



Richmond Surgery Newsletter

Opening Times:

Richmond Surgery
Mon-Fri 8am-6.30pm
(see inside for details of
clinics outside of these
hours)



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



Travel Clinic

At the present time a Travel Vaccine Clinic at the Surgery is not available. This service has become unsustainable and we are currently reviewing the Clinic to find solutions that make it viable again for our patients. We will provide an update very soon and hope to have a new Travel Clinic option available by June.

Recruitment for an HCA / Phlebotomist

Due to the forthcoming retirement of our long standing phlebotomist, we welcome applications from candidates who are either a phlebotomist or an HCA.

As a surgery, we support personal growth, and would welcome candidates who may wish to develop their skills in other areas.

This is a part time position with fixed contract hours which we anticipate could be anything from 12-20 per week, negotiable, and dependent very much on the individual candidate.

Pay and annual leave are competitive and will be advised if successful for interview.

Please forward your CV and covering letter to:

Donna Brennan, Managing Partner
Email: nehccg.richmondsurgery-patientinfo@nhs.net
Richmond Surgery
Richmond Close
Fleet, Hants GU52 7US
www.richmondsurgeryfleet.com

Closing Date: Upon successful recruitment

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Support for Carers 2017

North East Hampshire and Farnham CCG commissioned us to find out what support services carers need. The full report is now available.



<p>Over 250 carers took part in our engagement activities which included an online survey and face to face events</p> 	<p>Support needs for carers focus on respite, peer support, health & wellbeing and access to information & advice</p> 	<p>The views of young, military and Nepali carers and those effected by mental health issues were captured</p> 
<p>48% of carers we spoke to described themselves as full time carers, 15% care for over 24 hours a week</p> 	<p>Seven recommendations have been shared with North East Hampshire and Farnham CCG for consideration.</p> 	<p>Share your views and experiences of caring and read the full report now at: www.healthwatchhampshire.co.uk</p> 



NHS
North East Hampshire and Farnham
Clinical Commissioning Group

FLEET CARERS HUB





Come along and Create an Emergency Plan;
Access Carer support and information;
Access other organisations and professionals;
Meet other carers in the area.
 Cared for are also warmly welcomed.

The Function Room, The Harlington,
236 Fleet Road, Fleet. GU51 4BY
 (please note there is a small charge for parking)

The Hub will run on the following Mondays

10am-2pm

Monday 10th April	Monday 15th May
Monday 19th June	Monday 17th July

For further information, please call 01264 835246/835205 or email: info@carercentre.com





Charity No 1040618 Company No 2965548

Do you look after, help or support a relative, friend or neighbour?



Do you regularly visit someone and give support with their personal affairs?

Do you support someone with their personal care, health or their finances?

Let your GP know you are a carer

GPs would like to know about the carers who attend the surgery so they can offer the right help, support and information.

Ask for a Carers GP Registration Form or talk to the receptionist TODAY



How to Manage Stress & Increase Personal Resilience



If you're stressed, whether by your job or by something more personal, the first step to feeling better is to identify the cause.

The most unhelpful thing you can do is turn to something unhealthy to help you cope, such as smoking or drinking.

"In life, there's always a solution to a problem," says Professor Cary Cooper, an occupational health expert at the University of Lancaster. "Not taking control of the situation and doing nothing will only make your problems worse."

He says the keys to good stress management are building emotional strength, being in control of your situation, having a good social network and adopting a positive outlook.

Be active

Exercise won't make your stress disappear, but it will reduce some of the emotional intensity that **you're feeling, clearing your thoughts** and letting you to deal with your problems more calmly.

Take control

There's a solution to any problem. "If you remain passive, thinking, 'I **can't do anything about my problem**', your stress will get worse," says Professor Cooper. "That feeling of loss of control is one of the main causes of stress and lack of wellbeing."

The act of taking control is in itself empowering, and it's a crucial part of finding a solution that satisfies you and not someone else.

Connect with people

A good support network of colleagues, friends and family can ease your work troubles and help you see things in a different way.

The activities we do with friends help us relax. We often have a good laugh with them, which is an excellent stress reliever.

"Talking things through with a friend will also help you find solutions to your problems," says Professor Cooper.

Have some 'me time'

Here in the UK, we work the longest hours in Europe, meaning **we often don't spend enough time** doing things we really enjoy.

Set aside a couple of nights a week for some quality "me time" away from work.

Challenge yourself

Setting yourself goals and challenges, whether at work or outside, such as learning a new language or a new sport, helps to build confidence. This will help you deal with stress.

"By continuing to learn, you become more emotionally resilient as a person," says Professor Cooper. "It arms you with knowledge and makes you want to do things rather than be passive, such as watching TV all the time."

Avoid unhealthy habits

Don't rely on alcohol, smoking and caffeine as your ways of coping.

Over the long term, these **crutches won't solve your**

problems. They'll just create new ones.

Help other people

Professor Cooper says evidence shows that people who help others, through activities such as volunteering or community work, become more resilient.

If you don't have time to volunteer, try to do someone a favour every day. It can be something as small as helping someone to cross the road or going on a coffee run for colleagues.

Work smarter, not harder

Working smarter means prioritising your work, concentrating on the tasks that will make a real difference. "Leave the least important tasks to last," says Cooper. "Accept that your **in-tray will always be full. Don't expect it to be empty at the end of the day.**"

Try to be positive

Look for the positives in life, and things for which you're grateful.

Try writing down three things that went well, or for which you're grateful, at the end of every day.

Accept the things you can't change

Changing a difficult situation isn't always possible. Try to concentrate on the things you do have control over.

<http://www.nhs.uk/Conditions/stress-anxiety-depression/Pages/reduce-stress.aspx>

Page last reviewed: 06/01/2016
Next review due: 06/10/2018



? Concerned about your memory?

Mind Andover **Alzheimer's Society** **NHS North East Hampshire and Farnham Clinical Commissioning Group**

If you have **dementia** or you care for someone who does, for advice and support for North East Hampshire contact Andover Mind on **01252 624 808** and for Farnham contact the Alzheimer's Society on **01932 855582**.

If you are worried that you or a relative are becoming **forgetful**, speak to your GP or practice nurse.

If you are interested in taking part in research visit: <http://www.joindementiaresearch.nihr.ac.uk>
 For more information visit: www.northeasthampshireandfarnhamccg.nhs.uk

Nepali Advice Session

Drop-in service - No appointment required
 Free & confidential! - 9:30 am to 12:30 pm

When: Friday 2nd of June Friday 4th of August
 Friday 7th of July Friday 1st of September

Location: Citizens Advice Hart, Fleet Civic Offices, Harlington Way,
 Fleet, GU51 4AE - Telephone: 01252 878 435





Joining Forces

No one need face macular degeneration alone **Macular Society**

Fleet Support Group

Meets second Tuesday of every month (not August), 2 to 4pm
 Fleet Parish Community Centre,
 Church Rd, Fleet, GU51 4NB

For more information call
 Sandie 01252 617 691

Helpline 0300 3030 111
www.macularsociety.org
help@macularsociety.org

Registered Charity No: 1381136, V0242703 (England). 1123 Isle of Man. Macular Society is the trading name of The Macular Research Society. 90550091 0218



Insect Bites and Stings

Most insect bites and stings are not serious and will get better within a few hours or days.

But occasionally they can become infected, cause a severe allergic reaction (anaphylaxis) or spread serious illnesses such as Lyme disease and malaria. Bugs that bite or sting include wasps, hornets, bees, horseflies, ticks, mosquitoes, fleas, bedbugs, spiders and midges.

Symptoms of insect bites and stings

Insect bites and stings will usually cause a red, swollen lump to develop on the skin. This may be painful and in some cases can be very itchy. The symptoms will normally improve within a few hours or days, although sometimes they can last a little longer.

Some people have a mild allergic reaction and a larger area of skin around the bite or sting becomes swollen, red and painful. This should pass within a week.

Occasionally, a severe allergic reaction can occur, causing symptoms such as breathing difficulties, dizziness and a swollen face or mouth. This requires immediate medical treatment (see below).

What to do if you've been bitten or stung

To treat an insect bite or sting:

Remove the sting or tick if it's still in the skin (see treating insect bites and stings for advice about how to do this safely).

- Wash the affected area with soap and water.
- Apply a cold compress (such as a flannel or cloth cooled with cold water) or an ice pack to any swelling for at least 10 minutes.
- Raise or elevate the affected area if possible, as this can help reduce swelling.
- Avoid scratching the area, to reduce the risk of infection.
- Avoid traditional home remedies, such as vinegar and bicarbonate of soda, as they're unlikely to help.

The pain, swelling and itchiness can sometimes last a few days. Ask your pharmacist about over-the-counter treatments that can help, such as painkillers, creams for itching and antihistamines.

When to get medical advice

Contact your GP, Surgery or call 111 for advice if:

- you're worried about a bite or sting
- your symptoms don't start to improve within a few days or are getting worse
- you've been stung or bitten in your mouth or throat, or near your eyes
- a large area (around 10cm or more) around the bite becomes red and swollen
- you have symptoms of a wound infection, such as pus or increasing pain, swelling or redness
- you have symptoms of a more widespread infection, such as a fever, swollen glands and other flu-like symptoms

When to get emergency medical help

Dial 999 for an ambulance immediately if you or someone else has symptoms of a severe reaction, such as:

- wheezing or difficulty breathing
- a swollen face, mouth or throat
- nausea or vomiting
- a fast heart rate
- dizziness or feeling faint
- difficulty swallowing
- loss of consciousness

Emergency treatment in hospital is needed in these cases.

Prevent insect bites and stings

There are some simple precautions you can take to reduce your risk of being bitten or stung by insects.

For example, you should:

- Remain calm and move away slowly if you encounter wasps, hornets or bees – don't wave your arms around or swat at them.
- Cover exposed skin by wearing long sleeves and trousers.
- Wear shoes when outdoors.
- Apply insect repellent to exposed skin – repellents that contain 50% DEET (diethyltoluamide) are most effective.
- Avoid using products with strong perfumes, such as soaps, shampoos and deodorants – these can attract insects.



- Be careful around flowering plants, rubbish, compost, stagnant water, and in outdoor areas where food is served.

You may need to take extra precautions if you're travelling to part of the world where there's a risk of serious illnesses. For example, you may be advised to take antimalarial tablets to help prevent malaria.

Page last reviewed: 01/07/2016

Next review due: 01/07/2019

<http://www.nhs.uk/Conditions/Bites-insect/Pages/Introduction.aspx>



In May 2017 we had a total of

18 missed GP appointments
31 missed Nurse appointments

That is an average of
2 appointments per working day

Some of these appointments were 20-30 minutes
with our nursing teams.

That is a lot of wasted appointment time.

Could you have used that appointment?

As a patient, please help your surgery AND your
access to care by

CANCELLING your appointment
if you no longer need it or cannot keep it.

Someone else will ALWAYS need the appointment.

Thank you
Drs King, Sinclair, Hatley, Gossage & Lingham

Meningitis (Men ACWY) Vaccination

The Men ACWY vaccination is being delivered to teenagers and first-time students in a carefully planned three-year programme.

The priority is to vaccinate all teenagers from school year 9 onwards before they complete school year 13. There is also a catch-up vaccination programme for new university entrants up to the age of 25.

Schoolchildren:
Children aged 13 to 14 (school year 9) will be offered the Men ACWY vaccine in school as part of the routine adolescent schools teenage booster, and as a direct replacement for the Men C vaccination.

University students:
Students going to university or college for the first time, including overseas and mature students up to the age of 25, should contact their GP to have the Men ACWY vaccine, ideally before the start of, or as soon as possible after the start, of the academic year.

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

Older teenagers and new university students are at high risk of infection because many of them mix closely with lots of new people, some of whom may unknowingly carry the meningococcal bacteria

at the back of their noses and throats.

The highest risk of meningitis is in the first year of university, particularly the first few weeks. As the Men ACWY vaccine is being targeted at those at highest risk, students in their second year or above of university are not included in this vaccination programme.

<http://www.nhs.uk/Conditions/vaccinations/Pages/men-acwy-vaccine.aspx>

Article from NHS Choices
Page last reviewed: 19/03/2017
Next review due: 19/03/2020







Whenever you see this icon, click on it to book your place.



The Programme

Thursday 15th June
Princes Hall, Aldershot



Whenever you see this icon, click on it to book your place.

Room/Time	Edinburgh	Titchbourne	Princes Suite
11.00-11.45	Sexual Health and Relationships	Supporting a child with transition	Challenging Behaviour
12.00-12.45	Where to go for help & support	Supporting a child who is being bullied	Crisis and Self-Harm
13.00-13.45	Substance misuse	Supporting a child with eating difficulties	Autism Awareness
14.00-14.45	Gender Identity	Supporting a child with Body image and Self-esteem difficulties	Anxiety Management
15.00-15.45	Sexual Health and Relationships	Supporting a child with transition	Crisis and Self-Harm
16.00-16.45	Gender Identity	Supporting a child who is being bullied	Challenging Behaviour
17.00-17.45	Substance misuse	Supporting a child with eating difficulties	Anxiety management
18.00-18.45	Where to go for help & support	ADHD management	Autism Awareness

THE WORKSHOPS

Please see the full list of workshops available. Click on the 'Book here' icon to take you to the booking page. All workshops are free and open to any parent, guardian or carer

Crisis and Self-Harm facilitated by Hampshire CAMHS



An opportunity to learn some top tips for supporting a young person who experiences episodes of crisis and/ or who engages in self-harm behaviour.



Staff Training Dates 2017

Regular training is an essential part of a GP surgery. All staff will be training on the following dates. This does therefore mean reduced availability between these dates/times:

Monday 12 June 12.00 - 2pm
 Monday 17 July 12.00 - 2pm
 Monday 25 September 12.00 - 2pm

Wellbeing Pharmacy will be open as normal.

Richmond Surgery Fleet, Hampshire		SURGERY OPENING TIMES				
		Mon	Tues	Wed	Thurs	Fri
7.30am - 8am Self check-in for pre-booked appointments only		✓	*	✓	✓	✓
8am - 6.30 pm full reception service		✓	✓	✓	✓	✓
6.30pm - 8.00pm Self check-in for pre-booked appointments only		✓	✓	✓	✓	*
PLEASE NOTE: FOR ALL SELF CHECK IN PRE-BOOKED APPOINTMENTS THERE IS NO RECEPTION SERVICE						
Minor Illness Clinic		Every weekday morning 8.00am-10.00am Except Tuesdays				

GP online services

Quick, easy and secure

You can now book appointments, order repeat prescriptions and even access your GP records online. It's quick, easy and your information is secure.

Concerns or Complaints

If you have concerns, complaints or wish to make a suggestion please put this in writing, either letter form, by email to nehccg.richmondsurgery@nhs.net or use our Surgery Complaint Form available from reception or our patient waiting room. Please do not use the Friends & Family tick form as these are anonymous and will cause delays.

Complaints are taken extremely seriously, therefore your formal, signed written account will ensure we have the full facts to conduct an investigation in to your complaint.

We do not discuss in person or by telephone.

Speaking to a member of staff will not record your complaint or concern and therefore our reception staff will request that you put your complaint or concern formally in writing.

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. Anonymous complaints are not dealt with.

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





Rapid **HIV** testing

Offering **HIV tests** in the community

Princes Gardens Surgery

2A High St, Aldershot GU11 1BJ

21st June

10am - 12pm

Just walk in or

To book an appointment:

Call: 01256 300436

Email: SNHS.sexualhealthpromotion@nhs.net

60
seconds

A finger prick test with results available in 60 seconds

Visit our website for more details.

You must be 18 years old or over to use this service.

18

Free and confidential.

[www.lets**talk**aboutit.nhs.uk](http://www.letstalkaboutit.nhs.uk)





PPG - Patient Participation Group

You can learn more about us and our role on www.richmondsurgeryfleet.com/patient-group Managing Partner.

Richmond Surgery's website

If you are interested in working with the PPG, please email me in the first instance. Please note that potential members are discussed with both existing PPG members, and the Surgery Partners and the

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

Patient Feedback

Good Health Viewpoint Article By Dr Jenna Ward

The following is an excerpt from the Daily Mail's 3rd January 2012 Good Health Viewpoint by Dr Jenna Ward

*Do you recruit receptionists who do not smile, have empathy or who are rude and unhelpful. 3 visit, 3 times **unhelpful and rude**"* Anonymous

There is a stereotype of GP receptionists as dragons behind a desk - unsmiling individuals with a curt manner and an apparent determination to be anything but helpful.

But in fact their detached manner is not intended to intimidate or belittle patients; it's actually a form of protection, to help them avoid emotional burn out.

I discovered this after my colleague Dr Robert McMurray from Durham University and I were embedded with surgery receptionists over a 3 year period.

We observed 30 receptionists at work in 3 surgeries. As specialists in analysing people's emotional responses to different situations, we were intrigued to observe receptionists' unique way of handling themselves.

We came to realise this was an emotionally demanding job - receptionists can see up to 70 patients a day and their apparent lack of feeling provides a shield against emotional exhaustion.

The following was a common scenario; a queue of 6 people wait to speak to the receptionist on the other side of the glass window.

The first, an elderly woman tearfully registering the death of her husband. Next, a smiling mum, here for her bouncing baby son's check-up.

Meanwhile, the phone is constantly ringing and the receptionist knows that she needs to answer the phone to a patient, who is likely to be unwell and quite probably annoyed about having to wait so long.

In the space of just seconds, the receptionist is presented with sorrow, happiness and anger. It is impossible and, indeed, would be unhelpful for the receptionist to empathise or mirror all these emotions. He or she must remain in control of their own feelings and those of their patients.

A technique they use to do this is to remain neutral in the face of sometimes extreme emotions. Another challenge they face is being caught in between patients and doctors.

When a patient called asking for an emergency appointment that day for a child's ear infection, I watched as the receptionist relayed this to the doctor. However, the doctor told her it could wait until the next day. The receptionist then had the difficult task of telling this to the patient. The result was an angry altercation.

Despite all this, there is little appreciation of the emotional strain placed on GPs' receptionist...yet they are the stitching that holds a surgery together.....

There is the misconception that receptionists do nothing more than answer the phone and type names into a computer. In fact, as our research shows, the job requires a high degree of emotional awareness and maturity.

And so the next time you are presented with a sour face at your surgery reception desk, just remember that they do really care.

The full article is available from Daily Mail archives.





Patient Feedback

I wrote an earlier review which I now regret - I think the surgery are doing the best they can in difficult circumstances as it's a busy area and funding seems to be cut all the time. I struggle to get through on the phone when ringing first thing in the morning but can usually get an appointment if I queue up in person or, even better, book online though the latter does perhaps discriminate against older patients who might not use the internet. Communications are great with regular newsletters and text alerts if you want them. Money recently spent on the building and it's generally a nice, fairly modern surgery to attend. Most of the doctors seem ok though, again, probably doing the best they can with limited time available.

Thank you for your review. You are quite right that Richmond Surgery, along with all surgeries, are struggling against an increasing growing population, demands and continuous cuts in funding year on year.

Despite this we continue to look at and consider new services and access to care. In this increasing IT world, the options available tend to be favoured towards IT, for example we are shortly to pilot e-consultations with our fellow Fleet surgeries on behalf of our CCG with a view to it being rolled out across the locality of 23 practices in 2018.

The online services for both appointments and prescriptions works well. We introduced this approximately 4 years ago and it was then made compulsory for all general practices by NHS England 2 years ago to offer this.

We perform regular reviews and interestingly the age range of our patients currently using online services is 16-96. Only a

proportion of appointments on the day are released on line, the balance being held for those not able to access the internet or preferring to phone, visit in person.

When these are all gone, we offer a telephone triage call with a GP who will assess your ailment and if required, arrange a time for you to come to surgery to be seen later that day. These are working extremely well and many patients ask for these instead of a face to face consultation.

We fully accept that getting through to the surgery first thing in the morning is difficult. We have 5 members of our reception team on duty during the peak hours of 0800-0900 focussed on telephones and front desk.

By introducing more online services we hope to reduce the demand on our telephones and front of house during the morning. But this is of course very much patient driven.

The recent improvements to our 1975 built premises were only possible by successful bidding for NHS England/CCG premises improvement grants monies.

We obtained 66% towards the costs, the balance funded by the partners themselves. We are hoping there will be further grants monies available in the near future so that we may increase clinical room capacity.

We thank you again for your pragmatic review and would like to reassure you that as a surgery we will continue to offer as much as is feasible, review new solutions, ideas and where possible implement in an effort to continue to meet demand in a difficult economy.

Drs King, Sinclair, Hatley, Gossage & Lingham
Donna Brennan, Managing Partner



Private Complementary Therapies

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:

- 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

Back2Fitness-Physiotherapy



Private physiotherapy is available at Richmond Surgery. No waiting list and hands on treatment. Mrs Emery has 22 Years' experience in both NHS and private physiotherapy. She provides treatment for spinal problems (neck and back) and musculo-skeletal conditions (joints, ligaments and muscles).

She has years of sports physiotherapy experience after working with the Birmingham Royal Ballet and local sports teams. She also provides acupuncture.

Registered with all major insurance companies. (BUPA reg no 10011965) and AXA/PPP (reg no MK00921).

For further information or to book an appointment, please ring Mrs Emery on 07816834174 or email: physio@back2fitness-physio.co.uk
www.back2fitness-physio.co.uk



The Odiham Clinic
The local natural health centre
Odiham & Fleet, Hampshire

The Odiham Clinic

Osteopathy with
Christina Hood &
Anthony Brindle

Available by appointment at
Richmond Surgery

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

Contact The Odiham Clinic on
01252 459040
To arrange treatment at
Richmond Surgery

www.theodiamclinic.co.uk

HYPNOTHERAPY

Available Here at the Richmond Surgery

Garry Coles MSc (Clinical Hypnotherapy) HPD Dip. Adv Hyp DBSCH MNCH ADPR
Clinical & Medical Hypnotherapy Specialist

Find out how this safe, natural & effective therapy could change your life for the better now!

Pick up a leaflet here or see our website for more details

Hypnotherapeutic Approaches include: Hypnotherapy, Psychotherapy, NLP, EMDR, CBT

One of the top six highest qualified Hypnotherapists in the UK!
Full time, NHS Contracted, Hypnotherapy Expert!

Consultations also available in Farnham, Odiham, Guildford and Hatley, West London.

See us on Facebook @ www.facebook.com/ReleaseHypnotherapy

www.ReleaseHypnotherapy.com

01252 687260

Aileen George Counselling

www.aileengeorgecounselling.com

07748 983248

mail@aileengeorgecounselling.com

Private Counselling at the Richmond Surgery

Richmond Surgery

Newsletter

June 2017



Please do not remove from waiting room