



# Richmond Surgery Newsletter

November 2020  
Issue 86



## 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.

Pg	Inside this Issue
2 & 3	Flu Vaccine
4	Covid-19 Pre-booked Appointments
4	Mental Health Support Services
5	Patient Feedback
5	Your Covid Recovery
6	Hants & IOW Crisis Line
7	Recruitment at Richmond Surgery
8 & 9	The NHS Low Calorie Diet Programme
	South Asian Carers of
10	People Living with Dementia
11	Speak to Your GP
12	General Information





## Flu Vaccine

The flu vaccine is a safe and effective vaccine. It's offered every year on the NHS to help protect people at risk of flu and its complications.

This page is about the flu vaccine for adults.

[Find out about the children's flu vaccine](https://www.nhs.uk/conditions/vaccinations/child-flu-vaccine/)

<https://www.nhs.uk/conditions/vaccinations/child-flu-vaccine/>

The best time to have the flu vaccine is in the autumn before flu starts spreading. But you can get the vaccine later.

### Flu vaccine and coronavirus (COVID-19)

Flu vaccination is important because:

- if you're at higher risk from coronavirus, you're also more at risk of problems from flu
- if you get flu and coronavirus at the same time, research shows you're more likely to be seriously ill
- it'll help to reduce pressure on the NHS and social care staff who may be dealing with coronavirus

If you've had COVID-19, it's safe to have the flu vaccine. It'll be effective at helping to prevent flu.

### Coronavirus update

Changes have been made to make sure it's safe for you to have the flu vaccine at GP surgeries and pharmacies. These changes include social distancing, hand washing and wearing protective equipment.

It's important to go to your appointments unless you or someone you live with has [symptoms of coronavirus](#).

### Who can have the flu vaccine?

The flu vaccine is given to people who:

- are 65 and over (including those who'll be 65 by 31 March 2021)
- have certain health conditions
- are pregnant
- are in a long-stay residential care
- receive a carer's allowance, or are the main carer for an older or disabled person who may be at risk if you get sick
- live with someone [who's at high risk from coronavirus](#) (on the NHS shielded patient list)
- frontline health or social care workers

### Advice for people aged 50 to 64

If you're aged 50 to 64 and have a health condition that means you're more at risk from flu, you should get your flu vaccine as soon as possible.

Other 50- to 64-year-olds will be contacted about a flu vaccine later.

### Where to get the flu vaccine

You can have the NHS flu vaccine at:

- your GP surgery
- a pharmacy offering the service
- your midwifery service if you're pregnant

If you have your flu vaccine at a pharmacy, you do not have to tell the GP. The pharmacist should tell them.

All adult flu vaccines are given by injection into the muscle of the upper arm.

### Important

Due to high demand for the flu vaccine, there may be some delays getting a vaccination appointment. Your GP surgery or pharmacy should be able to tell you when more appointments are available.

### Flu vaccine for people with long-term health conditions

The flu vaccine is offered free on the NHS to anyone with a serious long-term health condition, including:

- respiratory conditions, such as asthma (needing steroid inhaler or tablets), chronic obstructive pulmonary disease (COPD), including emphysema and bronchitis
- heart conditions, such as coronary heart disease or heart failure
- being very overweight – a body mass index (BMI) of 40 or above
- chronic kidney disease
- liver disease, such as hepatitis
- neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy
- a learning disability
- problems with your spleen, for example, sickle cell disease, or if you have had your spleen removed
- a weakened immune system as the result of conditions such as HIV and AIDS, or taking medicines such as steroid tablets or chemotherapy

Talk to your doctor if you have a long-term condition that is not in one of these groups. They should offer you the flu vaccine if they think you're at risk of serious problems if you get flu.

### Flu vaccine for people who are pregnant

You should have the flu vaccine if you're pregnant to help protect you and your baby.

It's safe to have the flu vaccine at any stage of pregnancy.

[Find out more about the flu vaccine in pregnancy](#)

### Flu vaccine for frontline health and social care workers

If you're a frontline health and social care worker, your employer should offer you a flu vaccine. They may give the vaccine at your workplace.

You may be able to have the flu vaccine at a GP surgery or a pharmacy, if you're a health or social care worker employed by a:

- registered residential care or nursing home
- registered homecare organisation
- hospice



You can also have the flu vaccine if you provide health or social care through [direct payments or personal health budgets](#), or both.

### Who should not have the flu vaccine

Most adults can have the flu vaccine, but you should avoid it if you have had a serious allergic reaction to a flu vaccine in the past.

You may be at risk of an allergic reaction to the flu vaccine injection if you have an egg allergy. This is because some flu vaccines are made using eggs.

Ask a GP or pharmacist for a low-egg or egg-free vaccine.

If you're ill with a high temperature, it's best to wait until you're better before having the flu vaccine.

### How effective is the flu vaccine?

The flu vaccine gives the best protection against flu.

Flu vaccines help protect against the main types of flu viruses, although there's still a chance you might get flu.

If you do get flu after vaccination, it's likely to be milder and not last as long.

Having the flu vaccine will also stop you spreading flu to other people who may be more at risk of serious problems from flu.

It can take 10 to 14 days for the flu vaccine to work.

### Flu vaccine side effects

Flu vaccines are very safe. Most side effects are mild and only last for a day or so, such as:

- slightly raised temperature
- muscle aches
- sore arm where the needle went in – this is more likely to happen with the vaccine for people aged 65 and over

Try these tips to help reduce the discomfort:

- continue to move your arm regularly
- take a painkiller, such as [paracetamol](#) or [ibuprofen](#) – some people, including those who are pregnant, should not take ibuprofen unless a doctor recommends it

### Allergic reactions to the flu vaccine

It's very rare for anyone to have a [serious allergic reaction \(anaphylaxis\)](#) to the flu vaccine. If this does happen, it usually happens within minutes.

The person who vaccinates you will be trained to deal with allergic reactions and treat them immediately.

### The flu vaccine cannot give you flu

None of the flu vaccines contains live viruses so they cannot cause flu.

If you are unwell after vaccination, you may have something else. Or you may have caught flu before your vaccination had worked.

### Flu vaccine ingredients

There are several types of injected flu vaccine. None of them contains live viruses so they are called inactivated vaccines.

If you're eligible for the flu vaccine on the NHS, you'll be offered one that's most effective for you, depending on your age:

- adults aged 18 to 64 – there are different types, including low-egg and egg-free ones
- adults aged 65 and over – the most common one contains an extra ingredient to help your immune system make a stronger response to the vaccine

Talk to a GP, practice nurse or pharmacist for more information about these vaccines.

Information:

Read more about [why vaccines are safe and important](#), including how they work and what they contain.

### Information in other formats

[GOV.UK: flu vaccination information in other languages](#)

[GOV.UK: flu vaccination easy read guides](#)

[NHS England: flu vaccination large print guide](#)

[NHS England: flu vaccination audio guide](#)

[YouTube: flu vaccination British Sign Language \(BSL\) video](#)

Page last reviewed: 21 September 2020  
Next review due: 21 September 2023



Content supplied by  
the NHS website  
[nhs.uk](#)



## 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 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



## Mental Health Support Services 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 [rx.youthcounselling@nhs.net](mailto:rx.youthcounselling@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 are hosted at the surgery AFTER the Service has arranged this directly with you.

### **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.**



## Patient Feedback

It may well take me longer to create and send this email than it did to have my flu jab last Saturday; I think I may just have just been inside the surgery for a minute, but from entering the one way system I was certainly out the other side in less than 90 seconds.

Thanks to those who made it run so well - I hope you all had a lie-in the next day.  
BP

I arrived just after 3pm today to see a military operation underway that would make Sandhurst proud and the queue at the tills in Tesco look third world!

What lovely staff. I just don't understand why people are so rude. Anyway - I just wanted to encourage you all in such difficult times.  
SW

Good Morning Richmond,

You kindly arranged for my wife and I to attend the flu clinic. I would just like to say a big thanks to all concerned for organising such a well run clinic particularly given the current COVID situation.

The whole process was extremely well organised and very quick. I am sure your busy staff would have been tired by the end of such a busy day.

Somewhat remiss of me not thanking you sooner, and thank you very, very much.

Kind Regards  
JM

A great BIG thank you to everyone there for coping as well as you have throughout this god-awful mess.....so huge 5+ stars and virtual hugs to you all.  
LH

Excellent  
Have visited the surgery three times in last five months. On every occasion I was met by courteous friendly and professional staff members - reception nurse and GP.

Recent flu clinics were exceptionally well organised and efficient. Given the throughput while I was there and extra COVID precautions this was all the more noticeable. Staff on duty were working extremely hard with a constant flow no doubt making for a very tiring day's work.

Minor issue getting through by telephone which was caused by IT Provider and exceptional workload for first batch of flu appointment release.

Very many thanks due to all concerned.  
J



## Supporting your recovery after COVID-19



### Your **COVID Recovery**

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

As you find yourself recovering from COVID-19 you may still be coming to terms with the impact the virus has had on both your body and mind.

These changes should get better over time, some may take longer than others, but there are things you can do to help.

Your COVID Recovery helps you to understand what has happened and what you might expect as part of your recovery.



# Hampshire and IOW CYP Crisis Line

Monday, Tuesday, Wednesday and Thursday 3:00pm to 8:30pm

Telephone and email support  
for Children and Young  
People aged 11 – 17 years old.

Who are experiencing  
mental health crisis and  
living in Hampshire or the  
Isle of Wight.



Immediate access to...

- One to one confidential, emotional support
- Advice on healthy coping skills and resources
- Signposting to useful apps and websites



Freephone: 0300 303 1590  
cypcrisisline@easthantsmind.org



**Dear young people and parents**

**MIND is here for you during this challenging time.**

Hampshire and IOW Children & Young People's Crisis Line is accepting calls.

Our trained staff members have the capacity to accept more calls and to reach even more young people that need some extra support with their mental health and wellbeing.

CYP Crisis Line is open: Monday, Tuesday, Wednesday & Thursday 3-8:30pm including bank holidays

For any young person 11-17 years old living within/residence of Hampshire County Council & Isle of Wight Council (not Portsmouth or Southampton)

Freephone: 0300 303 1590

Email Address: [cypcrisisline@easthantsmind.org](mailto:cypcrisisline@easthantsmind.org) (contactable for professionals and young people)

CYP Crisis Line can provide:

Immediate access to safe & confidential one to one emotional support via freephone  
Crisis de-escalation

Self-harm/suicide safety planning

Advice of healthy coping skills & resources such as CBT/DBT skills,  
mindfulness, relaxation, self-care, positive mental health

Signposting for both young people & parents

Kind regards,

Children & Young People's Crisis Line Team  
Havant & East Hants Mind



## 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:

### **New Role Creation - Nursing Associate**

This is an exciting new role, within a Primary Care setting working as part of the Richmond Surgery/Fleet PCN team, where you will be using your skills to support and complement our existing team of clinicians, providing and monitoring patient centred care, across the patient population.

You will be a Registered Nursing Associate, who is motivated, proactive, committed and with excellent communication skills. You will work independently under the leadership of our Registered Nurses, supporting with all aspects of nursing care and improving on the safety and quality of patient care at every opportunity.

Job Types: Full-time/Permanent  
Salary: From £11.25ph or subject to experience

For more details and to apply: <https://beta.jobs.nhs.uk/candidate/jobadvert/A2266-20-6570>

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.

### **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.

You will work closely with the GP Partners & the Managing Partner to develop the nursing team and the practice as a whole.

Full support to achieve your potential is offered together with an excellent remuneration package for the successful candidate.

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

**FEELING LOW?  
GETTING ACTIVE COULD  
MAKE A DIFFERENCE.**

**Better Health every mind matters**

**Search Every Mind Matters**

**NHS**



**NHS**

**ICS** Health & Wellbeing

## The NHS Low Calorie Diet Programme

A new, innovative and free service for people with type 2 diabetes: Low Calorie Diet. A one-year programme to support healthier lifestyle, weight loss, and remission of Type 2 diabetes.

### What Is It?

- A unique one-year programme combining specialist nutrition, psychology and physical activity
- Supports rapid weight loss and long-term behaviour change
- Support throughout from your diabetes practitioner via regular contact, with online learning and supporting resources
- Supported by GPs, practice nurses, diabetes practitioners, dietitians, clinical psychologists and exercise specialists

### How does it work?

12 weeks of low-calorie diet (shakes, soups and vegetables) followed by reintroducing food, focusing on movement and maintaining a new healthy eating lifestyle.

### Features



Three-staged programme focused on helping individuals achieve their health goals



Achieve diabetes remission (target glucose levels with no medication)



Diabetes practitioner support throughout the programme



Online programme resources which are accessible 24/7



Free sessions, diabetes practitioner support and resources throughout the year



## Empowering people to live healthier lives for longer



### Our commitment

You and your diabetes practitioner will work together over 12 months, and the support you will receive during this time will include:

- An initial one-to-one assessment
- 20 sessions with your diabetes practitioner
- 26 online support modules
- Final one-to-one assessment

### How to Join

This unique programme is being exclusively offered to patients in :

- Aldershot, Farnborough, Farnham, Fleet, Yateley (these are all within North-East Hampshire)
- Bracknell & Ascot, Slough, and Windsor, Ascot & Maidenhead (these are all within East Berkshire).
- Camberley, Bagshot, Lightwater, Frimley and Ash Vale (these are within Surrey Heath)

Arrange to talk to your healthcare professional to sign up for the programme.

### Frequently asked questions

**Q. Is this programme right for me?**

**A.** If you have Type 2 diabetes, are motivated to reduce your medication or achieve remission and can commit to a yearlong programme with...then yes!

**Q. Am I eligible to join?**

**A.** To be eligible for the programme, you must be:

- Aged 18 or over
- Aged 65 or under
- Diagnosed with Type 2 diabetes within the last 6 years
- A BMI of 27kg/m or higher (adjusted to 25kg/m or higher in people of Black, Asian or Minority Ethnic origin)
- A HbA1c measurement taken within the last 12 months, with values as follows:
  - If on diabetes medication, HbA1c 43 mmol/mol or higher

- If not on diabetes medication, HbA1c 48 mmol/mol or higher
- In all cases, HbA1c must be 87 mmol/mol or lower
- Have attended a monitoring and diabetes review in the last 12 months, including retinal screening, and commit to continue attending annual reviews, even if remission is achieved

**Q. What is the cost involved?**

**A.** There is no fee to join.

**Q. I have pre-diabetes, can I join the programme?**

**A.** This programme is for people who currently have Type 2 diabetes, however, you can join our NHS Diabetes Prevention Programme if you have pre-diabetes. Please talk to your healthcare professional or go to [www.preventing-diabetes.co.uk](http://www.preventing-diabetes.co.uk) for more information.



# South Asian Carers of People living with Dementia

## Engagement events - via ZOOM

You are warmly invited to join a series of three (one hour) online forums, organised by the Surrey Carers & Providers Network, aimed at further developing our knowledge and support for carers from the South Asian community affected by dementia.

### Setting the scene

18th November 2020 (11am - 12pm)



Setting the scene with an overview of trends in the South Asian community in relation to dementia, challenges in both engagement and service provision to meet current and future demand and the overall impact if services fail to adequately prepare in embracing demographic changes.

### Carer Experiences

14th December 2020 (11am - 12pm)



This session will highlight and explore similarities as well as differences with carers sharing their lived in experiences and educating us on the pitfalls of making assumptions, having certain preconceptions and also, adopting "political correctness" about cultural differences which may be inaccurate - carer(s) will be online to share their experiences and there will be opportunities to ask questions.

### Meeting Cultural Needs

18th January 2021 (11am - 12pm)



Ideas and discussion on how can structures in services and networks be aligned to reach, engage and support carers appropriately? What needs to happen within practices so that practitioners can be confident in applying parity irrespective of ethnicity and cultural background.

We are delighted that the sessions will be presented and facilitated by: **Mohammed Akhlak Rauf MBE, Founder & Director of Meri Yaadain CIC.**

Do not miss this opportunity to book your place – limited spaces available on a first come first serve basis!

A zoom link with information on how to join will be sent to you upon confirmation of your registration.

To apply - please email immediately to: **Hasu Ramji, Event Co-ordinator,** [ramjihasu@gmail.com](mailto:ramjihasu@gmail.com) 01883 626264



**There is a cohesive thread running through all three sessions and you are highly encouraged to join all three in order to gain the maximum benefit**



“IT’S JUST A BIT OF BLOOD”

NHS

JUST SPEAK TO YOUR GP

Clear on cancer

help us help you

Specialist Orthopaedic Practitioner

**For Muscular and Joint Pain 18 Years + ONLY**

This service is available for face to face appointments.

If you have muscular aches or joint pain or an injury, you can book an appointment directly with our in-house Specialist

Orthopaedic Practitioner avoiding the need to see your GP first to facilitate the assessment referral. When booking, please ensure you provide information as to the related problem.

If you have any queries regarding the new availability

please speak with a member of our reception team.

To book an appointment telephone the reception team 01252 811466.

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)

NHS



## 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**

## 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**

