



# Richmond Surgery Newsletter

May 2021  
Issue 89



## 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



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## COVID-19 Vaccine for People aged under 40

The chances of a younger person becoming seriously ill with COVID-19 get smaller as infection rates increasingly come under control in the UK.

Considering this alongside the portfolio of vaccines available in the UK in the coming months and taking a precautionary approach in relation to the extremely small risk of thrombosis and thrombocytopenia following the first does of the Oxford/AstraZeneca vaccine, the JCVI has advised a preference for adults aged 30-39 without underlying health conditions to receive an alternative to the Oxford/AstraZeneca vaccine - where available and only if this does not cause substantial delays in being vaccinated.

For more information, please see [JCVI advises on COVID-19 vaccine for people aged under 40 - GOV.UK \(www.gov.uk\)](#)

## Fleet Vaccination Site - The Harlington

The Harlington appointments for Fleet patients are not available via the National Booking System. We will text or call you if you are in the next cohort. If you have not heard from us and believe you are now eligible please email us at [nehccg.richmondsurgery@nhs.net](mailto:nehccg.richmondsurgery@nhs.net) Please avoid calling us as our lines are extremely busy. Your email will be passed to our team dealing with

COVID enquiries.

Government guidelines now advise that you should receive your 2nd vaccine dose 8 to 12 weeks after your 1st dose. We will contact patients when they are due their 2nd vaccine dose. Again, if you have not heard from us please contact us by email as above.

### Need proof of your COVID Vaccine?

<https://www.gov.uk/guidance/demonstrating-your-covid-19-vaccination-status-when-travelling-abroad>

### Recruitment at Richmond Surgery

#### Nursing Associate - Full or Part Time

For more information <https://www.jobs.nhs.uk/>  
Job reference: A2266-21-6855

#### Care Co-Ordinator - Full Time

NHS Jobs is being prepared with job reference to follow.  
If you would like information now please email [nehccg.richmondsurgery@nhs.net](mailto:nehccg.richmondsurgery@nhs.net)

#### Secretary - Full Time

NHS Jobs is being prepared with job reference to follow.  
If you would like information now please email [nehccg.richmondsurgery@nhs.net](mailto:nehccg.richmondsurgery@nhs.net)





## Patient Feedback

<p>To All</p> <p>I recently had my first COVID vaccination at The Harlington Centre in Fleet and I have to say how efficient everything was from the initial phone message communications with Richmond Surgery to booking my appointment online and to all the volunteers and medical staff at The Harlington Centre. It was all super efficient and ran so well and to time!</p> <p>I wish to thank all who were involved for the very efficient and friendly service....such a slick operation all round!</p> <p>Best regards LP</p>	<p>Thank you so much for sending me the results. Wow I'm so impressed with how quickly this has all happened, only had blood test 24 hours ago and the results are in...thank you.</p> <p>Can I also recommend a ☆ for Ben he's been so helpful and he's an absolute credit to your surgery as indeed are all your staff.</p> <p>Best regards L</p>
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[Consult Online from Home - Richmond Surgery \(webgp.com\)](http://webgp.com)

### What is eConsult?

eConsult enables NHS based GP practices to offer an online triage service to their patients.

This allows patients to submit their symptoms or requests to their own GP electronically. Within eConsult is advice from the NHS self-help information, signposting to services, and a symptom checker. eConsult is the most widely used digital triage tool in NHS primary care, built by NHS GPs for NHS patients, designed to enhance patient access, improve practice efficiencies and signpost patients to the right place at the right time for their care. Live in 3,291 NHS practices, eConsult gives millions of patients access to their own GP online.

Richmond Surgery



#### Important information about your GP surgery and COVID

GP surgeries everywhere are dealing with high demand because of the COVID pandemic. Many surgeries have had to make urgent requests a priority.

Please be patient if you have sent in a non-urgent or routine request. Your surgery will contact you as soon as possible.

**Do not use eConsult to contact your surgery about the COVID vaccine. The NHS will contact you when it's your turn.**

## Contact your doctors to get advice for your problem now

### I want help for my condition >

Get advice about specific conditions like **back pain, coughs, mental health concerns** and more

### I want general advice >

Get advice about general symptoms like **tiredness, bleeding, pain or weakness**

### I want administrative help >

Request **sick notes and GP letters** or ask about **recent tests**



## NHS App

Owned and run by the NHS, the NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet.

This is not the NHS COVID-19 App. To find out more about the NHS COVID-19 contact tracing app and to download it, go to [covid19.nhs.uk](https://www.covid19.nhs.uk).

The NHS App is available now on iOS and Android. To use it you must be aged 13 and over and registered with a GP surgery in England.

### About the NHS App

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.

### More in [NHS App](#)

Page last reviewed: 24 September 2020

Next review due: 24 September 2021



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

## Your practice team is here to help you

A range of healthcare professionals work alongside GPs in this practice, or locally, to ensure you get the right care for your needs as quickly as possible.

Talk to the reception team to find out more.

**HELP US  
HELP YOU**  
GET THE RIGHT CARE



**NHS**

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



## Helping patients manage their referral online



The e-RS [Manage Your Referral \(MYR\) website](#) is easy for patients to use. It allows them to book, check, change and cancel their appointments online without help from the practice.

Most patients will be directed to a [booking webpage](#) which provides information about the referral process. From here they can access the [MYR website](#) from the 'Start now' button to manage their referral using their booking reference number and access code.

Patients can book their own appointment at a convenient date and time and location, where there is a choice for them to do so.

This means fewer patients contacting the practice to find out what is happening with their appointment. To further help patients manage their referrals digitally, integration between the [NHS App](#) and the MYR patient website took place in late October 2020.

This allows all patients who have fully registered with the NHS App to go straight into MYR from the NHS App to view or manage any e-RS referrals, triage requests or bookings, without needing the specific details for a referral (booking reference number and access code).

This is great news for patients and will hopefully encourage more of them to manage their referrals online.

### Emails to patients

Patients are now able to receive their first outpatient appointment request information via email, instead of (or as well as) the traditional letter. This email will come from e-RS, not the GP practice email. It is sent to the email address registered when the patient created their [NHS login](#). This makes it easier and quicker for patients to securely access their digital health and care services with one username and password.

For patients who have an NHS login account, a 'Send Patient Email' button will be displayed to the initiating referrer after a shortlist has been created and submitted. The button will not show for patients who do not have an NHS login account.

The patient will receive an email with a link which will take them to an NHS login screen to enter their access details. Once they have successfully logged in, the patient will see their home page for MYR where they can book or manage their appointment. Should an appointment be unavailable the patient can still put the request in, and the provider will

contact them when an appointment is available.

Should it be required, the email can be resent or printed out.

[Watch this short video](#) which explains how patients can access their referral information online.

### Better for practices and the NHS

The Covid-19 situation has resulted in GP appointments happening in different ways, usually virtual, with very few patients being seen face to face by GPs.

This has resulted in an increase in patients not being aware that they have been referred as they are not being provided with the traditional paper copy of their Appointment Request letter (booking instructions). This situation has the potential to cause a delay to care.

Both the ability to send a patient an email with their booking instructions and the patients' visibility of referrals through the NHS App, provide an opportunity to support non-face to face consultations, where a referral is the outcome. Encouraging patients to book their own appointments online can also save time and money for the practice and the wider NHS.

Most importantly, encouraging use of the NHS App and MYR will reduce the likelihood of patients not being aware of their referral or how to progress them.

### Patients can manage their appointments 24/7

When patients book their own appointments they can check, change or cancel their appointment online any time of day without contacting the practice.

We know the online service isn't suitable for all patients, so the telephone appointment line is still available. Practices may still need to help those patients who need the booking made for them and for more urgent or two-week wait appointments.

Last edited: 22 February 2021 5:15 pm





**NHS**

**Feeling anxious?  
Simple breathing exercises could help.**

Search **Mind Plan** for free, personalised tips and advice

**Better Health every mind matters**

Know The Symptoms Of

# Ovarian Cancer

**Common symptoms of ovarian cancer**

- Persistent abdominal pain, bloating or swelling.
- Loss of appetite, difficulty eating and feeling full more quickly.
- A change in bladder habits not explained by dietary or lifestyle changes.

**Ovarian cancer is one of the most common types of cancer in women. It mainly affects women who have been through menopause but it can sometimes affect younger women.**

**Seek medical advice**

- You've been feeling bloated, especially more than 12 times a month.
- You've experienced other symptoms persistently.
- You have a family history of ovarian cancer.

**Early diagnosis saves lives. If you're worried speak to your GP.**

**GRACE**  
Gynaecology Research and Clinical Excellence

**Surrey and Sussex Cancer Alliance**

<https://grace-charity.org.uk> | Registered Charity No. 1189729

**Need a Copy of Your Medical Records?**

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

Application forms for GP online services are available on our website

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

HM Government

COVID-19

Seeing friends again?  
Stay outdoors.

Let's take this next step safely.

**NHS APP**

The NHS App that lets you book appointments, order repeat prescriptions and access a range of other healthcare services.



## Key facts and figures about ovarian cancer

- Around 7,400 women are diagnosed each year in the UK

## Key facts and figures about ovarian cancer

Around 4,100 women lose their lives each year in the UK – that's 11 women every day

- More women die as a result of ovarian cancer each year in the UK than all other gynaecological cancers combined
- If diagnosed at the earliest stage, 9 in 10 women will survive. But two thirds of women are diagnosed late, when the cancer is harder to treat.
- Just one in five UK women (20 per cent) can name bloating as one of the main symptoms of ovarian cancer
- Over a quarter of women with ovarian cancer (27 per cent) are diagnosed through an emergency presentation such as Accident and Emergency
- One in five women (22 per cent) mistakenly think a smear test would detect ovarian cancer

## Article: Five things to know about ovarian cancer

**Target Ovarian Cancer is the UK's leading ovarian cancer charity. We work to improve early diagnosis, fund life-saving research and provide much-needed support to women with ovarian cancer.**

Ovarian cancer can be devastating. Knowledge of the symptoms is low, and 11 women die every day from the disease in the UK. But there is hope. When diagnosed at the earliest stage, 9 in 10 women will survive for five years. That's why Target Ovarian Cancer is raising funds and awareness this March for Ovarian Cancer Awareness Month. Here's what you need to know about ovarian cancer.

### 1. Awareness of the symptoms is alarmingly low

Target Ovarian Cancer's research shows that just one in five women in the UK can name bloating as a major symptom of ovarian cancer. Watch Target Ovarian Cancer's symptoms video to find out more (<https://youtu.be/bBQrgYiKvN0>). Some symptoms can be confused with Irritable Bowel Syndrome (IBS). If you are experiencing any of the following symptoms regularly, and they are not normal for you, it is important that you see your GP:

- Persistent bloating - not bloating that comes and goes
- Feeling full quickly and/or loss of appetite

- Pelvic or abdominal pain (that's your tummy and below)
- Urinary symptoms (needing to wee more urgently or more often than usual)

It is unlikely that your symptoms are caused by a serious problem, but it is important to get checked out.

### 2. Ovarian cancer is often diagnosed late

Ovarian cancer is often diagnosed late after delays in diagnosis, which makes it harder to treat. Two thirds of women are diagnosed once the cancer has already spread. But it is not always diagnosed late, and it is important for everyone to know that there are symptoms to look out for. Target Ovarian Cancer has been campaigning for better awareness of the symptoms of ovarian cancer for over a decade.

### 3. A smear test does not detect ovarian cancer

One in five women mistakenly believes that a smear test will pick up ovarian cancer, but there is currently no screening programme for ovarian cancer, which is why it is important to know the symptoms and visit your GP if you are worried. More women die from ovarian cancer every year than all the other gynaecological cancers combined. It's really important to go for your cervical screening (also known as a smear test) when you are called, but a smear test will not detect ovarian cancer.

### 4. The BRCA1 and BRCA2 mutations ('Angelina Jolie genes') put you at increased risk of breast cancer AND ovarian cancer

15-20 per cent of ovarian cancers are caused by genetic mutations. The most common mutations are in the BRCA1 and BRCA2 genes and these increase a woman's risk of both breast and ovarian cancer. Remember that genetic mutations linked to ovarian cancer can be passed down on the mother's and the father's side of the family, so it's important to know a family history on both sides.

**Anyone who is worried about the symptoms of ovarian cancer or any other aspect of the disease can get in touch with Target Ovarian Cancer's nurse-led Support Line. Valerie and Rachel provide confidential information, support and signposting for anyone affected by ovarian cancer. Contact our Support Line on 020 7923 5475 (Monday-Friday 9am-5.30pm) or get in touch online [www.targetovariancancer.org.uk/supportline](http://www.targetovariancancer.org.uk/supportline)**





## 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 [rxx.youthcounselling@nhs.net](mailto:rxx.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

**“IT'S PROBABLY JUST NORMAL”**

**JUST GET IT CHECKED**

Your midwife is here to see you, safely.

**NHS**

Your health matters **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

Frimley Health and Care **SGM**

**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**



## How can I find out my NHS Number?

A service is available on the [NHS.UK website](https://www.nhs.uk) to receive a reminder of your NHS number.

You should also be able to find your NHS Number on any letter or document you have received from the NHS, including prescriptions, test results, and hospital referral or appointment letters.

If you cannot find your NHS Number in these ways, you can ask your GP practice to help you. They should be able to provide the number for you as long as you are registered with them.

To protect your privacy, you may be asked to show a passport, driving licence or some other proof of identity.

For further information about the NHS Number visit the [NHS.UK website](https://www.nhs.uk).

### Find your NHS number

Use this service to get your NHS number.

Your [NHS number](https://www.nhs.uk) is a 10 digit number, like 485 777 3456. It is on any letter you receive from the NHS.

You do not need to know your NHS number to use NHS services, but it can be useful to have it.

If you do not know your NHS number you can still:

- [book a coronavirus vaccine](#) (if you've been invited)
- get a [coronavirus test on GOV.UK](#)
- make medical appointments

Who can use this service

This service is for anyone living in England who has forgotten or does not know their NHS number.

You can use this service for someone else.

Before you start

We will ask for your name, date of birth and postcode. We will send a text, email or letter with your NHS number to you.

If you are using this service for someone else, enter their information. They will be sent their NHS number.

By using this service you are agreeing to our [terms and conditions](#) and [privacy policy](#).



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

## Social Prescribing Link Worker

Hello, my name is Catherine and I'm the social prescribing link worker here at Richmond Surgery

I know that many of you will have heard that opening sentence over the past year, as I have been making numerous welfare calls to patients who have been shielding, isolated, struggling and who needed support to access other help and assistance.

I have been in this role for a year and I think we can all agree - what a year it has been! As we start to look forward and consider the future, I want to explain my role to you: the patients.

It is estimated that one in five people who contact their GP are troubled by things that cannot be treated with medical intervention or treatment.

Many people are overwhelmed and cannot reach out to make the connections, which could make a difference to their situation. This is especially true for people, who have long-term conditions, need support with their mental health, are lonely or isolated, or who have complex social needs that affect their wellbeing.

As a social prescribing link worker, I help people identify areas of concern, work out what matters to them and figure out how to connect them with activities or organisations that might make a difference. Referrals are made to me by GPs, nurses,

receptionists and other professionals and patients can self-refer.

I am able to connect people to community and voluntary groups along with statutory services for practical and emotional support. This is something that will develop over the next few months as groups, organisations and clubs start to reopen and welcome people back.

I have included a list of useful contacts that can assist and support you:

- Andover Mind - Carer Support/Dementia Advice, 01264 332297; select option 3
- Wellbeing Centre - Farnborough, 01252 317481
- Talk Plus - Counselling and CBT 01252 533355
- Money Advice Service - Free and impartial money advice 0800 138 7777
- Hart Citizens Advice – 0808 278 7864
- Help to claim - universal credit advice line - 0800 144 8444
- Hampshire Domestic Abuse Service - 03300 165 112
- Youth and adult counselling - [www.hartvolaction.org.uk/counselling/](http://www.hartvolaction.org.uk/counselling/)

**You can contact me via Richmond Surgery if you think I might be able to offer you help and advice and I will return your call.**



## 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: [nehfccg.richmondsurgery@nhs.net](mailto:nehfccg.richmondsurgery@nhs.net)

Repeat prescription requests: [nehfccg.richmondsurgery-scripts@nhs.net](mailto:nehfccg.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.

If you have an appointment and become unwell or if you are waiting for the result of a COVID test, **DO NOT** come to the surgery. Please call us instead. Thank you, Drs King & Partners

### 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:

[nehfccg.richmondsurgery@nhs.net](mailto:nehfccg.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**





Got kids #BackToSchool? Find out about regular rapid testing for parents, support and childcare bubbles. [gov.uk/coronavirus](https://www.gov.uk/coronavirus).

Households, support + childcare bubbles, of children at nursery, primary and secondary schools and colleges, can now get regular rapid #COVID19 testing. [gov.uk/coronavirus](https://www.gov.uk/coronavirus)



### Healthier Together

Improving the health of babies, children and young people throughout Frimley

[Healthier Together \(what0-18.nhs.uk\)](https://what0-18.nhs.uk)

#### Healthier Together - a **community initiative**

The Healthier Together programme relies upon patients and healthcare professionals working together to improve how local healthcare is delivered.

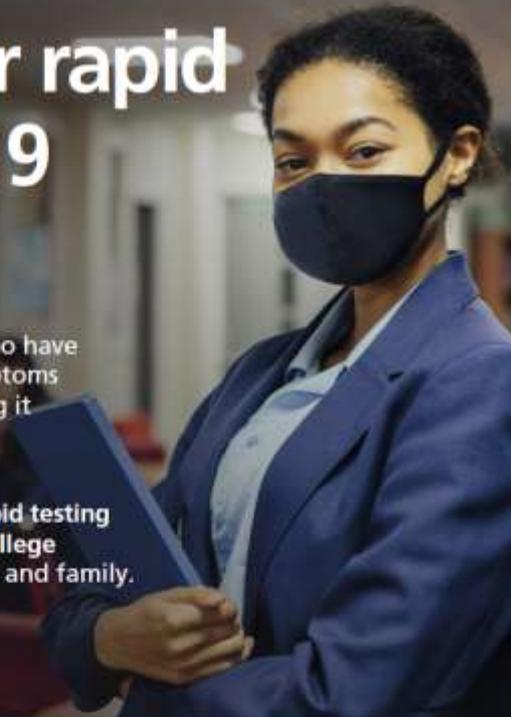
The website provides advice for parents, young people and pregnant women, and clinical resources to support healthcare professionals – which means that your child is likely to receive consistently high-quality care, irrespective of which healthcare professional they see.



## Regular rapid Covid-19 testing

Up to 1 in 3 people who have Covid-19 have no symptoms and could be spreading it without knowing.

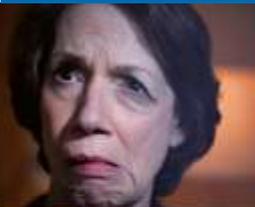
You can get regular rapid testing from your school or college to protect your friends and family.



Get your test at school or college

## FACE

Has their face fallen on one side? Can they smile?



## ARMS

Can they raise both arms and keep them there?



## SPEECH

Is their speech slurred?



## TIME

To call 999 if you see any single one of these signs



## WHEN STROKE STRIKES, Act F.A.S.T.

Act F.A.S.T. help us help you