, the PPG remit is NOT to deal with patient complaints. These should be addressed directly to the Surgery in writing.

Barry Goring | PPG Chairman
Email: ppg@barryg15.plus.com

Need to get to Hospital or Surgery but no car?

Public & Community Transport

The following guidelines will help you to identify the most appropriate service to use:

Could the journey be made by some form of public transport (taxi, train, bus), or with help from a relative or friend?

If you cannot use public transport, then try contacting one of the voluntary organisations listed below.

When making appointments do not be afraid of asking for a time that meets essential transport timing restrictions. If given an appointment with impractical timings then don't hesitate to call the Appointments department and ask for their help.

If you are in receipt of certain benefits, you may be entitled to a refund of your transport costs under the Hospital Travel Cost Scheme. Please enquire at the hospital's transport desk or cashier's office when you first attend.

You may be entitled to free NHS patient transport services, if you meet certain eligibility criteria. You will need to be assessed by your doctor, or a qualified medical practitioner who will advise you.

Voluntary Organisations

Several organisations in the Fleet area can provide advice and or transport for hospital appointments or visiting or both. These services are much in demand so contact them well in advance. Days not hours.

- Fleet & District Voluntary Care Scheme Tel: 01252 613121 web: www.goodneighbours.org.uk (*Communicare*)
- Royal Voluntary Services Tel: 01 264 317080
- PALS Tel: 01276 526530 email: palsusers@fph-tr.nhs.uk (*Patient advice & liaison service at Frimley Park Hospital*)

Hart Voluntary Action Tel: 01 252 815662
web: www.hartvolaction.org.uk

Public Transport routes to Hospital

The NHS website offers a route planning facility which links to the Transport Direct website. On the www.nhs.uk homepage click on the "Services near you" (Top centre). Select "Hospitals" and enter your Postcode.

Click on your destination Hospital.

Then in the "Get Directions" select the *Bus Logo* and enter your post code again in "Start Location". This will produce a detailed list of available transport options.

Stagecoach Buses Traveline Tel: 0871 200 22 33 web: <http://www.traveline.info>

Stagecoach are upgrading their Fleet area bus services from 1st September 2015. However there will still be no direct route from Fleet to Frimley Park Hospital.



Hypnotherapy

My name is Garry Coles. I am a Hypnotherapy specialist. I am available to be seen here at the Richmond Surgery.



I am something of a pioneer within the UK hypnotherapy industry having recently been awarded a Master of Science degree in Clinical Hypnotherapy by the University of West London. I

am one of only six practitioners in Europe to have attained this level, currently the highest academic qualification available for clinical hypnotherapy.

The award was made after four and a half years of academic study including a ground-breaking research project carried out at The Royal Surrey County Hospital in Guildford, to investigate the effects that pre-surgical hypnosis would have on the recovery quality in breast cancer biopsies.

The results, which have been presented at conferences and are currently awaiting publication, were seen as very positive, indicating reduced anxiety and pain levels in those patients that received hypnotherapy prior to surgery.

'I am not at all surprised by the results of the research, as I see the remarkable results that hypnotherapy can offer on a daily basis. I want to use this research and qualification as a

stepping stone to educate health practitioners and to mentor other hypnotherapists, in the valuable use of hypnotherapy in mainstream healthcare'.

In addition to numerous other hypnotherapy qualifications, I am also trained in a multitude of associated disciplines such as CBT, NLP and EMD.

In addition to being awarded my MSc I have recently been voted by my peers within the industry, on to the Profession Specific Board of the Complementary and Natural Healthcare Council (CNHC), the body set up with government assistance to oversee the governance of Complementary therapies in the UK.

The CNHC holds a voluntary register of practitioners in a variety of Complementary disciplines who meet minimum requirements for existing and ongoing training, in addition to adhering to rigorous codes of ethics and practice. My role within the CNHC will be to advise the main board on policy matters relating to hypnotherapy.

More information can be found at:- www.ReleaseHypnotherapy.com or www.facebook.com/ReleaseHypnotherapy or I can be contacted directly on 01252 687260

Out of hours help



Patients in this area of Hampshire are able to call just one number - **111**, for medical advice when the surgery is closed.

The number has replaced the old Out of Hours number and the staff on **111** are able to refer you on to the Out of Hours team if they decide that is required.

For Life-threatening Emergencies

DIAL 999