



Richmond Surgery Newsletter

May 2020
Issue 81



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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Dear Patients, Relatives and Carers

If you have had any contact with the surgery over the last week or two, you are likely to have noticed a marked difference in the way things are being done.

We have done this to minimise face to face contact between patients and staff, limit the spread of the Covid-19 virus and keep our practice team and patients as well as possible.

The information below shows you how we plan to operate over the coming weeks:

Making an appointment

Our GP practice has now moved to a total triage system.

This means that all requests for appointments must be made via the phone 01252 811466.

Each request will be passed to a Doctor for assessment. You may find that we treat you by telephone consultation or where feasible, video link or we may ask you to come for a face-to-face consultation;

Access to the surgery premises or another local surgery will only be if you have been asked to do so and there will be clear arrangements discussed with you as to how we can safely do this.

Please do not come to the surgery unless you have been specifically asked to do so.

Attending your appointment

If you need to have a face to face appointment, you may be asked to attend at a specific site locally that has been set up to better deal with your needs.

That site is located at **Farnham Hospital and Centre for Health, Manor Road, Farnham Surrey GU9 9QL** and comprises indoor and outdoor facilities.

The patient should attend in their own vehicle not by public transport or taxi

On site the assessment service parking is to the right, follow signs on entry to the car park

On arrival the patient should park in the assigned area and stay in their vehicle

If no one is present to greet them the patient should call reception and advise of their arrival Telephone number: 01484 782225

Prior to entering the premises (on advice of a clinician only), patients may be asked to use hand sanitizer and to wear a facemask if they have respiratory or fever symptoms

Whilst you may have to go to a different surgery building to the one you are used to and you might see a Doctor or nurse who you are not familiar with. Your records will still be accessible securely to you and to them.





Thank You

We would like to say a big thank you to all the patients who have given us cakes and biscuits to keep us going, who have incredibly donated to us stocks of protective masks, hand sanitiser gels and toilet rolls when it has been extremely difficult to obtain these items due to shortages.

Also a very big thank you to those patients who have sent us emails thanking us for being open and for our regular updates both by text message, email campaigns and of course our newsletters.

It is incredible that you are all with us against the COVID-19 fight and have found time to show your thanks and appreciation. Thank you again.

Donna Brennan, Managing Partner
Drs King, Sinclair, Hatley, Gossage & Lingham

Thank you

Alton College

Robert Mays School

Courtmoor School

for manufacturing and providing us with visors, at no expense.

Your help is invaluable and greatly appreciated.

Dear NHS workers,

Thank you on behalf of Robert Mays School. We are so thankful that you are keeping our contrs safe and we will get through this. Thank you to all of the early workers, day-workers and late night workers we clap every thursday at 8:00 pm for you and all your greatly appreciated work. We have made masks to keep you safe.
From Robert Mays School.



Thank You
NHS!

Coronavirus
Wash your hands more often for 20 seconds

Use soap and water or a hand sanitiser when you:

- Get home or into work
- Blow your nose, sneeze or cough
- Eat or handle food

For more information and the Government's Action Plan go to nhs.uk/coronavirus

PROTECT YOURSELF & OTHERS



Patient Feedback

To you all,
Just like to add my thanks for all that you have done for your patients both now and in the past. At the present time things must be a nightmare, however I would just like to say a great big thank you to each and every one of you. It is very much appreciated.
Best wishes and stay well to you all.
JB



Good morning,
Just briefly to thank you for the update re how you propose to manage requests for consultations for the foreseeable future. I just want to express my personal appreciation for the hard work and commitment to keeping patients informed which must surely help in providing the best possible service always. Feeling grateful you are "out there" whilst hoping not to need NHS help any time soon!
Best wishes,
IB



Dear Richmond surgery all staff
Just want to thank you all for the helpful updates and wish you all the very best for your health and wellbeing in what must be tough and testing times for all staff & your families.
Thank you!
Very best wishes from the L Family



No need to apologise for the frequencies of texts.
Thank you for keeping us informed.
Hope you all keep safe and thank you for all your hard work at this time.
Regards
JC



Just a quick note to say a big thank you to those still working during the Coronavirus pandemic.
We had to attend the surgery today for childhood immunisations and the set up you have for minimising virus spread was very impressive and quite reassuring.
The nurse we saw was also in very good spirits despite the difficult circumstances.
A big well done and Thank You to all at Richmond Surgery.
MC



Hello
Just wanted say thank you so much to Dr Sinclair and everyone at the surgery for responding so quickly regarding my mum and dad. The community care team contacted my mum the following morning I spoke with Dr Sinclair. To know there is still support and help during this most awful time for the NHS is something to be so grateful for.
You all do an amazing job and thank you again.
J



Thank you all at the surgery, the pharmacy and the volunteer driver for processing and delivering my repeat prescription requested at the end of last week. Despite the immense pressure you are all under, together with the Easter weekend, my prescription was very quickly processed and to my surprise, delivered to me within a couple of days. I really am very grateful.
Excellent service delivered by a great team.
With thanks and kind regards
BP



Thank you to all the staff you're doing a great job in very testing times.
HI



Outstanding practice

For nearly 50 years Richmond has taken care of all our family whenever needed. They have coped with the enormous patient increase and continuously upgraded their services. Doctors have come and gone over this time but the wonderful service has never varied. Know the pressures you are all under and just want to thank you all from the bottom of our hearts.
Keep safe.
One of the oldies you persist in keeping alive!
The T Clan



Dear Richmond Surgery team,
I discovered a lump in my neck. I logged onto Patient Access to book an appointment with Dr King in the evening and got one the very next day at 7:40am. Even though I'm young and Dr King couldn't feel the lump, he immediately booked me in for an ultrasound scan and put my mind at ease. I had a scan & biopsy very quickly despite the current pressures on the NHS. Unfortunately it is malignant but it's very small and can be cured with surgery. I send my sincere gratitude to all those involved.
Many thanks,
E





We're here for you



Our doors may be closed but we're still open. Our friendly and supportive staff are on hand Monday to Friday 9.30am - 5pm. Leave us a message outside these hours and we'll be in touch.

Well-being

We offer advice, information and support to help you manage your mental well-being. Get in touch if you are feeling anxious or distressed.

Phone: 01252 317481

Email: well-beinghartandnashmoor@andovermind.org.uk

Carer Support and Dementia Advice

Providing advice, information and support to carers and people with dementia and memory problems. Contact us if you have any concerns.

Phone: 01254 332257 (option 3)

Email: enquiries@andovermind.org.uk

Providing services across Hampshire



Andover Mind is a registered charity - No. 933994



Coronavirus

Wash your hands with soap and water more often for 20 seconds



Palm to palm



The backs of hands



In between the fingers



The back of the fingers



The thumbs



The tips of the fingers

Use a tissue to turn off the tap. Dry hands thoroughly.



Supporting families across Surrey and surrounding areas

COVID-19 CRISIS BEREAVEMENT HELPLINE

01342 313895

9am - 12 noon, Monday - Friday,
Calls out of these hours are monitored



Information, advice and guidance to help and support bereaved children and young people and for those facing a loss of a loved one during the Coronavirus outbreak and beyond

- * How to talk to your children
- * Physical and emotional responses from children
- * Choosing the right words
- * School support
- * Age appropriate information
- * Making memories
- * Family advice and support

Throughout this challenging time our trained support workers will be there to support you and your children

Contact us: www.jigsawsoutheast.org.uk / info@jigsawsoutheast.org.uk

Follow us for our latest advice and resources:    

Reg. Charity No. 1147096 Company No. 08014061 Patron: St Edward Davy

THERE'S NEVER BEEN A BETTER TIME TO QUIT



BECAUSE THERE'S ONLY **ONE YOU**



Frimley Health and Care



From family planning through to motherhood, your all-NEW

Maternity Website

Created and tested by local women, midwives and doctors.



Whether you're thinking of starting a family, adding to the family you have or maybe you're already on that journey – there are many important steps to take and decisions to make.

Your health services have been working with local mums to develop a one-stop-shop website so you and your family can get trusted advice and support.

To find out more, from planning right through to looking after your baby and yourself, and to notify us of your new pregnancy visit:



www.frimleyhealthandcare.org.uk/maternity/



NHS VOLUNTEER RESPONDERS

Temporary pause in recruitment of NHS Volunteer Responders

Recruitment to this scheme was temporarily paused on 29 March 2020 to process the initial 750,000 applications. Further information will follow.

HM Government

NHS

CORONAVIRUS
ANYONE CAN GET IT. ANYONE CAN SPREAD IT.

STAY HOME > PROTECT THE NHS > SAVE LIVES



Now, more than ever

For simple steps to look after your mental wellbeing search **Every Mind Matters**



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**





electronic Repeat Dispensing

In response to coronavirus (COVID-19), GPs and pharmacies are moving suitable patients to electronic Repeat Dispensing (eRD).

You might be suitable for eRD if you receive regular or repeat medicines that do not change regularly.

How eRD can help you:

- Your GP can authorise your medicines to be collected monthly or two monthly from your pharmacist
- There's no need to contact your GP every time you need to order a repeat prescription - you can go straight to your pharmacy
- Your pharmacist will check it's still safe for you to receive the medicine every time you collect
- Your pharmacist will let you know when you need to contact your GP to review your medicines

eRD can also save time and money for your GP practice, pharmacy and the NHS. Ask your GP or pharmacist about switching to eRD today.

For more information visit:
www.nhsbsa.nhs.uk/eRD

The **AHSN** Network



Chaperone Available

The following member of our staff is a qualified, trained chaperone:

Jan Fulcher
Reception Manager

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.

PARKING ON THE SURROUNDING ROADS 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.

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



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.

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

For this reason, **we do not discuss in person or**

WALKING BRISKLY FOR 10 MINUTES COUNTS AS EXERCISE

Search **Active 10** to download the app today.

BECAUSE THERE'S ONLY **ONE YOU**