



Richmond Surgery

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2012 Flu clinics—big thank you to our helpers

The Surgery will be closed from

2.00pm 24 December

reopening at

8.00am 27 December

and then

6.30pm 31 Dec 2012

reopening at

8.00am 2 January 2013

We received a lot of compliments from patients that our flu clinics, particularly the Saturday clinics, were extremely slick and professional operations.

We would like to express our thanks to all members of our PPG, staff, spouses, sons and daughters who gave up their time to assist our vaccinating GPs and nurses to ensure the process went smoothly. Their support and assistance enabled us to vaccinate hundreds of patients during each 4-hour clinic.

This year we used our

Text Appointment Reminder System to send “flu jab reminders” to eligible patients both by text and landline voice message, as well as email if we had one registered for a patient. These methods are fast and cost effective and patient response was so swift we filled 8 dedicated flu clinics within a matter of weeks.

We had a few teething problems with the new system but despite this,

the practice had vaccinated thousands of eligible patients by the end of November.

If you are eligible for the free flu vaccine and still have not booked—please call the surgery.

If you are not eligible for the free vaccine, but would still like one, we have a small amount of vaccine available at a discounted price of £5.00 instead of the average cost of £10.00

**All the Doctors and staff
wish you
a very happy Christmas
and New Year**



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NHS 111 — a new service for Hampshire



Patients in Hampshire will soon be able to call just one number—**111**, for medical advice when the surgery is closed.

The start date has been postponed once more by the NHS, but it will eventually replace the old

Out of Hours number and the staff on **111** will be able to refer you on to OOH if they decide that is required.

Remember **999** is reserved for Serious Life-threatening Emergencies.

Private Paperwork



GPs are often called upon to undertake private work such as insurance reports, medicals and an assortment of forms that require completion or signatures, letters of support or confirmation. Some of these can be quite time consuming.

Please remember that first and foremost, your GP is contracted to provide a service for the surgery's NHS patients.

So, for private work, there will be a fee (please see at Reception, on the website or the Newsletter folder in the waiting

room) which is payable in advance, preferably by cheque which will be held until the work is completed.

Please allow the doctor plenty of time to complete this work for you..

New ideas we have introduced

.....“ *minor illness clinic appointments are more readily available than with a GP* ”

On line booking was launched in June 2011. Appointments are released in the morning before the phones and the surgery opens.

Minor illness Clinic with our senior practice nurse. These appointments are more readily available than with a GP if you are just suffering from a minor ailment (see our TV

info screen). *These can also be booked online.*

Telephone consultations are now available with a nurse, not just your GP for those times when you just need some minor information.

The 0730-0800 commuter clinic was launched in January 2012 with the

nursing team and one of our GPs is also currently trialling 2 early morning clinics.

Text appointment reminders was launched mid-June 2012 after a survey revealed 83% of our patients asked for this service. Feedback has been very positive.

Information Screen

The digital information screen in the waiting room has proved to be a fast and effective way to communicate information to our patients ... and we can now email our Newsletter straight to your in box!

Online Repeat Scripts

The software has now been installed for this service and will go live very soon. Staff are currently undertaking training.

You must be registered for “on line appointments” to be able to

use this new service.

Please register at Reception

Half the bubbly—half the wobbly says a new drink campaign

This new campaign urging people in Hart and Rushmoor to drink less is the creative work of a Winchester School of Art student.

Graphic artist Graham Read has developed a series of messages encouraging people to change their drinking behaviour. Look out for them appearing all around our locality! Remember -

Half the glass ... half the calories
Half pint Half price

Complementary Therapies

Kipp Clark

Advanced Massage Therapist

Kipp incorporates a wide variety of therapies and specialises in the treatment of *chronic pain*. He also offers

- Sports Injury Treatment
- Thai & Eastern massage techniques
- Reflexology

Kipp holds a clinic at the Surgery on Tuesdays and Fridays, please speak to our Reception Team for more information and a price list, or contact him on

07769 666448 or email

kclark@altonadvancedbodywork.co.uk
www.altonadvancedbodywork.co.uk

One Healthsource Minor Surgery

Minor surgery is available at the surgery on a private basis.

Surgery is performed by Dr Ed Hatley who offers a wide range of treatments to meet your needs, such as Cautery & Cryotherapy

- Excision
- Ingrowing toenail
- Steroid joint injection

For a price list or any other information, speak to our Reception Team or call

01252 887554

edhatley@doctors.org.uk

*“links to the websites
of these
complementary
therapists will be
found on our website
as well as a
price list for
One Healthsource”*

The Odiham Clinic

Offers a range of treatments available at Richmond Surgery.

- Osteopathy (Wed)
- Hypnotherapy (Thurs)
- Counselling (Thurs & Fri)

See their leaflets and business cards in our waiting area.

Contact The Odiham Clinic on

01252 459040

www.theodiamclinic.co.uk

Jane Pugh

Nutritional Therapist

Restore your health—understand which of your body systems are out of balance.

Tel: 07881 915537

Private consultations in a local clinic in Church Crookham

Claire Painter

Chartered Physiotherapist

Holds a clinic at the Surgery and has appointments available during the day or evening on Tuesday, or on Thursday mornings.

Tel: 07793 289461

www.clairepainterphysiotherapy.com



Protect your unborn baby

Whooping Cough vaccine for pregnant ladies

The current outbreak of whooping cough (Pertussis) in England is the largest in more than 10 years. This is a very distressing and potentially fatal disease, particularly in tiny infants. Babies can only be vaccinated at 8 weeks and are therefore vulnerable to the disease before this time. There have been 9 deaths in England up to 1 September and infant deaths have also been

seen in other countries including USA. The DOH has decided on a temporary programme of immunisation for women in the 3rd trimester of pregnancy. This means the antibodies are passed from the mother to her unborn baby, so protecting baby before routine immunisation can be given at 8 weeks. It is felt to be the most effective strategy to provide

protection to newborn infants. *However, this vaccination programme will not have any effect on the spread of the disease in the general population and the DOH will continue to monitor this.* Vaccinations will be available to pregnant women between 28 and 38 weeks. For more information please speak to your Midwife, GP or to our senior practice nurse.

....“protects against 35 different strains of streptococcus pneumoniae”

Pneumococcal vaccine

A single dose of this vaccine is recommended by the Chief Medical Officer for everyone over the age of 65 yrs.

The PPV (pneumococcal polysaccharide vaccine) protects against 35 different strains of the bacterium streptococcus pneumoniae which can cause pneumonia, septi-

caemia and meningitis. The vaccine is thought to be around 50%-70% effective at preventing more serious types of pneumococcal disease.

The vaccine is considered safe and rarely causes problems. You may encounter mild symptoms such as a slightly raised tempera-

ture, redness or hardness at the injection site and as with the flu jab, you should not have this if you are actively unwell, or have a suppressed immune system.

If you are over 65 years of age and have never had this vaccination—book now at Reception.

Blood Pressure Readings



Everyone over the age of 45 should check their blood pressure at least once a year.

If you have not checked your blood pressure in the last

year, please do make use of the blood pressure machine in the waiting room.

Once you have recorded the results, please let the receptionist have

the slip and it will be entered on to your notes.

Doing this helps the doctor keep a check on your health.

Welcome to the CCG

Your surgery is one of a consortium of 24 GP practices in the area who together will be commissioning health care for 216 000 registered patients from April 2013.

From April 2013 responsibility for buying local health services will move from Primary Care Trusts to groups of local clinicians

known as Clinical Commissioning Groups (CCG).

North East Hampshire and Farnham CCG has been formed to plan the provision of healthcare for the people registered at practices in Rushmoor, Farnham and parts of east Hart council areas.

If you would like to

know more, do visit their website:

www.northeasthampshireandfarnhamccg.nhs.uk



Are you a DNA-er??

Sadly nothing seems to change; month by month we continue to experience a high level of missed appointments.

As we advised in our last newsletter, we are currently very short of nursing hours.

One day in October, we had one Nurse, on

her own, where 3 patients failed to arrive for their double and treble appointments—that is

SEVEN

nurses appointments missed in just one morning.

We appeal to all our patients once again to

CANCEL any unwanted appointment, as a courtesy to others.

Repeat offenders are monitored and may be asked to leave our patient list.

“192 appointments were missed at the Surgery in October—this IS a cost to the surgery and ultimately everyone!”



Check which items you already have. Only order repeats of what you actually need.

Medicines cannot be recycled – opened or not.

Take to your Pharmacy for safe disposal.

Let your GP or pharmacist know if you have stopped taking any medicines on your repeat prescription.

Richmond Surgery
Richmond Close
FLEET
GU52 7US

**Do you have a local business?
ADVERTISE with us
Contact Donna Brennan
Practice Manager**

New positions for the Repeat Prescription and Sample boxes

We have received some feedback regarding the re-positioning of the Repeat Prescription Box and also the Samples Box. The re-positioning of both came about as a result of H&S advice; for security reasons, to reduce the high level of non-checking in visitor traffic beyond the reception desk and for H&S reasons regarding the sample box previously positioned in the corridor to the consultation rooms. After careful consideration of where was available and a position that would improve the issues of security and H&S - not easy taking in to consideration the limited areas on the ground floor that could meet both criteria—the inner lobby was chosen as cur-

rently the only alternative. As the inner lobby is also used for patient conversations with our reception team, a review of usage was undertaken prior to the final move decision. The review revealed that this was not a continuous daily activity and occurred no more than perhaps 10 minutes per day.

It would be appreciated if patients could be prompt and considerate of a patient's privacy when using the repeat prescription and sample boxes. Unfortunately some feedback received suggests this is not happening. We have also received construc-

tive feedback from one patient with limited mobility finding access difficult. We have therefore re-positioned the repeat prescription writing shelf and box closer to the inner lobby door. This should improve access, but also help to limit the feeling of being overheard during those occasions when a patient is speaking with a receptionist. It is also hoped that the proposed future extension works will enable relocation of both to alternative areas. Unfortunately at the present time, it is necessary to keep the sample box where it currently is for H&S reasons.

Keeping you in touch

We have over 3000 (and rising) patient email addresses as a result of our Online Appointments system.

We feel that this will be an excellent way of keeping our patients well informed of any new systems, clinics or services that we are planning.

If you would like to be kept up to date, sign up to the Online Booking Service and let us have your email address.



Patient

Participation Group

This is made up of a wide cross section from the patients in the surgery. They meet with the Doctors and Practice Manager for an hour and half, every six weeks to discuss matters relating to NHS and surgery changes.

More members needed

Three members have recently retired from the group and they are looking for new members from a wide age range, so the group is representative of the patient population.

If you are interested in learning more, please either speak to your GP or contact the Chairman Rikki Willis, on her email.

rikkiwilis@btopenworld.com