



# Richmond Surgery Newsletter

October 2020  
Issue 85



## Local Pharmacies

**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](mailto:wp006@wellbeing-pharmacy.co.uk)



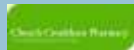
**Rowlands Pharmacy**  
5 Linkway Parade  
Courtmoor Fleet  
Hants GU52 7UL  
**Please check their website for opening times**  
T: 01252 615582



**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



## Flu Season 20/21 Update

Our first stock of vaccine arrived with us in early Sept and was very rapidly utilised by our 'at risk' patients and aged 65+. We have now received more vaccines and are actively contacting eligible patients by text; email; telephone calls etc. If you have not yet received your vaccine and are eligible, please call the surgery to book your appointment or email us for an appointment at [nehccg.richmondsurgery@nhs.net](mailto:nehccg.richmondsurgery@nhs.net) Our phone lines are extremely busy so you may find it easier to email us.

Due to COVID-19 we are operating set date vaccination clinics with pre-booked appointments only. These are slower due to COVID-19 restrictions, social distancing and infection control. Please arrive only at your pre-booked appointment time and follow the instructions of our staff and the one way system. We are sadly seeing patients arriving very early or late which does unfortunately cause us issues with the procedures we need to follow.

If you are attending surgery for any other pre-booked appointment outside of the flu clinics you can receive your flu vaccine at the same time, but do please tell the GP or Nurse that you have a scheduled appointment so that it can be offered to another patient.

If you are vulnerable, have shielded or are concerned about attending, please speak to our reception team who can advise on an appropriate alternatives as we do have arranged Shielding Flu Vaccine Clinics.

If you are unsure if you are eligible, please speak to us or email us and we can confirm. Please note eligible criteria has changed over the years so if in doubt, please ask us to check.

**NEW COHORT: Aged 50-64 not at risk.** Public Health England have advised that this cohort may only be vaccinated once we have repeatedly contacted all our eligible patients and then, only if we have sufficient vaccine stock available.

This is Government guidelines and is to ensure that those who are most at risk are vaccinated first. It is anticipated generally that this may not be until November, but we have been vaccinating our eligible patients from early Sept and have campaigned repeatedly for eligible patients to contact us, or confirm they do not wish to receive the vaccine.

We therefore anticipate being able to offer some of the new cohort vaccine towards the end of October. Please note this will always remain subject to eligible stock levels. The Government are working with manufacturers to increase available supplies.

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**JUST GET YOUR FREE FLU JAB**  
Ask your pharmacist or GP if you're eligible.





## COVID-19 Pre-Booked Appointments

If you have a pre-booked appointment with either a GP or a nurse, please call if you need to cancel this or email us at [nehccg.richmondsurgery@nhs.net](mailto:nehccg.richmondsurgery@nhs.net). Due to COVID-19 all pre-booked appointments are scheduled in such a way to ensure social distancing, additional time for infection control and cleaning after your appointment and to ensure we minimise the number of people entering and waiting at the surgery.

For those that have recently been to the surgery, you will be aware that we have a strict "do not enter until your appointment time" followed by a one way system with no patient waiting area. For this reason, our pre-booked appointments are tightly controlled and are longer to accommodate these COVID-19 systems.

We have unfortunately seen a lot of "no shows" recently predominantly with our nursing team which is extremely disappointing as these limited and longer appointments could have been offered to another patient who is in need. Please respect the new systems in place and let us know, in advance, if you cannot attend.

A polite reminder please to wear a suitable face

## Recruitment at Richmond Surgery

We are currently recruiting 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](mailto: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>

mask which should cover not just your mouth, but also your nose. We have seen some interesting variations of mask wearing; under the chin, on top of the head or hanging from one ear! This will not protect you or us! We would also like to advise that a visor instead of a face mask is not suitable as COVID-19 is air borne. You will see our nursing team and clinicians sometimes wearing a visor in addition to a face mask if they are carrying out a procedure that may involve the risk of splash-back.

Finally, a very big thank you from all the Partners and staff for the continued support, praise and thank you letters we receive. We are very appreciative of this during the pandemic which has seen us all have to adjust.

Donna Brennan, Managing Partner  
Drs King & Partners



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.



## Patient Feedback

I have just had a smear test with the nurse. I asked for an experienced nurse as with my age it can be painful. However, I have to say it was the best smear test I have ever had. The nurse was brilliant. I would truly recommend her.  
Anonymous

### FIRST CLASS AND CARING PRACTICE

My family and I have been with this practice for over 50 years, and during all that time I can honestly say we have been fortunate enough to have first class service from the Partners, together with Nursing staff, and all the Reception staff, who being at the forefront at all times have been excellent, and always try their utmost to listen and help with any problems. I cannot at this very difficult time for everyone recommend all at Richmond Surgery high enough. My thanks to each and every one of you.  
JM

### Outstanding Practice

Richmond Surgery is not just outstanding because of my last visit, but because of EVERY visit, regardless of how trivial or complex the reason is. You will be treated with respect, consideration and in a most professional manner by ALL of the surgery staff. So thank you.  
BC

### First class practice

Caring Doctors and professional staff who even under the extreme pressures of Lockdown conveyed nothing but patience and courtesy which was so reassuring over the phone. My wife and I have been registered with this surgery since 1965 seeing many changes over the years but always the same professional care throughout. From our personal experience this is a Surgery we would recommend to all.  
Anonymous

My husband and I would like to say a very big thank you to all at the Surgery who have dealt with our calls and sorted our problems with courtesy over the past six months. We first registered back in 1965 at Basingbourne Road and have been patients since then always receiving the time and care required.

During lockdown their calm support and patience over the phone has been reassuring and much appreciated at a stressful time for all.

Our thanks to a very professional team.

M&J

Thank you for being such an excellent surgery - throughout the pandemic I have found the surgery has continued to be accessible and available to discuss any health needs. As a fellow NHS worker I know how demanding the recent months have been so I appreciate everyone's hard work. Many thanks

I would like to congratulate all the staff at the flu clinic last Saturday for a very well organised event. Everyone was cheerful and I was looked after well. Please thank all the team.

I wish all practices were like this

I have to say that although I am not a frequent visitor I have been amazed at this practice's levels of information, effort and assistance throughout and prior to the pandemic. Their recent flu vaccine clinic organisation was a brilliantly well organised example of this. An excellent practice with dedicated professional staff.

So well organised \_ great team

Phoned to check when I could have my flu jab, so accommodating the staff were, took time to listen to me as life is never straight forward, offered a place that day, attended that day and so well run and organised everyone with PPE, I'm so proud to have such an efficient practice, I was in out in no time, all in a little one way system, well done Richmond surgery staff and GPs, your all doing a fantastic job !!!

Hi just wanted to say how well organised my flu jab was today, in out in a jiffy, well done Richmond surgery. Thank you

My husband and I had our injections on Friday and were suitably impressed with the system in place. We were directed from the car park into the waiting area and, again, directed on to friendly nurses who administered the "jabs". We were in and out in 5 minutes. An excellent and well thought out system which reflects the care we have always experienced over 50 years as patients.

I attended the very first day of the above clinics and was amazed how quick and efficient it was. Absolutely superb organisation and a paradigm for others to follow.  
Many thanks & Regards







## What the **NHS App** does

Use the NHS App to:

- **get advice about coronavirus** – get information about coronavirus and find out what to do if you think you have it
- **order repeat prescriptions** - see your available medicines, request a new repeat prescription and choose a pharmacy for your prescriptions to be sent to
- **book appointments** - search for, book and cancel appointments at your GP surgery, and see details of your upcoming and past appointments
- **get health advice** - search trusted NHS information and advice on hundreds of conditions and treatments, and get instant advice or medical help near you
- **view your medical record** - securely access your GP medical record, to see information like your allergies and your current and past medicines
- **register your organ donation decision** - choose to donate some or all of your organs and check your registered decision

**find out how the NHS uses your data** - choose if data from your health records is shared for research and planning

### Other services\* in the NHS App

If your GP surgery or hospital offers other services in the NHS App, you may be able to:

- message your GP surgery, doctor or health professional online
- consult a GP or health professional through an online form and get a reply
- access health services on behalf of someone

you care for

- view your hospital and other healthcare appointments
- view useful links your doctor or health professional has shared with you

### Keeping your data secure

After you download the app, you will need to set up an NHS login and prove who you are. The app then securely connects to information from your GP surgery.

If your device supports fingerprint detection or facial recognition, you can use it to log in to the NHS App each time, instead of using a password and security code.

### Get help with the app

If you have any issues using or downloading the app, check the [NHS App help and support page](#).

\*Other services not available at Richmond Surgery



## What the **NHS Covid-19 App** does

### Protect your loved ones. Download the app.

The new NHS COVID-19 app, now available to download for free in England and Wales, is the fastest way to see if you're at risk from coronavirus.

The faster you know, the quicker you can alert and protect your loved ones and community. The app has a number of tools to protect you, including contact tracing, local area alerts and venue check-in.

It uses proven technology from Apple and Google, designed to protect every user's

privacy. [Read more about how we protect your data and privacy.](#)





"Can I even hug my best friend?"  
 "Am I gonna make my nanna sick?"  
 "How can I have fun in a face mask?"  
 "Where's it safe to go anyway?"  
 "Will I get judged by other people?"  
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 "Will I get judged by other people?"



# Really normal questions. In a really not normal year.

After a long period of living differently, lots of children are unsure how to get back to the things they used to do. If your child is worried, struggling or behaving differently and has a lot of questions about being back out in the world, Every Mind Matters is here to help you support your child's mental wellbeing.

**Better Health** every mind matters

For expert tips and advice  
search Every Mind Matters

IN PARTNERSHIP WITH





## Mental Health Clinics at Richmond Surgery

We are pleased to be able to offer the following services here at Richmond Surgery:

### Youth Counselling Service 12-24 years

Patients may self-refer -  
Tel 0345 600 2516 / Email [rxx.youthcounsellingservice@nhs.net](mailto:rxx.youthcounsellingservice@nhs.net)  
Or speak to your GP for a referral.

The support is via telephone support and/or face to face sessions.  
Face to face sessions are hosted at the surgery.

### MIND Adult Services

This is an adult wellbeing support and advisory service for those aged 16+ years.

If you need support at times of difficulty and would like advice on where to go for guidance and support, you can request a telephone appointment with the Wellbeing Practitioner who will be at the surgery one day per week. These are pre-booked telephone appointments only. There are currently no face to face appointments for this service.

#### PLEASE NOTE:

These are not walk-in services. By appointment only.



# THE FLU KILLS.

## JUST GET YOUR FREE FLU JAB

Ask your pharmacist or GP if you're eligible.



**Cervical screening can stop cancer before it starts**

**Flu vaccine help us help you**



**Better Health LET'S DO THIS**



# QUIT SMOKING AND BREATHE

For support, search Stoptober





## The Veteran Service needs Volunteers!

Are you Ex-military?

Would you like to volunteer?

If so .....



to support the Veteran Service Team, befriend and chat  
to our patients from the military community,  
(dependant on Covid 19 Government guidelines).

Please contact Keith Malcolm for more information,  
[keith.malcolm@porthosp.nhs.uk](mailto:keith.malcolm@porthosp.nhs.uk), 02392286498



## COVID - 19 Testing - Public Message

Local authorities and the local NHS understand the frustrations of residents who are struggling to get local COVID-19 tests, and are urging people only to get tested if they have COVID-19 symptoms or have been officially advised they need to get tested.

There is a national shortage of laboratory capacity to analyse tests, with demand currently outstripping supply, which has meant that some local residents have not been able to access tests via the national programme at nearby testing sites or postal home testing kits.

Demand for testing is increasing and priority is being given to areas of concern (those with more COVID-19 cases), which means areas with a lower number of cases are having less capacity.

In a bid to help reduce demand, local authorities are asking that only people with COVID-19 symptoms, or those who have been advised by an official organisation, like the NHS or a local authority, apply for a test.

COVID-19 symptoms include:

- a high temperature
- a new, continuous cough
- a loss or change to your sense of smell or taste

The advice to the public is:

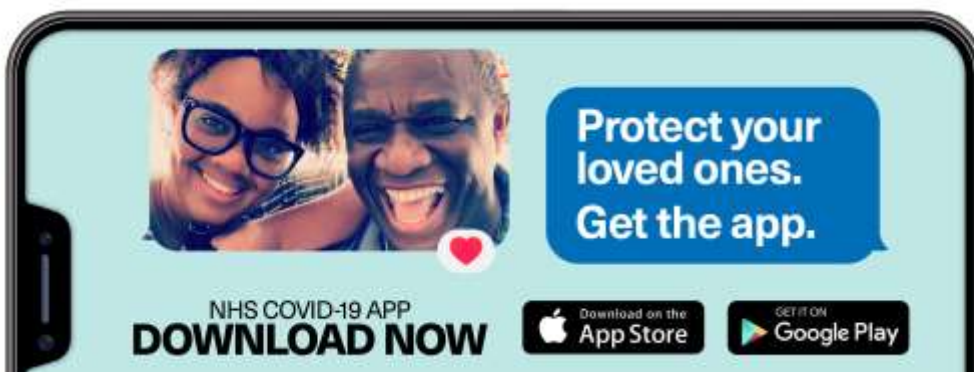
If you do not have symptoms please do not apply for a test, this will help to reduce the demand.

If you have any symptoms of COVID-19, you should isolate and seek a test by phoning 119 or booking a test online at <https://www.gov.uk/get-coronavirus-test>. If you do have symptoms and can't get access to a test locally via this route, please do try again in a couple of hours as more local slots may have opened up in that time.

If you have been identified as a contact of a COVID-19 case, then you should isolate for 14 days. 14 days covers the incubation and infectious periods of the infection.

You do not need a test unless you have symptoms but if you do have a test and it comes back negative, you still need to isolate for the whole period. The same applies if you are isolating having returned from overseas.

For further information and guidance please go to <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>



**NHS**  
Test and Trace





# I'M NOT JUST WATCHING. I'M PLAYING

We all love watching the game.  
But that sofa time can add up.  
A kick about is a great way to  
get active to improve your health.  
Start small and build up as you go.  
Get help and support at

[nhs.uk/BetterHealth](https://nhs.uk/BetterHealth)

**Better  
Health**

**LET'S  
DO THIS**



## Introducing:

a new group providing mutual support and ideas to help people with physical disabilities and those with long term health conditions living in Hart, Rushmoor and East Hampshire

## Join today at:

[facebook.com/groups/rhlhowareyoutoday/](https://www.facebook.com/groups/rhlhowareyoutoday/)

**Or email:** [rachael.austen-jones@rhl.org.uk](mailto:rachael.austen-jones@rhl.org.uk)  
for more information

Funded by:



RHL Registered Charity  
no. 1105381





# 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](http://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](http://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](http://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](http://www.fleetacupuncture.co.uk)





## 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.

### DO YOU KNOW WHICH EMAIL ADDRESS TO USE?

General admin enquiries: [nehccg.richmondsurgery@nhs.net](mailto:nehccg.richmondsurgery@nhs.net)  
Repeat prescription requests: [nehccg.richmondsurgery-scripts@nhs.net](mailto:nehccg.richmondsurgery-scripts@nhs.net)  
Medical Secretaries: [nehfccg.richmondsurgery-secretary@nhs.net](mailto: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](http://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](http://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](mailto: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**



# CORONAVIRUS

## PREVENT THE SPREAD OF INFECTION

For more information, go to [gov.uk/coronavirus](http://gov.uk/coronavirus) and [nhs.uk/coronavirus](http://nhs.uk/coronavirus)