



Richmond Surgery Newsletter

September 2020
Issue 84



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

Open via window:
Mon-Sat 0700-2230
Sun 1000-1700
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



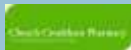
Boots The Chemist Pharmacy

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

Thank you for your support and the regular praise as we continue to work differently during the pandemic. May we please remind our patients that as telephone consultations have replaced face to face consultations they are 10 minutes only. Please discuss one concern only during a call.

If you are attending surgery for a pre-booked appointment:

- Please wear a face mask or suitable face covering. If you are unable to do so for health reasons, please bring your exemption card.
- DO NOT enter the surgery until your appointment time. This will help us maintain social distancing. You may be asked to step outside and wait if you arrive early.
- Please use the hand sanitizer. There is a motion sensor sanitizer to the right of our reception desk and one on exit.
- Please avoid moving or touching the 1-Way system barriers and any area of reception to prevent any spread of infection.
- Our Patient waiting area and toilets are not available
- For collection of paperwork please attend 1200-1400 and 1700-1800 only.
- Please do not come to the surgery for anything else. Please telephone us for general enquiries or email us on nehccg.richmondsurgery@nhs.net

Thank you.

Flu Vaccine Clinics 20/21

Our first stock of vaccine will be arriving with us in September. Due to COVID-19 we will be running fixed vaccination clinics which will be slower due to the virus, social distancing and cleaning.

This first stock delivery will be for those aged 65 and over and those aged 9-64 years old in a confirmed at risk category for long term, chronic health issues.

If you are within the above cohort of patients ONLY, please call now to book your appointment. Please do not worry if the appointment times are not suitable for you, or if all appointments are gone. We will be repeating the same again when our next stock arrives shortly after.

If you are vulnerable, have shielded and are concerned about attending, please speak to our reception team who can advise on an appropriate alternative.

NEW COHORT: Aged 50-64 none at risk. The earliest you will be offered a flu vaccination is November and this is subject to sufficient vaccine supplies. This is Government guidelines and is to ensure that those who are most at risk are vaccinated first. The Government are working with manufacturers to increase available supplies.

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Recruitment at Richmond Surgery

Now that lockdown has started to ease we are in a position to resume recruitment for new Surgery team members. Should you be successful for interview this will be conducted to comply with social distancing and infection control. The following opportunities are available:

Phlebotomist – are you looking for additional hours? If so, we would be very keen to meet you as we are looking for an experienced temporary phlebotomist to support our existing team during maternity leave. This may lead to a permanent position in 2021 subject to surgery requirements. Please contact us directly on nehccg.richmondsurgery@nhs.net with your CV and covering letter.

New Role Creation - Senior Nurse

An opportunity has arisen for a Senior Nurse with proven management and clinical experience, or an individual with the confidence, drive and excellent nursing skills who is keen to develop personally, and can support, promote and grow the practice to its maximum potential.

For more details <https://beta.jobs.nhs.uk/candidate/jobadvert/A2266-20-7572>

Receptionist/Administrator

This part time position has become available due to retirement and would suit an individual who enjoys a busy environment, has customer care experience and enjoys a variety of administration duties.

For full details <https://beta.jobs.nhs.uk/candidate/jobadvert/A2266-20-2507>

Document Scanner/Administrator

Primary duty for this part time position is the timely and confidential scanning/filing of medical documentation, electronically or letters, forms etc to patient records, but includes for a variety of other admin duties to support the Practice Administrator, together with some basic book keeping duties.

For more details <https://beta.jobs.nhs.uk/candidate/jobadvert/A2266-20-5494>

With 14300 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. The Surgery is purpose built, but we have plans for significant structural development in the coming years to increase capacity for both patients and staff from all teams.

We are a PMS Practice with 5 full time GP Partners and a Managing Partner. Our clinical system is EMIS Web, and we use ICE and Docman. We are a registered Yellow Fever Centre, high QoF achievers and rated Good for CQC. We receive a high level of praise from patients and have excellent feedback on NHS Choices.

We look forward to hearing from potential candidates. All vacancies will close once we have received sufficient applications and/or appointed for the position.

HM Government

NHS

CORONAVIRUS
STAY ALERT TO THE SYMPTOMS

HIGH TEMPERATURE OR NEW CONTINUOUS COUGH OR LOSS OF TASTE OR SMELL?

Find out how to get a test, and how long to isolate, at nhs.uk/coronavirus

STAY ALERT
CONTROL THE VIRUS
SAVE LIVES



Your COVID Recovery

<https://www.yourcovidrecovery.nhs.uk/>



Do you have asthma?

You can get help from a healthcare professional or access tools online at home.

Visit www.nhs.uk/health-at-home



I SAID ONE DAY. THIS IS DAY ONE.

Get help and support to get active at nhs.uk/BetterHealth



LET'S DO THIS

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

Private Complementary Therapies



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



Your Data Matters to the NHS

Information about your health and care helps us to improve your individual care, speed up diagnosis, plan your local services and research new treatments.

In May 2018, the strict rules about how this data can and cannot be used were strengthened. The NHS is committed to keeping patient information safe and always being clear about how it is used.

You can choose whether your confidential patient information is used for research and planning.

To find out more visit: nhs.uk/your-nhs-data-matters



For more information about your data rights please visit the Your Data Matters campaign at ico.org.uk



SUNSHINE & SHOWERS

Anxiety and Depression Support Groups

- Free weekly support groups for adults – daytime and evening groups available
- A chance to talk to others about your experiences of anxiety and depression and listen to the experience of others
- A safe and confidential environment supported by a facilitator and co-facilitator

Joining a Group

If you are interested in joining one of the Anxiety and Depression please use one of the following methods:

Tel: 01252 815652
Email: sunshineandshowers@hartvolaction.org.uk
Visit our Website: <https://www.hartvolaction.org.uk/counselling/anxietydepression-support/>

HM Government

Get back to school safely.

Find out more about returning to school safely at gov.uk/backtoschool

NHS

**STAY ALERT
CONTROL THE VIRUS
SAVE LIVES**

NHS

**Do you need to order your repeat prescription?
You can get your repeat prescriptions online at home.**

Visit www.nhs.uk/health-at-home



Youth Counselling Service for 12-24 year olds

This service is for people to refer themselves directly. You do not need to ask your GP to refer you. To do so please call 0345 600 2516 or email rx.youthcounselling@nhs.net. Family members are also able to refer their children via these means (even if their children are over the age of 18).

The four Fleet Practices are all working towards hosting this service within surgery one day per week to enable face to face consultations should this be required by the service. More information will be provided in due course, but all enquiries should be go directly to the service by one of the methods above.



In case of crisis (18 years old and younger)

In case of a crisis, your key worker can make a referral to the CAMHS Community Crisis Service between 9am-5pm Monday to Friday. Outside of these times, if you are over 11 years old, please call our Extended Hope Service via the Emergency Duty Team on 01483 517898 between 5pm-11pm, 7 days a week. If you are aged 10-18 years old, you can also drop in to one of our CYP Havens. For more information please visit: www.cyphaven.net



Youth Counselling Service for 12-24 year olds
West Surrey and North East Hampshire
[For a better life](#)

In case of crisis (over 18 years old)

In case of a crisis, you can call our Mental Health Crisis Helpline, which is open 24 hours a day, 7 days a week, on 0800 915 4644. People with speech or hearing difficulties can dial 18001 0800 915 4644 from a Textphone to use the Next Generation Text Service. Or you can visit our Safe Haven evening and weekend drop-in, 365 days a year. For locations and opening times visit: www.sabp.nhs.uk/safehaven

Other useful numbers

NHS 111
Call 111, available 24 hours every day

Sane Line
0300 304 7000
(4.30pm to 10.30pm every day)
www.sane.org.uk

Samaritans
116 123 (24 hours every day)
www.samaritans.org

Family Lives
0808 800 2222
www.familylives.org.uk

BEAT
(Eating Disorders Association Youth Line)
0808 801 0711
www.b-eat.co.uk

Childline
0800 1111

RASASC
(Rape and Sexual Abuse Support Centre)
0800 0288 022
www.rasasc.org

Papyrus
(prevention of young suicide)
0800 068 4141
www.papyrus-uk.org

**Discover
simple steps
to look after
your mental
health**

**every mind
matters**

NHS



Patient Feedback

Patient Focused, high quality GP services

As a family we always receive 1st class, high quality care. Providing a caring and patient focused GP service.

Despite GP services being under greater pressure than ever, over the past 20 years, Richmond Surgery is the best practice with the best GP we have ever had! Anonymous

Efficient, friendly and professional practice

My husband and I are lucky to have a 'dedicated' GP who is always responsive and helpful.

Whether visiting (pre-covid19) or phoning for a consultation we have always had good and helpful advice, for which we are grateful. Anonymous



First class practice

I cannot believe that any one would be rude or abusive to your Doctors/ staff or receptionists, you have all been so brilliant during these difficult time, the receptionists are so helpful and friendly and if you need to talk or see a doctor it is never a problem, so thank you everyone at Richmond Surgery. RG

WEIGHT OFF MY MIND

Get help and support at nhs.uk/BetterHealth

NHS

Better Health

LET'S DO THIS

COVID-19: You do not need to contact your GP for a face covering exemption card.

Please go to:

<https://www.civicmc.nhs.uk/files/2020/06/Face-Covering-Exemption-Cards.pdf>

If you attend the surgery, please bring this card with you. Thank you.

Frimley Health and Care



Your local NHS is working hard to ensure that you get your **flu vaccine** in the right place, at the right time, and in the safest way possible





The Princess Royal Trust
for Carers in Hampshire

Are you an unpaid carer, an elderly person,
someone who has been socially isolated or
someone who has been shielding due to
COVID-19?

Join us for a LIVE Zoom sing-along
performance with Maddison Douch
every Friday @ 10.30am

For more information on how to log into the
virtual sessions, please contact
01264 835246 or email
info@carercentre.com

Kindly sponsored by Anton Rotary Club



Have you been impacted by Covid-19?

- Are you feeling lonely?
- Are you feeling anxious?

121 Youth Counselling is offering Counselling Sessions for Young People aged 11-25

- Up to 6 free Counselling Sessions either face-to-face or online
- Confidential
- Open to anyone 11- 25 years old who lives in Hart, goes to a school in the Hart District, or is registered with a Hart GP surgery

If you are interested in having Counselling then please either:

- Visit our website at <https://www.hartvolaction.org.uk/services-for-residents/youth-counselling/> and complete the referral form available here.
- Or phone 01252 815652 and we can complete a referral form for you over the phone.

Please note that a young person should not access this service if they have a more serious Mental Health issue that requires longer term Counselling. An assessment will be done before short term Counselling starts and if the Counsellor considers that a Young Person is in need of a longer-term service then this will be offered and the Young person can be placed on the waiting list for up to 20 sessions of Counselling.

Hart Voluntary Action Ltd. A company limited by guarantee in England and Wales, Company No. 5862730 Registered Office at address above. Registered Charity No. 1118812





HM Government



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.





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

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.

DO YOU KNOW WHICH EMAIL ADDRESS TO USE?

General admin enquiries: nehccg.richmondsurgery@nhs.net
Repeat prescription requests: nehccg.richmondsurgery-scripts@nhs.net
Medical Secretaries: nehfccg.richmondsurgery-secretary@nhs.net

Please avoid sending your email to more than one email address.
This can cause potential delays to your request.

For medical or health concerns, please submit an eConsult, link on website.

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



NHS

CORONAVIRUS

PREVENT THE SPREAD OF INFECTION

For more information, go to
gov.uk/coronavirus and nhs.uk/coronavirus