



Richmond Surgery Newsletter

Wellbeing Pharmacy

Richmond Surgery
Richmond Close
Fleet Hants GU52 7US
Mon-Sat 0700-2230
Sun 1000-1700
Tel: 01252 447001



Rowlands Pharmacy

5 Linkway Parade
Courtmoor Fleet
Hants GU52 7UL
Mon-Thurs 0830-1800
Fri 0830-1830
Sat 0900-1300
Tel: 01252 615582



Boots The Chemist Pharmacy

225 Fleet Road
Fleet Hants GU51 3BN
Mon-Fri: 0830-1800
Sat: 0830-1730
Sun: 1000-1600
Tel: 01252 613698



Church Crookham Pharmacy

157 Aldershot Road
Church Crookham
Hants GU52 8JS
Mon-Fri 0900-1800
Sat 0900-1200
Tel: 01252 621098



The Partners and Staff of Richmond Surgery would like to wish you all a very happy, healthy and prosperous New Year

Patient Access to their Detailed Care Record



You may recall that from April 2015 you could apply to your GP surgery for access to your online records to view your medication, allergies and adverse reactions.

Currently it is only NHS England that have to comply with this directive, Wales, Scotland and Northern Ireland do not think it necessary nor advisable, because of the potential anxiety that this may cause.

training, has looked at all of your blood results and monitored your care accordingly.

From April 2016 you will also be able to view your test results and illnesses.

Please be reassured that a Doctor, with many years of medical

The workload pressures of General Practice prohibit us from spending further time explaining any results to you so please bear this in mind when accessing your records.



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What can you book online at Richmond Surgery

- Book ahead appointments approx. 6 weeks in advance with your registered GP
- Emergency on the day appointments with your registered GP and/ or available regular locum GP - released approx. 0715 on the day
- The Minor Illness Clinic - released approx. 2 days in advance.

Currently, our Telephone Consultations are not available to book online. We are considering this, but in the meantime, these are booked via our reception team, both on the day emergency Telephone Consultations and book ahead Telephone Consultations.

The Emergency Patient Clinic 0800-0900 is an on the day triage clinic with our Senior Nurse therefore not available online.



Staff News & Recruitment

Recruitment – Part Time Receptionist

Richmond Surgery is an expanding, forward thinking, busy practice with a growing patient count of 12,700.

We are looking for a confident, professional part time receptionist.

The ideal candidate will thrive on ensuring excellent front of house care, have strong administration and IT skills and possess the ability to work methodically and under pressure.

You will also enjoy the challenge of learning new skills.

We would like to consider a job share for this position. Total hours required are approx.28 pw therefore a job share of approx. 14hrs with fixed shifts.

Remuneration will be circa £5,500 p.a. based on a job share

To apply, please forward your CV and covering letter to:

Donna Brennan, Business & Practice Manager
Richmond Surgery, Richmond Close, Fleet, Hants, GU52 7US

Or email to: nehccg.richmondsurgery-patientinfo@nhs.net

Closing date for applications is 31st January 2016

Out of hours help

Patients in this area of Hampshire are able to call just one number - **111**, for medical advice when the surgery is closed.

The number has replaced the old Out of Hours number and 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**





Parking at the Surgery

As many of our patients will know, parking at the surgery is limited in particular during busy morning times.

When the surgery was built in 1985 for 7,500 patients parking was sufficient, but now that we are reaching almost 13,000 patients, it is extremely limited and to date, there nothing we can do to improve this for both patients and staff.

We appreciate how difficult parking is at times, but it can be made worse by inappropriate parking. We have disabled parking spaces close to the front door, but routinely see this used by non disabled "because it's the only space available". This has a knock on effect to those that really do require the closer parking and have to struggle elsewhere.

We see patients parking extremely closely to the right of the surgery entrance in the 'non parking' area. This area is marked accordingly to ensure adequate width access to and from the rear staff car park, not just for staff but for the many van

deliveries that come to the rear of the building.

Staff rear parking is extremely cramped and is again insufficient for the growing staffing levels. Staff are aware of how to maximise this area, often parking nose to tail or double parking in areas that work.

Please therefore do not use the staff car park at any time. We routinely see patients parking in the staff car park who are then blocked in by staff or delivery vans.

Staff shifts change continuously throughout the working day, deliveries arrive constantly, therefore just 10 minutes parking at the rear can quickly result in a patient unable to leave.

Overflow parking when required is often Richmond Close or the local Linkway parade. We thank all our patients who are considerate of our neighbours and the local shops ensuring they do not park inappropriately, or for longer than necessary.

Drs King, Sinclair, Hatley and Gossage

Memory Assessment Clinics Available

NHS England is dedicated to fuelling the advancement of early detection and diagnosis of memory problems such as dementia. You may have seen health promotions in the media recently regarding this subject.

Richmond Surgery are inviting patients to attend a routine memory assessment to assess their memory/cognition.

The memory assessment is being offered to all patients who are within the following categories:

- Patients aged 60 and over with cardiovascular disease, stroke, peripheral vascular disease or diabetes.
- Patients who are over 60 and who are at risk of cardiovascular disease due to smoking, alcohol consumption or obesity.
- Patients who are aged over 60 with COPD.
- Patients aged 40 and over with Down's syndrome.
- Patients over 50 with learning disabilities.
- Patients with long term

neurological conditions.

The assessment is straight forward and involves answering no more than 5 questions, which should take approximately 10-20 minutes.

Specific clinics are being held weekly with our Practice Nurse Kimberley Johns on a Wednesday afternoon. Alternative times can be arranged.



Dry January - Can you stay off the booze for 31 days?

Last year over 2 million people cut down their drinking for January. 2016 is looking to be even bigger, so join in and reap the rewards!

From significant health benefits including weight loss and better sleep, to more money in your pocket – what have you got to lose?

You're more likely to stick with it and feel the benefits if you sign up, so take the challenge, banish the booze and feel like a new you!

I think we all signed up to do this to try and cut down on the amount of alcohol we drink and to change our routine. It has certainly helped me do that, realistically I'm not going to have a dry Feb, March or any month after that but I know that after Jan I'm going to be drinking a lot less than I was before.

Feeling so much better about my relationship with booze, and will also be carrying on with much reduced consumption. I was definitely one of those stressed mothers reaching for the pinot at wine o'clock every night, but am so relieved to have realised I don't NEED it every day.

More energy, more cash in the pocket and dropped over half a stone! What's not to like about this?





Have you had your shingles vaccine yet?

The NHS is encouraging eligible patients to receive a one off vaccination to reduce the risk of shingles, a common but very painful skin rash. From September 2015, the shingles vaccine has been offered routinely to people aged 70 and, as a catch up, to those aged 78. You become eligible for the vaccine *after* you've turned 70 or 78 and remain so until the last day of August 2016.

In addition, anyone who was eligible for immunisation in the first two years of the programme, but has not yet been vaccinated against shingles remains eligible until their 80th birthday.

The shingles vaccine is not available on the NHS to anyone aged 80 and over because it seems to be less effective in this age group

If you are in one of the eligible categories, as below, please call the surgery to book your appointment with one of our nurses to receive the vaccine

Who's eligible for the 2015/16 SHINGLES VACCINES

AGE: The age you will be on 1 September 2015	NO!	YES!
	69 or under I.e. born on or after 1 September 1946*	70 I.e. born between 2 September 1944 and 1 September 1945*
		71 I.e. born between 2 September 1943 and 1 September 1944*
		72 I.e. born between 2 September 1942 and 1 September 1943*
	73 to 77 I.e. born between 2 September 1941 and 1 September 1938*	
		78 I.e. born between 2 September 1936 and 1 September 1937*
		79 I.e. born between 2 September 1935 and 1 September 1936*
	80 or over I.e. born on or before 1 September 1935*	

* inclusive

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The NHS Men ACWY Vaccine Programme

17 and 18-year-olds in school year 13 and first-time university students up to the age of 25 are eligible for the Men ACWY vaccine as part of the NHS vaccination programme

Cases of meningitis and septicaemia (blood poisoning) caused by Men W bacteria are rising, due to a particularly deadly strain.

The meningococcal bacteria live in the back of the nose and throat in about 1 in 10 of the population without causing any illness.

The bacteria is spread from person to person by close prolonged contact with a person carrying the bacteria, such as coughing, kissing and sneezing.

With early diagnosis and antibiotic treatment, most people make a full recovery. But it is fatal in about 1 in 10 cases and can lead to long-term health problems, such as amputation, deafness, epilepsy and learning difficulties.

Meningococcal infections can strike at any age, but babies, young children and teenagers are especially vulnerable.

Why do teenagers and students need Men W vaccination?

Older teenagers and university students are at high risk of infection because they tend to live in close contact in shared accommodation, such as university halls of residence.

They will be directly protected by the Men ACWY vaccine at a time when they are at increased

risk (colleges and universities, where they will be socialising more).

Vaccinating teenagers against Men W should then have the added benefit of indirectly protecting other age groups, including unvaccinated babies, children and older people.

The Men ACWY vaccine

Men ACWY vaccine is given by a single injection into the upper arm.

Men ACWY vaccine side effects

Like all vaccines, the Men ACWY vaccine can cause side effects, but studies suggest they are generally mild and soon settle.

The most common side effects seen in teenagers and young people who receive the vaccine are redness, hardening and itching at the injection site, headache, nausea and fatigue.

Who should not have the Men ACWY vaccine?

You should not have the Men ACWY vaccine if you are allergic to the vaccine or any of its ingredients. You can find out the vaccine ingredients in the patient information leaflets for Nimenrix and Menveo.

You should also check with the doctor or nurse before having the Men ACWY vaccine if you:

- have a bleeding problem, such

as haemophilia, or bruise easily

- have a high temperature
- are pregnant or breastfeeding

How to spot meningitis and septicaemia

Men W disease, like all meningococcal infections, can come on suddenly and progress quickly.

All meningococcal infections can cause meningitis and septicaemia, but Men W can also cause other illnesses, such as pneumonia and joint infections (septic arthritis).

Early symptoms of meningococcal disease include:

- headache
- vomiting
- muscle pain
- Fever
- cold hands and feet

A rash of tiny red pinpricks may also develop once septicaemia has set in. You can tell this is a meningitis rash if it doesn't fade under pressure – for instance, when gently pressing a glass against it (the "glass test").

If you, or a child or adult you know, has these symptoms, seek urgent medical advice. Don't wait for a rash to develop. Early diagnosis and treatment with antibiotics are vital.

Article from NHS Choices Website



STIQ Day: 14-16 January 2016

The awareness day was launched in 2010 to encourage people to think about their sexual health - it's a day to ask questions about sexual health, and maybe to question your own sexual health.

Two weeks is the time after which common STIs such as Chlamydia can be detected with a simple STI test kit.

Nobody likes to think that they could have a sexually transmitted infection, yet anyone who has ever had unprotected sexual contact (including, for example, oral sex) could be at risk.

Although many people don't think they've got an STI, around 1-in-12 of those who get tested find

that they are infected with an STI! This may sound surprising, but as some of the most common STIs (such as Chlamydia) often don't show any signs, most people who have the infection wouldn't even know.

Have you ever had unprotected sexual contact? Do you think you may have be at risk from an STI?

Would you like to get tested for Chlamydia or other STIs?

Even if you only answered 'yes' to the first question, you may have put yourself at risk - there's only one way to be sure if you've become infected - get an STI test!

<http://www.stiq.co.uk>

Chlamydia Screening for all 16-24 year olds

Are you aged 16-24 year old? Are you the parent of a 16-24 year old?

We are currently running a campaign to encourage more patients in this age group to come to the surgery and collect a discreet "urine testing kit". This is returned to the surgery for free testing.

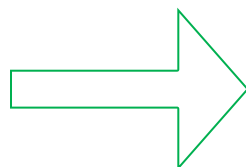
As this age group is very "into" technology we felt the best method of reaching them was by text

message. If as a parent you received a text message about this, it is probably because your child's records still have your contact numbers recorded.

We hope that as a parent you will actively encourage your child/children in this age group to participate in regular screening.

We welcome any parent wishing to collect a testing kit on their behalf.

Collect a testing kit from reception and give to your 16-24 year old.



Chlamydia
worth talking about

It is vital that 16-24 year olds have regular chlamydia screening performed.

We need to encourage more patients in this age group to come to the surgery and collect a discreet "urine testing kit". This is returned to the surgery for free testing.

Testing for chlamydia is done with a urine test or a swab test. You don't always have to have a physical examination by a nurse or doctor.

Chlamydia is easily treated with antibiotics. You may be given a single dose, or a longer course of antibiotics to take for a week.

If chlamydia is not treated, the infection can sometimes spread to other parts of the body and lead to serious long-term health problems such as pelvic inflammatory disease and infertility (not being able to have children).

If you feel uncomfortable asking for the testing kit, just cut and give this article to the receptionist to receive a testing kit in return.



Do You Help Look After Someone?

NEW Carer Clinic at Richmond Surgery in conjunction with The Princess Royal Trust for Carers in Hampshire

From early February 2016, a Carers' Clinic will be offered by The Princess Royal Trust for Carers at Richmond Surgery.

The Clinic will be available **by appointment only** directly made with the Trust. The Clinic will be held on the last Monday of every month from 1000 - 1400. This is not a drop in Clinic.

Are you a Carer?

A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Carers may even be juggling paid work with their unpaid caring responsibilities at home. The term carer should not be confused with a care worker, or care assistant, who receives payment for looking after someone.

If you are a carer, the Carers' Clinic may be able to help make things easier for you. The Clinic will deliver a wide range of local support services to meet the needs of carers in the community. These range from support services catered to the carer, the needs of the person you care for and the services your council may provide.

Carers have different needs and the Clinic can assist you with information regarding health issues, entitlements, mobility, grants for holidays,

equipment and support.

To make an appointment or for further information:

Contact them on:

Tel: 01264 835246

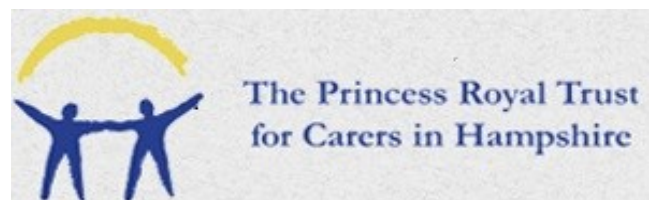
Fax: 01264 351424

info@carercentre.com

Address:

Andover War Memorial Hospital

Charlton Road , Andover, Hampshire SP10 3LB



The Clinic can offer advice, information and support on topics such as:

- Benefits
- Housing
- Transport
- Help at Home
- Getting a Break
- Residential Care
- Legal Problems
- Training for Carers

The Trust is financed by Hampshire County Council, The Clinical Commission Group (CCG) and charitable funds. It is managed by a voluntary Board of Directors, some of whom are carers themselves.

www.carercentre.com



Quiz Time



2015 was another busy year for health news

Why not test your knowledge of 2015's health news with the NHS Choices month-by-month quiz?

Answers are on the next page.

Questions

1. Eating like a what was claimed to reduce obesity risk?
 - a) a Native American
 - b) a Zulu
 - c) a Viking
2. Doing what was said to increase pain tolerance?
 - a) shouting "ow" (or something stronger)
 - b) clenching your fists
 - c) hopping up and down for a few seconds
3. Which actress announced she was having preventative surgery to remove her ovaries?
 - a) Helen Mirren
 - b) Angelina Jolie
 - c) Jennifer Aniston
4. A Facebook post that quickly went viral made what incorrect claim?
 - a) the NHS was going to start charging for European Health Insurance Cards (EHICs)
 - b) Calpol was available free on the NHS for all parents under the minor ailment scheme
 - c) there weren't going to be enough flu jabs to go around this winter
5. According to The Daily Telegraph, what was blamed for making children stupid?
 - a) iPads
 - b) cats
 - c) sugar
6. Who got the blame for childhood obesity?
 - a) Coco the Coco Pops mascot
 - b) Homer Simpson and Peppa Pig
 - c) parents
7. What may actually be a bad idea to do after a traumatic event?
 - a) sleeping on it
 - b) talking to friends and family
 - c) having a good cry
8. What was said to be more dangerous than tobacco smoke?
 - a) diesel fumes
 - b) incense
 - c) smoke produced by disposable barbecues
9. What was claimed to be a "hotbed of bacterial infection"?
 - a) your computer keyboard
 - b) your phone
 - c) your purse
10. What product was said to be too sweet?
 - a) energy drinks
 - b) chewing gum
 - c) baby food
11. What activity was claimed to help prevent osteoporosis?
 - a) hopping
 - b) skipping
 - c) jumping
12. What animal could provide a clue about treating cancer?
 - a) tortoises
 - b) elephants
 - c) hippos
13. What food was claimed to be a potential treatment for cancer?
 - a) turnips
 - b) potatoes
 - c) rhubarb
14. What was said to keep our guts healthy?
 - a) yam-flavoured yoghurt
 - b) battling bugs
 - c) probiotic peanut butter
15. Where is the precuneus and why was it in the news?
 - a) a gland in the neck found to help prevent the common cold
 - b) a region of the brain said to be associated with happiness
 - c) a muscle in the lower back that can become inflamed in office workers
16. What was said to reduce the risk of stomach cancer?
 - a) potatoes
 - b) parsley
 - c) peas



Answers

1. Eating like a what was claimed to reduce obesity risk?

c) a Viking

People put on a Nordic diet of wholegrain products, vegetables, root vegetables, berries, fruit, low-fat dairy products, rapeseed oil and three servings of fish a week had reduced levels of inflammation.

2. Doing what was said to increase pain tolerance?

a) shouting "ow" (or something stronger)

A study found that people who shouted "ow" tended to be able to keep their hands submerged in very cold water longer than people told to stay silent.

3. Which actress announced she was having preventative surgery to remove her ovaries?

b) Angelina Jolie

The actress announced the news after tests showed she had a one in two chance of developing ovarian cancer.

4. A Facebook post that quickly went viral made what incorrect claim?

b) Calpol is available free on the NHS for all parents under the minor ailment scheme

Actually, only some parents are entitled to free medication for their children.

5. According to The Daily Telegraph, what was blamed for making children stupid?

b) cats

A study warned that exposure to the parasite *Toxoplasma gondii*, found in cats, could affect children's cognitive ability.

6. Who got the blame for childhood obesity?

b) Homer Simpson and Peppa Pig

A series of psychological experiments found a link between exposure to overweight characters and children overeating unhealthy food.

7. What may actually be a bad idea to do after a traumatic event?

a) sleeping on it

A small psychological experiment carried out at Oxford University suggests that sleep could possibly embed traumatic events in the memory.

8. What was said to be more dangerous than tobacco smoke?

b) incense

Lab-based research found that incense smoke could trigger mutations in the DNA of animal and bacteria

cells.

9. What was claimed to be a "hotbed of bacterial infection"?

c) your purse

A study found that 95% of purses checked by researchers contained bacteria.

10. What product was said to be too sweet?

c) baby food

Researchers from the University of Glasgow found that shop-bought baby food may encourage a sweet tooth, thanks to the sugar content and use of sweet-tasting veg.

11. What activity was claimed to help prevent osteoporosis?

a) hopping

A small study looked at the benefits of hopping for bone density in a group of healthy older men.

12. What animal could provide a clue about treating cancer?

b) elephants

Researchers found that elephants have at least 20 copies of a gene called TP53, which protects against the spread of mutated cells.

13. What food was claimed to be a potential treatment for cancer?

c) rhubarb

Researchers found that a concentrated form of the chemical physcion – which gives rhubarb stems their colour – killed leukaemia cells in the lab.

14. What was said to keep our guts healthy?

b) battling bugs

Research suggests that competition between different strains of bacteria inside the gut boosts immune function.

15. Where is the precuneus and why was it in the news?

b) a region of the brain said to be associated with happiness

Japanese researchers found an association between the size of the precuneus and subjective happiness.

16. What was said to reduce stomach cancer risk?

a) potatoes

Sadly for chip and crisp lovers, the media misreported the results of a complex study – there's no evidence that eating potatoes will reduce your risk of stomach cancer.

What is an Emergency GP on the day appointment?

What do you consider an emergency that requires a face to face consultation on the day with a GP?

As a surgery we perform audits periodically. The results regularly show that a high percentage of emergency on the day appointments are not emergencies and the patient could have used an alternative access to care method that we have available at Richmond Surgery, or taken a book ahead appointment:

- Repeat prescription – our prescription reception team can help with this.
- Coughs, colds, infections – an appointment in our Minor Illness Clinic is appropriate.
- A review of ongoing ailment or medication review – a book ahead appointment is more appropriate
- To discuss a referral for further investigation – a book ahead appointment is more appropriate

Sudden onset of pain upon

waking, other severe matters that are NOT an A&E or 999 matter – our walk in Emergency Patient Clinic 8am-9am can help

As a Surgery we consider ourselves extremely pro-active in providing as many alternative access to care methods as possible.

As a Patient, please help our GPs - use the emergency on the day appointments for more chronic issues.

Patient Participation Group

Barry Goring | PPG Chairman
Email: ppg@barryg15.plus.com

Our suggestion Box is in the patient waiting area located by the digital information television.

You can learn more about us and our role on Richmond Surgery's website

Please note, the PPG remit is NOT to deal with patient complaints. These should be addressed directly to the Surgery in writing.

www.richmondsurgeryfleet.com/patient-group

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



The Odiham Clinic
Your local, natural Wellbeing centre
Odiham & Fleet, Hampshire

The Odiham Clinic

Offers a range of treatments:

- Osteopathy - Christina Hood
- Hypnotherapy - Gary Cole
- Counselling - Aileen George

Please see their leaflets and business cards in our waiting area.

Contact The Odiham Clinic on
01252 459040
To arrange treatment
www.theodihamclinic.co.uk

Fleet Minor Surgery

Minor surgery is available at the surgery on a private basis. The surgery is performed **by Dr Ed Hatley**. The following procedures are available:

- Cryotherapy
- Cauterisation
- Skin tag removal
- Wart and mole removal
- Ingrowing toenail
- Steroid joint injection
- Histopathology

A price list is available at Reception.

To book a consultation please call **01252 811466**