



# 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



## New Clinical System from 12 July 2016

Our clinical system will be changing in July 2016 from INPS Vision to EMIS Web in line with our CCG requirements. The clinical system hosts all areas from appointments, prescriptions, patient medical records, and our Online Patient Services.

Our system in-house, faster working and improve the online services. Preparations for this move have been under way for a while now and involves a substantial number of hours of planning, IT work and staff training both prior to the transfer, during the transfer and after.

### Patient Delays:

It couldn't come sooner as our current system is rapidly declining causing many problems and delays with daily work. Each task is taking 3 x longer than usual including the processing and raising of repeat prescriptions. We apologise for the backlog and delays. We have additional staff working in this area in an effort to minimise delays.

All 24 surgeries in our locality will be on EMIS Web by the middle of 2016. This new clinical system should ensure a much smoother

Our system in-house, faster working and improve the online services. Preparations for this move have been under way for a while now and involves a substantial number of hours of planning, IT work and staff training both prior to the transfer, during the transfer and after.

The Online Patient Services will switch to that provided by EMIS Web. If you would like to continue to use our online services, you will need to re-register for this service.

Unfortunately, re-registration cannot take place until EMIS Web has gone live.

This change to a new clinical system will involve some down time of services, as follows.

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### New Online Patient Services

**The existing Online Patient Services will stop from 6 July 2016.**

The new EMIS Web Online Services will become live from 13th July 2016.

If you use the online services, you will need to re-register for EMIS Web's online services.

### No Repeat Prescriptions

Please note that we will not be issuing any **routine** repeat prescriptions during the migration to EMIS Web downtime of 6-13 July 2016.

See page 2 for more details on what you can do now



## New Online Patient Services and Repeat Prescriptions

### The existing Online Patient Services will stop from 6 July 2016.

If you use the online services, you will need to re-register for EMIS Web's online services. The process is simpler with EMIS Web. However, for data confidentiality and security reasons, we will not send existing users of online services their new EMIS Web username and log in details.

We therefore require users to visit the surgery after the installation of our new clinical system (12 July 2016) with a form of photo ID to re-register. We will aim to process your request whilst you wait, but this is dependent on demand and how busy the reception team are at the time of your visit.

With some 7500 users of the online services, to aid this process, we are reviewing methods to help our patients and potentially will keep our reception open on a few evenings from 1830-2000 for Online Service re-registration ONLY.

We are also looking at the possibility of a Saturday morning opening for re-registration. More news as soon as possible.

### Repeat Prescriptions

Please note that we will not be issuing any **routine** repeat prescriptions during the change of computer systems from 6-13 July 2016.

If you have received a repeat prescription recently, you will

have seen a notice attached to prescriptions reminding you of this downtime.

We will offer the opportunity of an additional pre-dated prescription that covers your medication requirements through July.

Please however check your requirements in advance and order your prescriptions in plenty of time.

More information and further advance notice will follow via the next newsletter, e-mailshot and text wherever possible. Thank you for your patience during this period.

Drs King, Sinclair, Hatley & Gossage

10<sup>th</sup> June 2016  
**Carers Day**  
Frimley Park Hospital

Frimley Health **NHS**  
NHS Foundation Trust

Main entrance:  
10am - 3pm

## Are you a carer?

A carer is someone who, **without payment**, provides essential help and support to a friend, neighbour or relative who could not manage otherwise because of frailty, illness, mental health problems or disability. Anyone can become a carer; carers come from all walks of life, all cultures and can be of any age.

Come along and speak to us here at Frimley Park Hospital, meet some of the professionals who can help find you the support you need to care for your friend/relative.





## 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:**

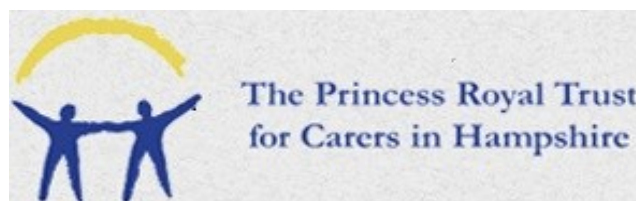
Tel: 01264 835246

Fax: 01264 351424

[info@carercentre.com](mailto: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](http://www.carercentre.com)



## Hayfever

Hay fever is a common allergic condition that affects up to one in five people at some point in their life.

Symptoms of hay fever include:

- sneezing
- a runny nose
- itchy eyes

You'll experience hay fever symptoms if you have an allergic reaction to pollen.

Pollen is a fine powder released by plants as part of their reproductive cycle.

You can have an allergy to:

- tree pollen, released during spring
- grass pollen, released during the end of spring and beginning of summer
- weed pollen, released late autumn

### Hay fever treatment

There's currently no cure for hay fever, but most people are able to relieve symptoms with treatment, at least to a certain extent.

The most effective way to control hay fever would be to avoid exposure to pollen. However, it's very difficult to avoid pollen, particularly during the summer months when you want to spend more time outdoors.

Treatment options for hay fever include antihistamines, which can help to prevent an

allergic reaction from occurring and corticosteroids (steroids), which help to reduce inflammation and swelling.

Hay fever can often be controlled using over-the-counter medication from your pharmacist. However, if your symptoms are more troublesome it's worth speaking to your GP, as you may require prescription medication.

For severe and persistent hay fever, there's also a type of treatment called immunotherapy. It involves being exposed to small amounts of pollen over time, to build resistance to its allergic effects. However, this can take many months or even years to work.

### Who's affected

Hay fever is one of the most common allergic conditions. It's estimated that there are more than 10 million people with hay fever in England.

You can get hay fever at any age, although it usually begins in childhood or during the teenage years. It's more common in boys than girls. In adults, men and women are equally affected.

You're more likely to develop hay fever if you have a family history of allergies, particularly asthma or eczema.

### Self-help tips

It's sometimes possible to prevent the symptoms of hay

fever by taking some basic precautions, such as:

- wearing wraparound sunglasses to stop pollen getting in your eyes when you're outdoors
- taking a shower and changing your clothes after being outdoors to remove the pollen on your body
- staying indoors when the pollen count is high (over 50 grains per cubic metre of air)
- applying a small amount of Vaseline (petroleum gel) to the nasal openings to trap pollen grains

### Complications

Even though hay fever doesn't pose a serious threat to health, it can have a negative impact on a person's quality of life. People with very severe hay fever often find that it can disrupt their productivity at school or work.

Inflammation of the sinuses (sinusitis) is another common complication of hay fever. Children may also develop a middle ear infection (otitis media) as a result of hay fever.

### Allergic rhinitis

Seasonal allergic rhinitis is the medical term for hay fever. Rhinitis means inflammation of the inside of the nose.

Some people also experience hay fever-like symptoms when exposed to other allergy-triggering substances, such as dust mites and animal fur.



## Rushmoor Voluntary Services

As a contact of Rushmoor Voluntary Services, we are writing to you to let you know about our Home Help service.

RVS Home Help is a 'not for profit' service operated by Rushmoor Voluntary Services.

We provide a home cleaning and shopping service for frail, elderly and disabled people. The cost is £11.00 per hour.

All staff are DBS checked and

appropriately trained.

We currently have vacancies for new clients in Farnborough and Aldershot.

Our Home Help service makes a difference to people in the community by enabling them to remain in their own homes for as long as possible.

Our friendly service may help to avoid or delay the need for admission to hospital or residential accommodation.

If you know someone who may benefit from a little, regular help in the home, please tell them about us or contact us:

Tel: 01252 370500 or E-mail [homehelp@rvs.org.uk](mailto:homehelp@rvs.org.uk)

More details are also available on our website: <http://www.rvs.org.uk/homehelp/index.htm>

## Concerns or Complaints

If you have concerns, complaints or wish to make a suggestion we request that you put this in writing, either letter form, by email to [nehccg.richmondsurgery@nhs.net](mailto:nehccg.richmondsurgery@nhs.net) or use our Surgery Complaint Form available from reception or our patient waiting room.

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 offer a discussion in person. Speaking to a member of staff will not record your complaint or

concern and therefore our reception team 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 will respond again as soon as a full investigation has been performed.

## 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**



### Richmond Surgery Opening Hours

Monday - Friday:	8.00am-6.30pm
Tues/Wed/Thu:	6.00pm-8.00pm
Mon/Thu/Fri:	7.30-8.00am

7.30am opening is for Nurse commuter pre-booked appointments - **no reception service** until 8.00am.  
Closed Saturdays, Sundays and Bank Holidays

### **NEW Midday Telephone Closure**

Our reception team work several shifts during the day. The main change of staff occurs at midday and in order to ensure a smooth change with handover discussions, our telephone lines will be closed for a brief period between 1250-1310.



## Requests for Medical Certificates for school children during term time

### **Non-recurrent short term sickness (less than 7 days)**

GPs do not provide short term sickness certification for periods of less than 7 days and are unable to issue medical certificates for longer periods of sickness absence unless the patient was seen by the GP at the time of the illness. GPs are not contractually required to undertake this and it is not part of their terms of service.

In general GPs do not provide certificates for children as the parent's explanation of the absence is generally sufficient for the purposes of the school.

If this information is being requested, GPs are entitled to request a fee under the NHS General Medical Services Statutory Instrument, Schedule 5, Regulation 24 1 (a).

1. "The contractor may demand or accept a fee or other remuneration  
a) from any statutory body for services rendered for the purposes of that body's statutory functions".

These are by and large self limiting illnesses and do not need any treatment at all. Asking for a certificate encourages dependence on the health service and also encourages sick certificate mentality in young children.

In addition it means the parent has to take time off work and attend the doctor's surgery. An appointment at the surgery is taken over and could have been used for more serious illnesses.

### **Long term illness**

When a child suffers from a long-term condition, any certification will be provided by the responsible specialist and should not be requested from the GP.

### **Recurrent short term illnesses**

In cases where a child has recurrent short term illnesses this is a matter for very sensitive and expert management by the school and the School's Health Service in consultation with the parents and the child. The School doctor should seek any additional medical information by directly contacting the GP with the consent of the parent or the child if competent to give legally valid consent.

In cases where there is more prolonged absence the problem needs very careful assessment by the school and School Health Service to determine how best to provide education for the child. Again the School doctor may, with appropriate consent, seek any additional medical information

directly from the GP.

It is most important that the GP retains the full confidence of any child, but it is particularly important for those children that have problems resulting in poor school attendance where a trusted doctor-patient relationship may be critical for the child's ongoing care.

### **When a child misses an examination**

GMS GPs are not contractually obliged to provide a sick note for pupils who are off sick from school. They are also not obliged to provide sickness certification for students that miss an exam or believe their performance was affected due to illness. The same is likely to apply to other NHS GPs. Unfortunately, many GPs still receive requests for the latter.

The BMA's General Practitioners Committee (GPC) therefore wrote to the Office of the Qualifications and Examinations Regulator (Ofqual) about this, and has received the response, shown on the following page, which highlights that medical proof should not be required.

*Adapted from an article by [gpsilience.org.uk](http://gpsilience.org.uk)*



## Patient Participation Group

Barry Goring | PPG Chairman

**Email:** [ppg@barryg15.plus.com](mailto:ppg@barryg15.plus.com)

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

[www.richmondsurgeryfleet.com/patient-group](http://www.richmondsurgeryfleet.com/patient-group)

Our suggestion Box is in the patient waiting area located by the digital information television. It helps if you identify yourself plus provide a preferred contact so we may respond with the outcome to your suggestion or indeed query.

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 Practice Manager. We keep the Group at a certain level therefore we are keen to recruit specific members of our population that will complement the existing PPG members.

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

## Patient Comments & Feedback

It is highlighted that the surgery patient list is growing. It does not make sense therefore to make the waiting area smaller.

As advised in previous newsletters, the surgery obtained funding to create a new larger entrance lobby together with automated doors which will help the disabled, wheelchairs, mothers with prams etc. This involves removing part of the patient waiting room and converting the existing double windows in to the automated entrance. Works are currently underway for the new entrance and lobby.

A tall seat in the patient waiting room for disabled people.

We received a donation from CommuniCare for the purchase of 3 tall seats approx. 2 years ago. The decision was to place these in each of our 3 clinical treatment rooms to assist patients during and after treatment.

The PPG will contact CommuniCare to enquire if any further donation is available for the purchase of another for the waiting room. We currently offer 2 black chairs with solid arms to assist the disabled and/or elderly, but with limited space these are used by all.



## Patient Comments & Feedback

Bigger cars are parking across two car park spaces. This is not fair in a limited spaced car park.

Unfortunately we are limited in car parking spaces with no possibility of increasing as no further land is available to the Surgery.

I think it would be beneficial for there to be more evening surgeries as I along with many others work full time.

Evening commuter clinics are offered 3 evenings pw by each GP for their registered patients. These are partially funded by NHS England but are not obligatory for a GP to offer. Whilst we agree more would be beneficial, lack of resources/funding restricts this. We strongly recommend our commuters consider a GP telephone consultation available to book in advance or on the day for emergencies. If your GP decides they need to see you, they will arrange this. Primary care is advancing and many new alternative methods are being piloted, introduced and promoted that do not always require the traditional face to face consultation.

1. Please can a window be open in the waiting room at all times during surgery times to get more air in to the room.
2. The windows cannot be opened freely in the patient waiting room.

1. On warm days we open windows in the waiting room, but unfortunately sometimes we are then asked by an unwell patient or the elderly to close them as they are cold  
 2. For security reasons, all the windows in the surgery are opened with a key. If you are uncomfortable in the waiting room and no windows are open, please speak to our reception team.





## Travel Clinic

If you are planning a trip abroad, need any vaccinations, we will card at the Wellbeing Pharmacy. you maybe need to consider what contact you to let you know. At vaccinations (if any) you will need that time, we will also let you Please ask at reception for a list of for the particular country you are know if there is a fee payable for vaccination prices. travelling to. your particular vaccine.

Ask, at reception for a travel Please bring any records of day or vaccination cannot be questionnaire. vaccines you have had with you to given

Please then let us have your completed form at least 6 weeks Payment can be made in cash or before travel. One of our nurses cheque (made payable to will look at your form and, if you 'Richmond Surgery' or by debit

Payment MUST be made on the day or vaccination cannot be given

## Complementary Private Therapists

### COUNSELLING

Available Here at the Richmond Surgery

**Aileen George Dip.Counselling, MBACP**



Counselling for: Anger, Anxiety, Bereavement, Depression, Domestic Abuse, Loss, Low Self Esteem, Past Issues, Relationship Issues & Workplace Issues.


Appointments also available in Oldham

[www.aileengeorgecounselling.com](http://www.aileengeorgecounselling.com)  
01252 459040

### 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.

Therapeutic 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, Oldham, Collierford and Harley Street London.  
See us on Facebook @ www.facebook.com/ReleaseHypnotherapy

[www.ReleaseHypnotherapy.com](http://www.ReleaseHypnotherapy.com)  
01252 687260



## 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](http://www.fleetacupuncture.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**

## Back2Fitness

Chartered Registered  
Physiotherapist

Available soon.....

Visit our website:  
[www.richmondsurgeryfleet.com](http://www.richmondsurgeryfleet.com)