



# 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**  
225 Fleet Road  
Fleet Hants GU51 3BN  
Tel: 01252 613698  
**Mon/Tues: 0830-1830**  
**Weds: 0900-1830**  
**Thurs/Fri: 0830-1830**  
**Sat: 0830-1730**  
**Sun: 1000-1600**



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



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## Developments at the Surgery - Wessex Improvement Grant

Following news in our March 2015 newsletter that the Surgery had submitted an Expression of Interest for funding to the NHS England Phase 2 Wessex Improvement Grant, we are delighted to advise that our submission, which was for improved access i.e. a new, improved surgery entrance with automatic doors together with automatic internal doors leading to consultation rooms, was successful and we have obtained 66% funding for the works.

Our architect is currently preparing for building regulation submission with a view to commencing works in the next few months. More updates as soon as this is available.

Drs King, Sinclair, Hatley & Gossage

## Your Summary Care Record

From April 2015 you can apply to your GP surgery for access to your online records to view your medication, allergies and adverse reactions.

NHS England calls this service 'Patient Online'.

Before you apply for access to your online records, please ensure you read the information booklet available online at <http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

The above information booklet and the application forms are available for download from our website

(homepage). They are also available from reception.

An example of the application form is shown on page 4.



You will need to apply for access to your online records even if you are already registered for online appointments. ID will be required.

Bring your completed form to reception, together with your photo ID (e.g. passport or driving licence) and your address ID (e.g. utility bill or bank statement).



## Staff News

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We were sad to say goodbye to two staff members in April.

Susan Byfield has retired after many years as medical secretary and Tina Humphries has retired from her role as receptionist. We wish them both a very long and happy retirement.

We are pleased to welcome two new members of our team.

Jane Robertshaw has joined our reception team and Anne Kerry has assumed the role of medical secretary to Dr Hatley and Dr Sinclair.

### **Recruitment – Part Time Receptionist**

Richmond Surgery is an expanding, forward thinking busy practice with a growing patient count of 12550.

We are looking to recruit a confident and 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.

Hours will be approx. 25 –28 per week (negotiable) with fixed shifts. Remuneration will be advised if successful for interview.

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](mailto:nehccg.richmondsurgery-patientinfo@nhs.net)

If you are interested, please apply urgently as we are due to commence interviews in June.



## Your options for care

### **Self Care - The best choice for minor illness**

Try the online symptom checker: [www.nhs.uk/symptomchecker](http://www.nhs.uk/symptomchecker)

Keep a well-stocked medicine cabinet, guidance can be found at:

[www.nhs.uk/Livewell/Pharmacy/Pages/Yourmedicinecabinet.aspx](http://www.nhs.uk/Livewell/Pharmacy/Pages/Yourmedicinecabinet.aspx)

[www.patient.co.uk](http://www.patient.co.uk) is an online resource loaded with tips and advice on the different self-care options and how to go about treating your minor ailments.

[www.selfcareforum.org](http://www.selfcareforum.org) contains downloadable leaflets and information on a huge range of minor ailments.

### **NHS 111 – What are they there for?**

For urgent medical needs that ARE NOT life threatening.

They offer advice on treatments for various injuries, allergies, general health, bleeding, dental issues, head and neck injuries and sexual health.

They can refer you to the nearest health service.

### **Your local Pharmacist – How can they help you?**

Talk in confidence, without appointments.

Offer advice on minor ailments such as coughs and colds, earache, skin rashes and sore throats.

They can provide services such as Chlamydia testing, emergency contraception and stop smoking services.

### **When to call or visit your Surgery**

When illnesses are not responding to self-care or advice from your pharmacists call your GP surgery – they will direct you accordingly to either

GP, Minor Illness Clinic or nurse.

When you are suffering from a persistent illness.

When you have a 'flare up' of a long-standing illness.

### **And the appropriateness of A&E/999**

For emergencies that are critical or life threatening such as loss of consciousness/persistent severe chest pain/acute confused state and fits that are not stopping or severe bleeding that cannot be stopped.

Visit A&E or call the 999 ambulance service

### **Richmond Surgery's Minor Illness Clinic.**

- Coughs and colds
- Sore throats and tonsillitis
- Conjunctivitis, earache
- Diarrhoea, vomiting, stomach upsets
- Infections
- Minor Sprains

**Our Emergency Patient Clinic** - every weekday morning except Wednesday

If you believe you require medical assistance in the morning and it is NOT a 999 emergency, then please arrive at the surgery by 0800 and you will be seen in the Emergency Clinic.

Your medical issue will either be dealt with during this Clinic or you will be triaged on to the Minor Illness Clinic or if required, an emergency appointment with a GP.





## 10 Medical reasons for feeling tired

**Any serious illness, especially painful ones, can make you tired. But some quite minor illnesses can also leave you feeling washed out. Here are 10 health conditions that are known to cause fatigue.**

### **Sick or tired?**

If you're getting your eight hours of sleep a night but still feel exhausted, it's time to see a doctor. It's also worth seeking medical advice if you have any of these symptoms:

- confusion
- dizziness
- blurred vision
- unexplained weight loss or gain
- swelling
- constipation
- insomnia
- depression
- headaches

### **1. Coeliac disease**

This is a type of food intolerance, where your body reacts badly when you eat gluten – a substance found in bread, cakes and cereals. One in 100 people in the UK are affected, but research suggests that up to 90% of them don't know they have the condition, according to patient group Coeliac UK. Other symptoms of coeliac disease, apart from tiredness, are diarrhoea, anaemia and weight loss. Your GP can check if you have coeliac disease through a blood test.

### **2. Anaemia**

One of the most common medical reasons for feeling constantly run down is iron deficiency anaemia. It affects around one in 20 men and post-menopausal women, but may be even more common in women who are still having periods.

Typically, you'll feel you can't be bothered to do anything, your muscles will feel heavy and you'll get tired very quickly. Women with heavy periods

and pregnant women are especially prone to anaemia.

### **3. Chronic fatigue syndrome**

Chronic fatigue syndrome (also called myalgic encephalomyelitis or ME) is a severe and disabling tiredness that goes on for at least six months. There are usually other symptoms, such as a sore throat, muscle or joint pain and headache.

### **4. Sleep apnoea**

Sleep apnoea is a condition where your throat narrows or closes during sleep and repeatedly interrupts your breathing. This results in bad snoring and a drop in your blood's oxygen levels. The difficulty in breathing means that you wake up often in the night, and feel exhausted the next day.

It's most common in overweight, middle-aged men. Drinking alcohol and smoking makes it worse.

### **5. Underactive thyroid**

An underactive thyroid gland means that you have too little thyroid hormone (thyroxine) in your body. This makes you feel tired. You're also likely to put on weight and have aching muscles. It's most common in women, and it happens more often as you get older.

Your GP can diagnose an underactive thyroid by taking a blood test.

### **6. Diabetes**

One of the main symptoms of diabetes, a long-term condition caused by too much sugar in the blood, is feeling very tired. The other key symptoms are feeling very thirsty, going to the toilet a lot and weight loss. Your GP can diagnose diabetes with a blood test.





## 7. Glandular fever

Glandular fever is a common viral infection that causes fatigue, along with fever, sore throat and swollen glands. Most cases happen in teenagers and young adults. Symptoms usually clear up within four to six weeks, but the fatigue can linger for several more months.

## 8. Depression

As well as making you feel very sad, depression can also make you feel drained of energy. It can stop you falling asleep or cause you to wake up early in the morning, which makes you feel more tired during the day.

## 9. Restless legs

This is when you get uncomfortable sensations in

your legs, which keep you awake at night. You might have an overwhelming urge to keep moving your legs, a deep ache in your legs, or your legs might jerk spontaneously through the night. Whatever your symptoms, your sleep will be disrupted and of poor quality, so you'll feel very tired throughout the day.

## 10. Anxiety

Feeling anxious is sometimes perfectly normal. However, some people have constant, uncontrollable feelings of anxiety, which are so strong they affect their daily life. Doctors call this generalised anxiety disorder (GAD). It affects around one in 20 people in the UK. As well as feeling worried and irritable, people with GAD often feel tired.

*Article from NHS Choices website*

## Before you travel

**From organising travel insurance and vaccinations to preventing DVT and jet lag, here's what to think about before you travel.**

### Travel kit checklist

- antiseptic
- sunscreen
- after sun lotion
- insect repellent
- condoms
- antihistamines
- anti-diarrhoea pills
- rehydration sachets
- first aid kit

Travelling abroad is exciting, but with so many things to see and do when you get there, the basics of health and safety are often neglected.

Every year, people living in the UK go on more than 60 million trips abroad. Most have a safe trip, but some people get ill or have an accident and need medical treatment while they're away.

### Travel vaccinations

Start preparing for your trip four to six weeks before you go.

Read the latest health advice for the country you're travelling using NATHNAC's interactive world map, and check the travel safety updates with the Foreign & Commonwealth Office.



You may need travel vaccines or, if diseases such as malaria are a risk, you may need to start protecting yourself well in advance.

Prepare a kit of travel health essentials, including sunscreen, medications, painkillers, antiseptic, insect repellent and anti-diarrhoea pills. These will be useful wherever you're going.

Sexual health experts advise taking condoms with you to avoid the risk of buying fake, and potentially unsafe, brands when you get there.

"Make sure your vaccinations are up to date and check whether you need any extra travel vaccines depending on your itinerary," says Lynda Bramham, senior nurse advisor for Medical Advisory Services for Travellers Abroad (MASTA).

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- first aid kit

### Sun protection

Skin cancer is one of the most common cancers in the UK, and it's a growing problem. Each year, around 2,600 people die from skin cancer.

Skin cancers are caused by damage from the sun's ultraviolet (UV) rays. Protecting the skin from the sun can help prevent these cancers.

Whether you're on holiday or at home, you can protect yourself by following Cancer Research UK's SunSmart messages:

- **S**pend time in the shade between 11am and 3pm.
- **M**ake sure you never burn.
- **A**im to cover up with a T-shirt, hat and sunglasses.
- **R**emember to take extra care with children.
- **T**hen use factor 15 or more sunscreen.

Report any changes to moles or any unusual skin growths to your GP.

Always take special care of children's skin. The best way to do this is to cover them up and keep them in the shade.

### Travel insurance

Whether you're off on a six-month trek to the Himalayas or a family holiday in Spain, it's vital to have the right travel insurance.

Make sure your policy covers your destination and the duration of your stay, as well as any specific activities you might do. For example, don't assume your winter sports policy will cover off-piste skiing.

When travelling in Europe, make sure you have a valid European Health Insurance Card (EHIC). This will entitle you to free or reduced-cost medical care. However, the EHIC won't cover you for everything that travel insurance can, such as emergency travel back to the UK.

### DVT and jet lag

If you think you may be at risk of developing deep vein thrombosis (DVT), seek advice from your GP.

On long-haul flights, get up from your seat to walk around and stretch your legs whenever you can. Drink regularly but avoid alcohol. Wear loose, comfortable clothes. There is evidence to suggest that compression stockings are effective in reducing the risk of developing DVT.

To get over jet lag quickly, adjust to your destination as soon as possible. "Set your watch to the time at your destination as soon as you board the plane and try to eat and sleep according to appropriate times in your destination," says GP Dr Dawn Harper.

*Article from NHS Choices website*

## Migraine Insight

*Helping you take control*

**Early bird discount before 31<sup>st</sup> May 2015!**

**Saturday 27<sup>th</sup> June 2015**  
**9.30am - 1.00pm**  
**University of Surrey,**  
**Guildford, GU2 7XH.**

Booking Essential: £7 members, £12 non members  
 (£5 members, £10 non members for bookings made before 31<sup>st</sup> May 2015)

For more information please visit [www.migraine.org.uk](http://www.migraine.org.uk) or call 08456 011 033

**Organised by Migraine Action**  
 The national advisory and support charity for those affected by migraine  
Registered Charity Number: 1152973



## Patient Participation Group

We would like to ensure all our patients are aware of the Surgery's opening hours including those of our Minor Illness Clinic and Emergency Patient Clinic. Please note: the 0730 - 0800 commuter clinics are available with our Healthcare Assistant, a Practice Nurse and currently being trialled by Dr King.

You can learn more about us and our role on Richmond Surgery's website <http://www.richmondsurgeryfleet.com/patient-group>

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

**Barry Goring | PPG Chairman**  
**Email: [ppg@barryg15.plus.com](mailto:ppg@barryg15.plus.com)**

In May 2015 we had a total of  
**95**  
appointments wasted because the patient simply did not turn up.

That's an average of **5 wasted appointments per working day** in May.  
MANY ARE 20 - 30 MIN APPOINTMENTS WITH OUR NURSING TEAMS.

Could you have used that appointment?

As a Surgery we find it very frustrating & wasteful when a patient simply does not turn up and then another patient complains they could not get an appointment. We are stretched to the maximum with appointments. We have introduced, and continue to trial, new methods for increasing your access to care.

As a patient, please help your surgery AND your access to care by  
**CANCELLING appointments if you no longer need it or cannot keep it**

Someone else will ALWAYS need it.  
Thank you. Drs King, Sinclair & Hatley

We have TWO email addresses for you to contact the surgery:

**Repeat Prescriptions**  
[NEHCCG.RichmondSurgery-scripts@nhs.net](mailto:NEHCCG.RichmondSurgery-scripts@nhs.net)

**General patient enquiries, notifications of name or address changes etc.**  
[NEHCCG.RichmondSurgery@nhs.net](mailto:NEHCCG.RichmondSurgery@nhs.net)

