



Richmond Surgery Newsletter

December 2020
Issue 87



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



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



Pg Inside this Issue

- Who can have the flu vaccine
- 2 Covid-19 Vaccination Update
- Pre-booked Appointments
- Mental Health Support
- Patient Feedback
- 3 The NHS App
- Your Covid Recovery
- 4 Hampshire & IOW CYP Crisis Line
- 5 Prostate Cancer UK
- 6 Recruitment at Richmond Surgery
- 7 NHS Isolation Note
- 8 Coronavirus (COVID-19) Vaccine
- 9 Christmas Opening Hours
- 10 Various



Dear Patient

We are all excited to hear that there is real progress on a Covid vaccine and that this should improve the quality of life for all of us.

We know that you, like us, are struggling with the confines imposed upon us all due to the Covid-19 pandemic.

Everyone is trying to make the best of the situation and, as a practice, we are committed to caring for you in the best possible way whilst keeping both you and our team safe.

To keep you as informed as possible, we will update these messages frequently as we become aware of more information from NHS England:

- Some hospitals have now received the Pfizer/BioNTech Covid vaccine and have started to vaccinate patients. The hospitals are sending out invitations to the patients they are able to vaccinate.
- Some GP surgeries will be getting vaccines in the next few weeks.
- We are waiting to hear the delivery date of local vaccines
- We have to follow strict government guidelines which tell us which group of patients to vaccinate first
- We will contact you if you are eligible for a vaccine when we know what date the vaccine is available for you.
- It is essential, if you are given a vaccine, that you return for the second part of the vaccination on the date that you are advised to.
- Please do not telephone us to ask when or if you are going to get a Covid Vaccine. We will contact you individually if and when you are invited to have one and will keep this website updated with as much information as we can.
- We have many patients to vaccinate so we ask for your patience as we work through this vaccination programme which will last well into 2021.

Meanwhile, we all need to keep to the advice of hand-washing, face masks and social distancing but we all look forward to the time when we will return to life as normal.



Thank you for your patience

Drs King, Sinclair, Hatley, Gossage & Lingham

08.12.20



COVID-19 VACCINATION PROGRAMME:

The Fleet Practices are committed to the vaccination process. Local vaccine services will be rolling out over the coming weeks. We will keep you updated on progress & locations as more info becomes available. Kindly do not call us at present regarding the vaccine.





Who Can Have the Flu Vaccine?

- **Aged 50 and over**
- 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
- Be aware that if it is your intention to have the COVID-19 vaccination you cannot have this until at least 7 days after the flu vaccine.

Book Your Appointment Now

01252 811466 / nehccg.richmondsurgery@nhs.net

COVID-19 Vaccination Update - Information for Patients

National advice on the vaccine is [here](#)

[Why do I have to wait for my COVID-19 vaccine leaflet?](#)

Published 20 November 2020:

Information about COVID-19 vaccination supplies.

[COVID-19 vaccination guide for adults leaflet](#)

Published 20 November 2020:

This leaflet is for older adults and explains about the COVID-19 vaccination, who is eligible and who needs to have the vaccine to protect them from Coronavirus.

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

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

Or speak to your GP for a referral.

The support is via telephone support and/or face to face sessions.

Face to face appointments 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

I would like to take the time to say a huge thank you to Dr King.

He called me on Monday morning following my diagnosis. His kind and caring attitude and the way he took his time to answer my questions was so reassuring, even if the answers were difficult to hear. I feel better equipped for my journey with this condition with the information he has given me. Please could you pass this message of gratitude on to him.

Thank you so much
WJ

Just wanted to say how helpful you were this afternoon and to thank you.

It's very difficult getting anything sorted these days and you made it very easy for me. I feel people are very quick to complain but never think to thank - so I thought I would do just that.
Many thanks
AG

Hi Natalie,

Many thanks for seeing me today and sorting me out with my flu jab!

Also and the main reason for the email is to say a B-I-G thank you for all the care & attention you gave me after my operation, it came at an emotional time and you were amazing!!!!!! (sorry again for the time delay in saying thanks!)

I am in total awe of the job that you do especially working through lockdown and the extra pressures on you this year, you are a total star!!!!!!

Anyway enough gushing for one day (he says blushing! Lol) but just wanted to say thank YOU!!!!!!
All the best
T



I use the NHS App
to view my GP
medical record

Your NHS, your way
Download the NHS App 😊



I use the NHS App
to check my blood
test results

Your NHS, your way
Download the NHS App 😊



I use the NHS App
to order repeat
prescriptions

Your NHS, your way
Download the NHS App 😊



THE FLU KILLS.

**JUST GET YOUR
FREE FLU JAB**

Ask your pharmacist
or GP if you're eligible.



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 (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





Toilet trouble? It could be a prostate problem



**PROSTATE
CANCER UK**

**Speak to our
Specialist Nurses on
0800 074 8383***

prostatecanceruk.org

Call our Specialist Nurses from Mon to Fri 9am - 6pm, Wed 10am - 8pm

*Calls are recorded for training purposes only. Confidentiality is maintained between callers and Prostate Cancer UK.

Prostate Cancer UK is a registered charity in England and Wales (1006541) and in Scotland (SC030332). Registered company number 02853887.



Recruitment at Richmond Surgery

We are currently recruiting for new Surgery team members.

Due to COVID-19 recruiting new staff members is a much slower process, but please be reassured that if you are successful for interview this will be conducted to comply with social distancing and infection control.

We also offer a remote interview if more suitable.

Richmond Surgery are expanding their Clinical Nursing Team and recruiting for the following:

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: Subject to experience

For more details and to apply:
<https://beta.jobs.nhs.uk/candidate/jobadvert/A2266-20-6478>

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/A2266-20-7202>

Phlebotomist

We are looking for an experienced phlebotomist to join our excellent nursing team. Whilst this position will be predominantly phlebotomy, the opportunity to use any HCA skills would be welcomed.

This position will also involve an element of clinical admin to assist our nursing team. As a practice, we encourage growth, training and investment in all our staff therefore career

progression is a possibility.

We anticipate in the region of 16-20 hours per week over 4 days, but this is open to discussion. Remuneration and annual leave will be dependent on your experience, but we are competitive in both these areas

For more details and to apply:
<https://beta.jobs.nhs.uk/candidate/jobadvert/A2266-20-9103>

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.





Get an isolation note

Use this service if you have been told to self-isolate because of coronavirus and you need a note for your employer.

This service is only for people who:

- have symptoms of coronavirus
- live with someone who has symptoms of coronavirus
- are in a support bubble with someone who has symptoms of coronavirus
- have been told to self-isolate by a test and trace service

If you have symptoms of coronavirus, stay at home and [get a coronavirus test](#).

If you need medical advice about your symptoms:

- England: [111 online coronavirus service](#)
- Scotland: [NHS inform](#)
- Wales: [NHS 111 Wales](#)
- Northern Ireland: get advice from a GP or GP out-of-hours service

Vitamin D

It's important to take vitamin D as you may have been indoors more than usual this year.

You should take 10 micrograms (400 IU) of vitamin D a day between October and early March to keep your bones and muscles healthy.

There have been some reports about vitamin D reducing the risk of coronavirus (COVID-19). But there is currently not enough evidence to support taking vitamin D to prevent or treat coronavirus.

For more information:

[Vitamins and minerals - Vitamin D - NHS \(www.nhs.uk\)](https://www.nhs.uk)



**Content supplied by
the NHS website
nhs.uk**



Coronavirus (COVID-19) Vaccine

The coronavirus (COVID-19) vaccine is safe and effective. It gives you the best protection against coronavirus.

Who can get the COVID-19 vaccine

The NHS is currently offering the COVID-19 vaccine to people most at risk from coronavirus.

At this time, the vaccine is being offered in some hospitals to:

- some people aged 80 and over who already have a hospital appointment in the next few weeks
- people who work in care homes
- health care workers at high risk

The vaccine will be offered more widely, and at other locations, as soon as possible.

The order in which people will be offered the vaccine is based on advice from the Joint Committee on Vaccination and Immunisation (JCVI).

[Read the latest JCVI advice on priority groups for the COVID-19 vaccination on GOV.UK](#)

Wait to be contacted

The NHS will let you know when it's your turn to have the vaccine. It's important not to contact the NHS for a vaccination before then.

Advice if you're of childbearing age, pregnant or breastfeeding

- You should wait to have the COVID-19 vaccine:
- if you're pregnant – you should wait until you've had your baby
- if you're breastfeeding – you should wait until you've stopped breastfeeding
- If you're trying to get pregnant, you should wait for 2 months after having the 2nd dose before getting pregnant.

There's no evidence it's unsafe if you're pregnant or breastfeeding. But more evidence is needed before you can be offered the vaccine.

[Read the latest COVID-19 vaccine advice if you're pregnant, may get pregnant or are breastfeeding on GOV.UK](#)

How the COVID-19 vaccine is given

The COVID-19 vaccine is given as an injection into your upper arm.

It's given as 2 doses, at least 21 days apart.

How safe is the COVID-19 vaccine?

The vaccine approved for use in the UK was developed by Pfizer/BioNTech. It has met strict standards of safety, quality and effectiveness set out by the independent Medicines and Healthcare products Regulatory Agency (MHRA).

Any coronavirus vaccine that is approved must go through all the clinical trials and safety checks all other licensed medicines go through. The MHRA follows international standards of safety.

Other vaccines are being developed. They will only be available on the NHS once they have been thoroughly

tested to make sure they are safe and effective.

So far, thousands of people have been given a COVID-19 vaccine and no serious side effects or complications have been reported.

[Read about the approved Pfizer/BioNTech vaccine for COVID-19 by MHRA on GOV.UK](#)

How effective is the COVID-19 vaccine?

After having both doses of the vaccine most people will be protected against coronavirus.

It takes a few weeks after getting the 2nd dose for it to work.

There is a small chance you might still get coronavirus even if you have the vaccine.

This means it is important to:

- continue to follow [social distancing guidance](#)
- if you can, wear something that covers your nose and mouth in places where it's hard to stay away from other people

Information:

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

COVID-19 vaccine side effects

Most side effects are mild and should not last longer than a week, such as:

- a sore arm where the needle went in
- feeling tired
- a headache
- feeling achy

You can take painkillers, such as paracetamol, if you need to.

If you have a high temperature you may have coronavirus or another infection. If your symptoms get worse or you are worried, call 111.

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

Staff giving the vaccine are trained to deal with allergic reactions and treat them immediately.

Information:

You can report any suspected side effect using the Yellow Card safety scheme.

[Visit Yellow Card for further information](#)

COVID-19 vaccine ingredients

The COVID-19 vaccine does not contain any animal products or egg.

More information

[Sign up to be contacted for vaccine research](#)

Page last reviewed: 7 December 2020

Next review due: 14 December 2020



Content supplied by
the NHS website
[nhs.uk](https://www.nhs.uk)



Richmond Surgery will be closed:

Friday 25 December 2020
Monday 28 December 2020
(Deferred Boxing Day)
Friday 1 January 2021
(New Years Day)



Need a Copy of Your Medical Records?

Did you know that as well as requesting prescriptions online, you can now also view your medical record online?

Application forms for GP online services are available on our website

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

Or ask at reception.

Please request your prescriptions early

We are approaching the busy holiday season.

Please check that you have a sufficient supply of your regular medication to last you over Christmas and New Year.

We may take longer to process prescription requests over this time due to staff holidays and sickness.

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

Better Health every mind matters

Search Every Mind Matters



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 and nhs.uk/coronavirus





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.

OUR EMAIL ADDRESSES

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

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

