



Richmond Surgery Newsletter

February 2020

Issue 79



Opening Times

Richmond Surgery
 Mon-Fri 8am-6.30pm
 (see our website for details of clinics outside of these hours)



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-Fri 0830-1800
 Sat 0900-1300
 Tel: 01252 615582



Boots The Chemist Pharmacy
 225 Fleet Road
 Fleet Hants GU51 3BN
 Mon-Fri: 0830-1800
 Sat: 0830-1730
 Sun: 1000-1600
 Tel: 01252 613698



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



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CORONA VIRUS - PUBLIC HEALTH ENGLAND ADVICE



Novel coronavirus (2019-nCoV)

If you have a cough, or fever, or shortness of breath and have been to any of these places in the last 14 days:

- China
- Republic of Korea
- Singapore
- Thailand
- Hong Kong
- Malaysia
- Japan
- Taiwan
- Macau

Stay indoors and call NHS 111

If you have been to Wuhan, or Hubei Province, China in the last 14 days ...

Stay indoors and contact NHS 111 even if you do not have symptoms



Visit NHS.UK for more information

Source: 111 updated 1 Feb 2020

If you have arrived back from China or other specified place within the last 14 days

or

had contact with somebody with Coronavirus,

and

do you have any of these symptoms?



Cough



Fever



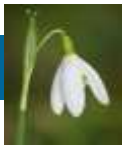
Shortness of breath

If yes, please call NHS 111

DO NOT ATTEND THE SURGERY IF ANY OF THE ABOVE APPLIES.

PLEASE CALL NHS 111 OR CALL THE SURGERY FOR ADVICE

DRS KING & PARTNERS



Corona Virus Advice - NHS and Public Health England

The NHS and Public Health England (PHE) are extremely well prepared for outbreaks of new infectious diseases. The NHS has put in place measures to ensure the safety of all patients and NHS staff while also ensuring services are available to the public as normal.

The risk to the general public is moderate. If you have arrived back to the UK from mainland China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia or Macau within 14 days, follow the specific advice for returning travellers.

Anyone who has travelled to China or places listed above in the last 14 days and develops symptoms of cough or fever or shortness of breath, should immediately:

- Stay indoors and avoid contact with other people as you would with the flu
- Call NHS 111 to inform them of your recent travel to the country

Information for the public is available at [gov.uk/coronavirus](https://www.gov.uk/coronavirus)

Like the common cold, coronavirus infection usually occurs through close contact with a person with novel coronavirus via cough and sneezes or hand contact. A person can also be infected by touching contaminated surfaces if they do not wash their hands.

The risk of being in close contact with a person with coronavirus or contaminated surfaces is very low at the current time, as members of the public who have visited Wuhan, Hubei province, China are currently in isolation.

Testing of suspected coronavirus cases is carried out in line with strict regulations. This means that suspected cases are kept in isolation, away from public areas of the hospital and returned home also in isolation. Any

equipment that come into contact with suspected cases are thoroughly cleaned as appropriate.

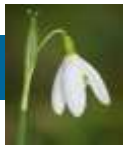
Specific guidance has also been shared with NHS staff to help safeguard them and others. Patients can be reassured that their safety is a top priority, and are encouraged to attend all appointments as usual.

Everyone is being reminded to follow Public Health England advice to:

- Always carry tissues with you and use them to catch your cough or sneeze. Then bin the tissue, and wash your hands, or use a sanitizer gel.
- Wash your hands often with soap and water, especially after using public transport. Use a sanitizer gel if soap and water are not available.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are unwell.

You can find the latest information and advice from Public Health England at www.gov.uk/coronavirus





Dr Steven King, Senior Partner

We would like to remind Dr King's patients that with effect from the 1st January 2020 he will continue as our Senior Partner, but will be working 2 days per week.

Jointly taking care of this cohort of registered patients will be Dr King and Dr Ani Pal (m). As a practice we believe the regularity of Dr Pal **jointly caring for Dr King's patients will remain in** keeping with our Registered Patient lists.

Dr Pal has a specialist interest in cardiology and has been a full time GP Partner in Farnborough **since 2014. Prior to that he had many years'** experience at both Frimley Park Hospital and The John Radcliffe Hospital.

We appreciate this change may take some patients a little time to adjust, but we wish to

reassure you all that a great deal of thought has been put in to ensuring our standards of excellent care continues.

Unfortunately we are finding patients asking to wait to see Dr King and whilst this demonstrates a great relationship between patient and GP, it does mean an increased wait to see him now he is here 2 days per week.

We therefore trust that his patients will accept that Dr Pal is also their GP now, and will book to see him and welcome him to the Surgery.

Thank you.

Donna Brennan, Managing Partner

Drs King, Sinclair, Hatley, Gossage & Lingham

Part Time Medical Receptionist

Richmond Surgery is an expanding, forward thinking practice based in a quiet suburb of Fleet, Hampshire. With 14000 registered patients we are a busy surgery, yet all our teams both clinical and admin are supportive, friendly and work closely together to ensure excellent service provision to our patients.

Due to the forthcoming retirement of our longest serving receptionist, we are looking for a talented, customer focused candidate who enjoys helping the public to join our excellent medical reception team.

Our receptionists are not just our first point of contact, but are involved in a wide variety of medical admin duties that include pathology, prescriptions, and liaison with our care homes, multidisciplinary teams plus more.

Their role is therefore varied, very interesting and as you would expect busy, but you will

receive full support and training to help you reach your goals.

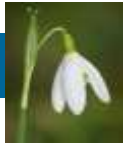
We have fixed reception shifts at Richmond therefore we would be pleased to meet with candidates who are looking for approx 16 hours per week with agreed fixed days/shifts.

Pay is dependent on the experience you bring and the levels of training required, but we offer competitive rates of pay, annual leave and a commitment to supporting you not only at outset, but ongoing with opportunities to progress should you wish.

We are a PMS Practice with 5 full time GP Partners.

Our clinical system is EMIS Web and Docman.

Applications are welcome via the NHS Jobs website, Ref: J180-A-20-369108



Do we have your current mobile number and email address?

We know at times these change.

Please ensure if you change your mobile number or email address that you let us know.

It is your responsibility to advise us of any changes to avoid missed health reminders and notifications regarding the surgery.

We would also remind all our patients that you should not be providing us with shared mobile and emails for your own security and confidentiality.

If you are unsure whether we have your correct details, then please call in to the surgery to check with reception.

A form of ID such as photo licence will be required. We cannot check, confirm or take corrections over the telephone.

Please note if we are unsure if communication received is from you, then we will not respond with the information requested.

Drs King, Sinclair, Hatley, Gossage & Lingham

PARKING ON THE SURROUNDING SURGERY ROADS

May we remind patients visiting the surgery that parking on the pavement causes difficulties for pedestrians, particularly those with pushchairs, wheelchairs

and those needing the assistance of another person walking beside them. If parking on the pavement cannot be avoided, please ensure there is sufficient room for pedestrians and wheelchairs to pass safely on the pavement.

Paying for a service at Richmond Surgery?

Payments can be made by personal debit card

Please note
We no longer accept cash.

Chaperone Available

The following two members of our staff are qualified, trained chaperones:

Jan Fulcher
Reception Manager
Janet Watson
Receptionist

If you believe you would benefit from this service, please ask at the time of booking your

appointment so that arrangements can be made.

This advanced notice is particularly important if you require a male chaperone.

There are fewer male staff members in our team and we would therefore need to ensure that one is available for your appointment.

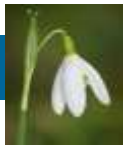
Out of Hours Help

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

The 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





Concerns, Complaints, Suggestions etc - IN WRITING PLEASE

If you have concerns, complaints or wish to make a suggestion please put this in writing, either letter form, by email to

nehccg.richmondsurgery@nhs.net or use our Surgery Complaint Form available from reception or our patient waiting room. Please do not use the Friends & Family tick form as these are anonymous.

Complaints are taken extremely seriously, therefore your formal, signed written account will ensure

we have the full facts to conduct an investigation in to your complaint.

For this reason, we do not discuss in person or by telephone.

Speaking to a member of staff will not record your complaint or concern and therefore you will still be asked to put your complaint or concern formally in writing BEFORE it can be dealt with. Not every issue is dealt with by the

GPs or Managing Partner.

We aim to acknowledge receipt of your written complaint within 3 working days and where necessary, will respond again after we have investigated further. Please ensure you provide your full name and contact details.

Drs King & GP Partners
Donna Brennan, Managing Partner

If we send an email to you containing confidential information, we will send the email encrypted. It will look like this:



To view the email you will need to create an 'account' (using just your email address and password).

RATE US PLEASE!
www.nhs.uk

It's not just for moaning!

We would really like to see all the positive feedback we have received reflected on

the NHS website too.

To rate us, visit the NHS website (www.nhs.uk)

Click on 'Services Near You'
Search for Richmond Surgery or GU52 7US

Top right, click on 'leave a review'.



We value your opinion.
Thank you,
Drs King & Partners

Who Can Deal With Your Enquiry?

Reception Tel: 01252 811466

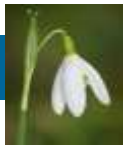
- To make an appointment to see a doctor or nurse.
- To speak to a doctor (telephone triage & follow up consultation).
- For test results (after 10am).
- Fit (sick) Notes.
- Prescription enquiries (repeat prescription requests should be made via EMIS Patient online services, or by email: nehccg.richmondsurgery-scripts@nhs.net or complete a prescription request slip in reception).
- Death Certificate enquiries.
- Care home visits.

Ask for our Admin Team

- For EMIS online queries.
- Patient record transfers.
- General enquiries that are not dealt with by our reception team.
- Registration queries.
- nehccg.richmondsurgery@nhs.net

Medical Secretaries Tel: 01252 811477

- For information about your referral.
- Insurance forms and reports.
- Non-NHS work (fee payable) eg Fit to travel letters, travel cancellation forms, HGV/taxi licence medical appointments (see our website/PPG notice board for details of our fees).
- nehccg.richmondsurgery-secretary@nhs.net



Private Complementary Therapies

Not all minor surgery is available on the NHS

Fleet GP Limited

with Drs Hatley, Gossage & Lingham offers a private service for:

The following procedures are available:
 Skin tags • Moles • Papilloma • Plain/
 Seborrhoeic Warts • Campbell de Morgan spots • Other skin blemishes

Full details of treatments and fees are available from Reception
 Telephone **01252 811466** to book an appointment

Tuned in Therapy

Helping you put your life back in balance

At different stages in our lives we can all encounter issues and concerns that stop us from enjoying life as we could.

Offering private counselling here at Richmond Surgery, I can help you move forward from where you are to where you would like to be.

Please contact: Jacqueline Rawls
07775 827507 jac@tunedintherapy.co.uk
www.tunedintherapy.com



The Odiham Clinic
 Your local Natural Wellbeing centre
 Odiham & Fleet, Hampshire

The Odiham Clinic

Osteopathy with
 Christina Hood
 Available by appointment at
 Richmond Surgery

Please see their leaflets and business cards in our waiting area.

Contact The Odiham Clinic on
 01252 459040
 To arrange treatment at
 Richmond Surgery
www.theodiamclinic.co.uk

HYPNOTHERAPY

Available Here at the Richmond Surgery

Garry Coles MSc (Clinical Hypnotherapy) HPD Dip. Adv Hyp DBSCH MNCH ADPR
Clinical & Medical Hypnotherapy Specialist

Find out how this safe, natural & effective therapy could change your life for the better now!

Pick up a leaflet here or see our website for more details

Therapeutic Approaches include:- Hypnotherapy, Psychotherapy, NLP, EMDR, CBT

One of the *top six* highest qualified Hypnotherapists in the UK!
 Full time, NHS Contracted, Hypnotherapy Expert!

Consultations also available in Fareham, Odiham, Guildford and Harley Street London.
 See us on Facebook @ www.facebook.com/ReleaseHypnotherapy

www.ReleaseHypnotherapy.com
01252 687260



Fleet Acupuncture & Wellness

Judy Shipway, Acupuncturist

Experience an effective natural and safe way to restore and sustain good health and wellbeing.

Contact Judy on
07985765612 or see website
www.fleetacupuncture.co.uk



Lakky Physiotherapy & Sports Injury Clinic
 Empowering your health and fitness

We are excited to inform you that we will offering our Physiotherapy services from Richmond Surgery from 31st July 2018.

Lakky Physiotherapy and Sports Injury Clinic is a unique Physiotherapy clinic, a practice which not only offers highly specialised Physiotherapy including hands-on treatment and acupuncture but is also one of the very few Physiotherapy clinics offering Shockwave Therapy, Injections and Diagnostic Referrals.

Our team of highly skilled Physiotherapists will thoroughly evaluate & treat all of the contributing root factors related to your issue and use evidence-based techniques and latest healing technologies to restore your health and function.

Physiotherapy charges are:	Session	Price
Initial Assessment	30-45 minutes	£48
Follow up Treatment	30 minutes	£38

Please call us on 07941912530 or email us on enquiries@lakkyphysio.co.uk to book an appointment.

www.lakkyphysio.co.uk

20% Introductory Discount