

Richmond Surgery

# Richmond Surgery

## Dr Sharp's retirement

Dr Sharp was left speechless by the numerous thank you cards and gifts he received from patients.

Many patients contributed towards a gift which was to be coordinated by the PPG, but in the end because of the astoundingly high number of contributions, it was felt more appropriate to pass everything on to Dr Sharp and let him choose a gift. This was presented to him by Rikki Willis, PPG Chairman at a special PPG supper (see right). Dr Sharp chose a specialised Secteur Sports road-

Dr Sharp and Rikki Willis, PPG Chairman



sons, not just on long road trips, but charitable bike rides such as those organised by the British Heart Foundation and the John O'Groats ride.

bike and intends joining his He is thoroughly enjoying his retirement and time with his wife, family and grand-daughter.

He has also been bird watching and moon and star gazing with the Celestron Nexstar mammoth telescope that the practice gave him as a retirement gift, presented at another dinner on the evening of his retirement day, 12 April.

We all miss Dr Sharp, but he keeps in touch regularly and we look forward to hearing all about his adventures

### Inside this issue:

Training Practice	2
Telephone consultations	2
Private Paperwork	3
Complementary Therapies	34
The Dragon at the gate!	5
Measles Outbreak	5
Chairman of PPG Report	6

## New Partner for the surgery

Many of Dr Sharp's patients have now become registered patients with Dr Hatley. The remaining patients are being cared for temporarily by Drs King, Sinclair and Hatley until mid-October 2013 when **Dr Karuna Sharma** joins Richmond surgery as a full Partner

and will take over these patients and potentially others. Many of you will already know Dr Sharma as she has been a locum GP with Richmond Surgery for several years and we are thrilled that she will be joining us as a Partner. We would respectfully

remind patients that we will NOT be able to take individual patient requests to register with Dr Sharma until she has formally joined and we have assessed her patient levels.

## Telephone Consultations



Telephone consultations are intended for urgent and emergency needs and are offered once all face to face appointments are taken or when your own GP is away. These consultations work very well and patient feedback has shown 99% success with the outcome. If a face to face appointment is indicated, the

GP will advise the patient a time to come to the surgery.

Unfortunately, increasingly we are finding the system is being used inappropriately. Frequently as many as half these consultations each day are NOT urgent or emergency at all but for repeat prescriptions or minor

ailments that could wait for another day, or be seen in the Minor Illness Clinic by the nurse.

This system can only be sustained if it is used appropriately by all our patients. Please be considerate of others who genuinely need an urgent consultation with the doctor.

---

*....“the more patients who join, the easier it will be for our elderly patients or those without internet access to contact the surgery by phone.....”*

---

## Online Services—see what you can do!

If you sign up to our online services, you will be able to book appointments up to 6 weeks in advance with your own registered GP

A proportion of our Book-on-the-day ap-

pointments are released online BEFORE the surgery and phone lines open.

You are also able to book an appointment in the Minor Illness Clinic with our Senior

Practice Nurse if you don't need to see your GP.

You will also be able to order your GP approved repeat prescriptions.

Sign up at reception now!



## We have become a Training Practice

As a training practice, our doctors will sometimes have medical students with them in surgery.

The students will be coming from Southampton University and Imperial College London and could be in any year of training.

As you will appreciate this is an important practical aspect of their training, as they decide whether general practice might be what they will ultimately concentrate on.

As the patient, you will

be asked for your consent to have the student present during your consultation and we hope that wherever appropriate, you will give this and so make a valuable contribution towards their training.

## Private Paperwork



GPs are often called upon to undertake private work such as insurance reports, medicals and an assortment of forms that require completion or signatures, letters of support or confirmation. Some of these can be quite time consuming.

Please remember that first and foremost, your GP is contracted to provide a service for the surgery's NHS patients.

So, for private work, there will be a fee (please see at Reception, on the website or the Newsletter folder in the waiting

room) which is payable in advance, preferably by cheque which will be held until the work is completed.

**Please allow the doctor plenty of time to complete this work for you..**

## Improving your access to care

.....“ *minor illness clinic appointments are more readily available than with a GP* ” .....

**Minor illness Clinic** with our senior practice nurse. These appointments are more readily available than with a GP. If you are just suffering from a minor ailment, such as sinus infection, sore ankle, earache etc. this clinic is ideal. PLEASE keep

GP appointments free for non-minor illness. *These can also be booked online.*

**Telephone consultations** are available with our senior practice nurse for those times when you just need some minor information.

**Early morning commuter clinics** with one of our nursing team and one GPs.

**Text appointment reminders** was launched mid-June 2012 after a survey revealed 83% of our patients asked for this service. Feedback has been very positive.

## Blood Pressure Readings



If YOU have not had a BP check in the last 6 months and are on regular medication, or if you are over 45 years of age, then you need to book an appointment with our Health Care Assistant as soon

as possible.

We also have a BP machine in the waiting room, where your results are recorded on a slip of paper which is handed to a receptionist for entering on your notes.

## Staff Profile — this month Julie Ridley

Julie joined the practice in October 2012 as a part time Receptionist/Administrator having previously worked in another practice for 9 years in a similar role.

Julie was born and brought up in Portsmouth but moved to Hook in 1985. she has been married to David for 26 years and they have two grown up children, Jessica and William. Julie enjoys working at this very busy but friendly practice.

## Complementary Therapies

### Kipp Clark

#### Advanced Massage Therapist

Kipp incorporates a wide variety of therapies and specialises in the treatment of *chronic pain*. He also offers

- Sports Injury Treatment
- Thai & Eastern massage techniques
- Reflexology

Kipp holds a clinic at the Surgery on Tuesdays, Please contact him on

07769 666448 or email

kclark@altonadvancedbodywork.co.uk  
www.altonadvancedbodywork.co.uk

### Fleet Acupuncture & Wellness

#### Judy Shipway Acupuncturist

Experience an effective natural and safe way to restore and sustain good health and wellbeing.

Acupuncture now available at the surgery. Contact Judy on

07985765612 or see website

[www.fleetacupuncture.co.uk](http://www.fleetacupuncture.co.uk)

**\*\*NEW\*\***

### Fleet Minor Surgery

Minor surgery is available at the surgery on a private basis where 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**.

### Jane Pugh

#### Nutritional Therapist

Restore your health—understand which of your body systems are out of balance.

**Tel: 07881 915537**

Private consultations in a local clinic in Church Crookham

### 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 at the surgery

[www.theodiamclinic.co.uk](http://www.theodiamclinic.co.uk)

### Whitewater Clinic

#### Chartered Physiotherapist

Claire Weeks holds clinics at the Surgery and has appointments available every day during the week.

**Tel: 07890 388937**

[www.whitewaterclinic.co.uk](http://www.whitewaterclinic.co.uk)

## Spare a thought for the poor receptionist!

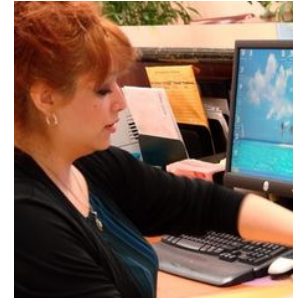
Researchers from the Universities of Manchester and Liverpool found that receptionists typically feel a responsibility to protect the most vulnerable patients but find it challenging because of a shortage of appointment slots and some patients who “play the system”. After analyzing more than 200 hours of interactions between GP receptionists and patients together with interviews

with receptionists. Researchers concluded that the historical perception of the receptionist as “dragon behind the desk” has been getting in the way of understanding the role of the receptionist and thus improving patient care. A lead researcher commented that maybe what are seen to be individual failings on the part of receptionists, are actually due to problems within

the GP practice systems.

Other research has shown that GP admin staff make important contributions to the safety of repeat prescribing, which accounts for up to four-fifths of medication costs in general practice.

Richmond receptionists always try to be as helpful as possible within the constraints of the available appointment slots and



so on. So spare them a thought as they try to be that helpful bridge between you and your GP—not the dragon at the gate!

## The Measles outbreak

Measles has been rare in the UK since 1988 when the MMR vaccination was introduced. It is one of the most infectious communicable childhood diseases; it is a serious infection and can even be fatal.

The group causing most concern at the moment is the 10-16 age group, but 16+ are also at risk if not vaccinated. If you believe your child was not vaccinated, or did not receive the complete course of MMR,

please contact the surgery and make an appointment with the nurse or organise a telephone consultation to discuss it with the nurse or your GP first.

---

*“... measles is a serious infection and can even be fatal ..... “*

---

## Have you been waiting long?

May we respectfully remind our patients that GP appointments are for 10 minutes maximum, which follows the NHS guidelines. Occasionally patients arrive with other family members, requesting the doctor to “just have a quick look” after their own consultation is over. This re-

quest puts unfair pressure on the GP who cannot give adequate attention to your family member and who then runs late for the rest of the day. If you DO require more than 10 minutes, please speak first to the receptionist who will request the GP’s consent to the double appointment.

## Thank you

In April we had a total of 89 missed appointments.

Although this is still disappointingly high, it was the **LOWEST FIGURE FOR DNAs** for many years. (But on 9 May 3 nursing slots and 2 “emergency bookings” were missed.)

We continue to appeal to our patients to

**CANCEL unwanted appointments**

## A report from the PPG Chairman

The PPG was formed in February 2007 originally to help communications with the patients about the then proposed move to new larger premises.

Despite that move not occurring, the Group has continued with its work representing the views and interests of patients to the practice regarding the provision of care and services. The Group also supports the staff in the continuous improvement of services.

Originally, the Group used a small box for patient suggestions which resulted in small improvements such as providing waiting room chairs with arms for to assist patients with disabilities; baby changing facilities; new modern bike stands etc. A more robust suggestion box has now been installed and is opened at our 6 weekly meetings with the practice. This month it was empty which hopefully means we are getting things right.

In 2011 we saw a change in Practice Manager. At this point, we become far more involved. Confidentiality Agreements were signed by all members and we now assist the practice in a far greater capacity including support at annual Flu Clinics by way of administration and booking in. This has taken pressure off the staff and enabled them to vaccinate a greater number of patients at each clinic.

The Group is also involved in the formation and review of annual patient surveys designed to ascertain how the practice is performing, patient needs and improved service. As a result of the 2011/2012 survey, the practice introduced several new systems

including; morning commuter clinics; increased GP telephone consultations together with Nurse telephone consultations; Online services for booking appointments with the recent addition of repeat prescriptions online; a text reminder system for not just appointments, but annual Clinics and health campaigns, together with a monthly Newsletter sent by email to improve communication with patients.

With the Government's changes in the way the NHS is run there is now a Locality PPG made up of representatives from each of the surgeries in Fleet, Farnham and Rushmoor. This group has an elected representative on the Area Clinical Commissioning Board. We are proud that this position is held by one of our own Group members.

We are now a committee of 10 and continue to work willingly to ensure the needs of all patients are heard and met, wherever possible.

We would like all patients to be involved. By simply providing the practice with your email address you can be involved in annual and occasional additional surveys and be kept up to date immediately when new and proposed systems are introduced at the surgery and with news etc by receiving the practice's monthly Newsletter. By ensuring the practice has your current mobile number means you can participate in the text reminder system, which has successfully seen the reduction in the number of missed appointments, but not only regarding your appointments, but be in the know immediately when annual Clinics are

open and health campaigns are issued.

We are here to represent you as a patient and ensure our Surgery continues to provide the best, both now and in the future as it continues to grow. With patient involvement and support, we can ensure we all reach that aim.

Rikki Willis  
Chairman

### Patient

### Participation Group

This is made up of a wide cross section from the patients in the surgery. They meet with the Doctors and Practice Manager for an hour and half, every six weeks to discuss matters relating to NHS and surgery changes.

The group has recently welcomed two new members.

If you are interested in learning more and perhaps joining the group, please either speak to your GP or contact the Chairman Rikki Willis, on her email.

[rikki.willis@btopenworld.com](mailto:rikki.willis@btopenworld.com)

Richmond Surgery  
Richmond Close  
FLEET  
GU52 7US

**Do you have a local business?  
ADVERTISE with us  
Contact Donna Brennan  
Practice Manager**

## Chlamydia Screening



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

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.

## Keeping you in touch

We have over 5000 (and rising) patient email addresses and just as many mobile telephone numbers as a result of our Vision Online and text reminder systems.

We feel emails are an excellent way of keeping our patients well informed of any new systems, clinics or services that we are planning and text messages for fast no-

tifications.

If you would like to be kept up to date, please let us have your email address and mobile telephone number.

