



Richmond Surgery Newsletter

Mid-May 2020
Issue 82



Opening Times

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



<https://www.richmondsurgeryfleet.com/>

Wellbeing Pharmacy
New opening hours due to COVID-19

Mon-Sat 0800-2100
Sun 1400-1700
Friday 8th May Public Holiday
Open via window: 1400-1700
T: 01252 447001
E: wp006@wellbeing-pharmacy.co.uk



Rowlands Pharmacy

5 Linkway Parade
Courtmoor Fleet
Hants GU52 7UL
**Please check their website for
opening times**
T: 01252 615582



Boots The Chemist Pharmacy

225 Fleet Road
Fleet Hants GU51 3BN
**Please check their website
for opening times**
T: 01252 613698



Church Crookham Pharmacy

157 Aldershot Road
Church Crookham
Hants GU52 8JS
**Please check their
website for opening times**
T: 01252 621098



COVID-19 Update on Increased Services at the Surgery

COVID-19 Update - Increased Services & New Way of Working

The surgery is attempting to increase the available services to our patients gradually and with extreme care.

In order to do this, we are now adopting the following working methods with immediate effect. We will be reviewing these increased services daily to see how successfully and more crucially safely, for all, how they are working.

We would be grateful if all patients could please take the time to read this so they are fully aware of our new way of working during the COVID-19 pandemic.

Wellbeing Pharmacy are operating via a front window so the car park can be busy with pedestrians. We are therefore now asking for minimal vehicle access to the front car park due to the high level of pedestrians waiting either for the pharmacy or for surgery.

We ask that you either walk or cycle to the surgery if able, or park with caution and consideration in the surrounding area. There will be a few car park spaces available, but these should be reserved for our disabled visitors. Please respect these spaces and help us ensure safety for all.

Not all normal surgery services are being resumed yet.

Please continue to request a GP call back for GP telephone consultations, or use eConsult from our website home page. Our nursing team are already engaging directly with those patients requiring urgent care from them.

We are no longer triaging and seeing patients via the surgery back door. Please therefore do not walk or drive around the rear of the

surgery.

We are now using our normal front entrance, but there are barriers to restrict entry as this is ONLY for patients who have a confirmed, pre-booked appointments. PLEASE DO NOT MOVE THE BARRIERS TO GAIN UNAUTHORISED ENTRY.

If you have an appointment, please ring the temporary doorbell at the front entrance **but at the time of your appt and not before**. Please wait and you will be collected and escorted to a treatment room.

Please **do not** arrive early. We cannot allow entry until your appointment time. This is critical and will ensure safe distancing and contact between our carefully planned spread of appointment times. If we do not collect you immediately we may still have the patient before you with us. We ask for your patience. The doorbell is loud and we will have heard it throughout the surgery!

If you do arrive early, please wait at a safe distance until your appointment time, or in your vehicle if using one of the spaces for disabled patients.

In the event of bad weather marquee/gazebos will be in place.

Our staff will be wearing PPE (masks, aprons, gloves etc) If you wish to wear a mask, please bring your own and wear before entering.

INR CLINICS:

Do not ring the bell. For patients with appointments for the INR finger prick testing (Warfarin), these are being done via a treatment room window at the front of the surgery. Simply go to the window with the large INR signage at your appointment time, maintaining safe distancing if necessary.

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REPEAT PRESCRIPTIONS: There is a temporary repeat prescription box attached to the left hand entrance railing. Please look for the signage and securely post your requests. We are checking this box regularly throughout the day.

GENERAL ENQUIRIES, COLLECTIONS, SAMPLES:

1130-1200 daily via an open window to the left of our entrance doors. Please do not ring the doorbell if this is the reason for your visit. Please telephone for general enquiries, or return between 1130-1200. No staff member is available to assist outside of this

time for safety reasons, both for you and for us.

We are managing our increased services very carefully to ensure safety during the COVID-19 pandemic. If we can do this safely, then we can continue to review other services.

Please help us to ensure we all stay safe by following the above new ways of working.

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

The Oasis - Our of Hours Mental Health Support

Who are we?

The team consists of fully trained staff from Just Wellbeing. They provide a safe and supportive environment for those experiencing, or prevention of, a health crisis. The staff at The Oasis listen without judgement and they respect people at all times.

www.justwellbeing.org.uk

Where are we?

Just Wellbeing
86 Cove Road
Farnborough
Hants
GU14 0EU

Updated Service during Covid 19
Monday 30th March 2020
Until further notice

The Oasis

Out of Hours
Mental Health Support

Welcome Leaflet



The Oasis

Opening Times

6.30pm to 9.30pm
Seven days a week
Open Bank Holidays

Everyone is welcome.



Updated Service during Covid 19
Monday 30th March 2020
Until further notice

We believe in respecting and maintaining your confidentiality. We will not share your personal information unless we have your permission or we have to because of our duty of care to protect your health, safety and wellbeing and that of others.



What to do

Contact us on our free phone number 0800 772 0527 or text 07879. A member of staff will answer the phone or text you back.

You will be given one of the following:

- ◇ Phone call back
- ◇ Video call using Zoom
- ◇ In a crisis, a face to face timeslot.

Update of Service

While in this current situation, we have expanded our services.

- ◇ Phone call back. A member of staff will call you and offer you support.
- ◇ Video call using Zoom. Zoom is a video service similar to Facetime and Skype. A member of staff will guide you through the process.
- ◇ Face to face. If in crisis you will be given a timeslot to come in during our opening hours. The social distancing will need to be kept within the Oasis.

You will be able to sit in the main room and talk to a member of staff.

Support on Offer

- ◇ 1 to 1 support to help you manage your crisis.
- ◇ Support with crisis planning.
- ◇ The opportunity to set goals to help in your recovery.
- ◇ Information on local services.
- ◇ The opportunity to learn new skills to cope with your emotions.



New Service Available at Richmond Surgery - Social Link Worker

Catherine Johnson works with the 4 Fleet Practices as a Link Worker and is based at Richmond Surgery on Thursdays.

Her role is to provide individual support to help people improve their health and wellbeing by connecting patients to local community services to address their social and practical needs.

You may have already spoken with Catherine as she is already calling some vulnerable patients to ask if any assistance is needed.

Catherine describes further what support she can offer:

As a Social Link Worker I will contact patients to discuss their needs and whether they feel this service is right for them. A longer appointment at the GP surgery with me, or at their home if appropriate (**subject to normal operational working**), will then be made to listen and discuss with the patient how they would like to make changes in their life.

I will then signpost, refer or actively support the patient to access local community services (for example, attend a group for the first time) to

address their needs. Follow up appointments will be made with me to review their progress.

Because everyone's needs are different, this service has been created to provide tailored support to people at a comfortable pace in order that they can achieve healthy and positive outcomes.

The type of support that I can provide includes:

- Connection to emotional wellbeing support in the community.
- Connections to local activities run in the community.
- Help with accessing exercise activities that suit your needs.
- Support from a volunteer to help you enjoy taking part in new activities.
- Support to engage you in a volunteering activity.
- Help with finding other organisations, which can assist you with practical needs to maintain your independence.

If you would like to contact Catherine, you can do this by emailing her via our generic mailbox nehccg.richmondsurgery@nhs.net



Muscular & Joint Pain Clinic - Specialist Orthopaedic Practitioner

COVID-19 Update - This service is available, but please note it will be operating remotely by way of telephone and/or video consultation with our specialist practitioner.

If you require this service, as detailed below, please speak to our reception team who will schedule your appointment and ask your preference for either a telephone or video consultation with the Practitioner.

We will provide an update as soon as we are able to host these clinics again and offer face 2 face appointments.

COVID-19 Please read the above first.

Since Nov 2017 patients have had direct access to a Specialist Orthopaedic Practitioner at the Surgery for an initial assessment prior to onward investigation or treatment. This has avoided the

need to see your GP first. The clinics are available on Monday and Wednesday by appointment only. From May 2019 you have been able to book your appointment with the Practitioner directly if you are registered for Online Services.

In the past, when you had aches, pains or an injury you booked an appointment with your GP who then referred you for the assessment and thereafter following this assessment you may have been referred for further investigation, x-rays, physiotherapy etc.

Now, you can book an assessment appointment with this in-house Specialist Orthopaedic Practitioner directly with either our reception team or using the online services, avoiding the need to see your GP first to facilitate the assessment referral.

Thank You for Supporting Us

★ To all the patients for the delicious on-going cakes and biscuits. For the donations of safety masks, hand sanitiser gels and toilet rolls.

To the landlord and landlady of The Dog and Partridge in Yateley for keeping us supplied with boxes of crisps! ★

★ To the students at Courtmoor School, Alton College and Robert Mays School in Odiham for manufacturing and supplying us with Safety Visors and to BAA for their donation. And to Dave Richardson and his Go Fund Me Page, raising funds so that he can produce Safety Visors to the medical industry, including Richmond Surgery.

To owner James at construction company Exterior Home Improvements for donating all materials and for undertaking works to the front of our premises to level off the ground immediately by our clinical room windows so that we can increase services to patients in a safe manner. ★

★ To the members of Old Basing Archery Club for lending us a marquee so that we can again safely look to increase services to patients. Watch this space!

And, for all the continuous thank you emails and on-going praise. We are hugely appreciative of all your support and help in these very difficult times.

**Donna Brennan, Managing Partner and all the staff at the Surgery
Dr King, Dr Sinclair, Dr Hatley, Dr Gossage & Dr Lingham**



OLD BASING ARCHERS



Improvements to the front of Richmond Surgery

Patient Feedback



To you As Chair of the PPG it is so gratifying to read all the comments sent in by patients. It reinforces what we already knew, Richmond is the best. WELL DONE and KEEP SAFE.
BG



Good morning,
Hello to you all at Richmond Surgery
Just want to say a big thank you to everyone for being there. So grateful for the newsletter as it keeps us up to date with the situation and knowing how to access help is a godsend. Setting up all these arrangements must be a huge task and you are obviously working very hard to help us all in times of great difficulties. We are both healthy at the moment but it's good to know you're there for us should we need you. Many, many thanks to all - keep safe.
J & B R



Dear Richmond surgery all staff
I requested my repeat prescription on the Thursday before Easter. Despite the immense pressure that everyone at the surgery and pharmacy are under at the present time, together with the Easter weekend public holidays, my prescription was very quickly processed. As an unexpected bonus it was delivered to me at home, within a couple of days. I really am very grateful to all involved.

Excellent service delivered by a great team at Richmond Surgery.
Mrs P



Really good practice
Always found the gps, clinical staff and support workers marvellous. They are very professional, know their stuff while at the same time showing a friendly and warm attitude. They now have their own pharmacy which is open every day and so convenient. I am full of praise for them all and very grateful to them for working in a way which will combat this awful virus and keep every other medical function running. I wish them my heartfelt thanks
Anonymous



Well Done Richmond Surgery
We had to attend the surgery today for childhood immunisations. I felt the measures put in place to minimise the risk of spread of Covid-19 were very

good and this was reassuring in what is a very unsettling time. The staff we encountered continued to be very professional, efficient and friendly despite these difficult circumstances. Well done Richmond Surgery!
Anonymous



First class practice
My wife and I have been attending Richmond Surgery as patients for over thirty years and have always found their services to be of a very high standard and all their staff have always acted in a very professional and courteous way.
RB



Great Practice
Thank you to all the staff, Doctors and Wellbeing Pharmacy. Fortunately, I have good health so my visits are very few mainly for flu injections and blood tests. I have always found it easy to get an appointment, same day if it is with a Doctor. All my famiy are registered with you. With the lockdown and not going out, Wellbeing have been very helpful delivering my prescription.
JPC



Newsletter
Thank you so much for sending this. I can only reiterate all the thanks and praise for all the staff at Richmond Surgery. You are all fantastic and thanks once again.
Best wishes
CW



Just want to say a big thank you to everyone at the surgery. I emailed the secretary with a health concern recently and your response from secretary, nurse and Doctors was amazing. I went for the tests at FPH today and thankfully was given an all clear! Peace of mind! I've just put a 5 star review on your website! Well deserved and many thanks.
Kind regards,
AR

Want advice from your doctor, self-help information or have an admin request (such as a sick note or test results)?
Use eConsult and get a response by the end of the next working day or sooner

Do you need some help while self-isolating?

If you, or someone you know, needs a hand with collecting shopping or prescriptions, or just wants someone to talk to, our **NHS Volunteer Responders** are here to help.

Join the thousands of others throughout England who are already receiving support – even if it's just for a friendly chat.

Call 0808 196 3646 or visit nhsvolunteerresponders.org.uk

Help is available if you have a medical condition which makes you vulnerable to COVID-19, especially if you are over 70. You also qualify if you are pregnant or have a disability.



Sexual Health Clinics

letstalkaboutit

Due to the current Covid-19 situation, the online booking system is currently closed.

If you are a young person who needs advice or feel you need to be seen, please call 0300 300 2016. You will be contacted by a member of their clinical team and assessed by phone and if required they will allocate a time for you to come into a clinic

Their Young Person clinics (within the main clinics) continue to operate. However, when arriving, young people will be given a time for a telephone assessment the same day. If the clinician feels the young person needs to be seen, they will arrange a time for them to attend clinic. Community and College/School Youth Clinics are closed.

The [SHIELD](#) and [ROSE](#) clinics continue to run, but on the same principle as above. Patients will be contacted by phone first and arranged to be seen face to face if required.

In some cases they are able to send out chlamydia

and herpes treatment by post. Furthermore, they are also able to supply contraceptive pills by post if certain conditions are met.

They continue to provide online STI (18+) and Chlamydia (15-24) test kits, and free condoms (16+) which are discreetly delivered to home addresses in Hampshire, Isle of Wight, Portsmouth & Southampton. Young people can access this via their [website](#). Please be aware that delivery and test result timescales may be delayed.

The Get It On condom scheme continues to run, and young people under 25 can access condoms from pharmacies. A list of participating venues is available on their [website](#).

They have a [Young Person Advice Guide](#) and [support for parents and professionals](#) on their website.

Further details regarding Sexual Health & Covid-19 can be viewed on their [dedicated page](#), as well as their [Covid-19 FAQs](#).

Visitors to the Surgery - Please Read

To Attend a Pre-Booked Appointment
Please arrive on time.

If you arrive early, wait in your car.
Entry is via our front entrance.

Ring the doorbell and a member of our team will collect you. **DO NOT MOVE THE BARRIERS.**
They will escort you to a safe treatment room.
If you wish to wear a mask, bring your own.

To Drop off a repeat prescription request
There is a temporary repeat prescription box attached to the left hand entrance railing.
Please look for the signage and ensure you post your requests securely.

INR Testing (Wafarin)

Please arrive on time.

If you are early, wait in your car.

There is **NO ENTRY** to the surgery via the rear entrance and **NO PARKING** in the rear staff car park.

If at all possible, please walk to the surgery.

Visitors by car please park with caution in our front car park or surrounding area. Please do not park with any wheels on the pavement.

It is very important that you **DO NOT** arrive early or late for your appointment.

If you arrive early for your appointment, please wait in your car until your appointment time.

INR finger prick testing is being undertaken via a treatment room window at the front of the surgery.
The window is clearly marked INR.

To Collect from the Surgery

Via the window to the left of the entrance doors.
Mon-Fri 11.30am-midday only.

To Collect a Prescription:

Wellbeing Pharmacy

Temporary opening hours due to COVID-19
Open via window only, to the right of the entrance doors.

Mon-Sat 0800-2100 / Sun 1400-1700

We need to ensure safe distancing between our carefully planned spread of appointment times.

In the event of bad weather, appropriate marquee/gazebos will be in place in the front car park.

All visitors to the surgery must maintain safe social distancing.

Please help us to ensure we all stay safe.

As you are aware, this is an ever evolving situation and the above arrangements are subject to change as necessary in line with current guidance.

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-beinghartandushmoor@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. 1147606 Company No. 05014001 Patron: Sir Edward Davey

THERE'S NEVER BEEN A BETTER TIME TO QUIT



BECAUSE THERE'S ONLY **ONE YOU**



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



Now, more than ever

Coronavirus

Find out how to help others safely at gov.uk/safehelp

CORONAVIRUS

ANYONE CAN GET IT. ANYONE CAN SPREAD IT.

Out of Hours Help

NHS 111

NHS 111 can help if you have an urgent medical problem and you're not sure what to do.

Get help online or on the phone

Online: 111.nhs.uk (for people aged 5 and over only)
Telephone: 111

NHS 111 is available 24 hours a day, 7 days a week.

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



when it's less urgent than 999

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

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.

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 by letter or by email to:

nehccg.richmondsurgery@nhs.net

Complaints are taken extremely seriously, therefore your formal, 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



**WALKING BRISKLY FOR 10 MINUTES
COUNTS AS EXERCISE**

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



BECAUSE THERE'S ONLY
ONE YOU