

Richmond Surgery

# Richmond Surgery

## Dr Sharp is retiring

More news on the planned extensions ...

in

our

next

Newsletter

Keep watching this space

We wish to announce that Dr Sharp will be retiring from the practice with effect from 12 April 2013.

We are pleased to announce that Dr Ed Hatley who has been a salaried doctor with the practice since 2011 will become a full partner in the practice as of 12 April 2013.

There is no requirement by the PCT for a practice to notify patients in writing of a change of GP, however where possible the practice has announced Dr Sharp's retirement by way of emails

if possible, this Newsletter and via our digital TV. With effect from early April 2013 patients can contact the surgery to ask who their new GP will be.

The practice will **NOT** at any time be taking individual requests as this is impractical. Dr Sharp's patients will be allocated to their new GP on a random basis, which is fair to all.

If you are unhappy with your new GP, please put this in writing clearly stating why and send to the Practice Manager for consideration.



## NHS 111 — a new service for Hampshire

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From 22 January, patients in this area of Hampshire have been 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.

If you are registered with us but make your call from a number with a prefix different from "01252", you will not be connected. You should hang up and redial

**01962 718961.**

*Remember: 999 is reserved for Serious Life-threatening Emergencies.*

## 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..**

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

## Improving your access to care

**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 (see our TV info screen). *These can also be booked online.*

**Telephone consulta-**

**tions** are now available with a nurse, not just your GP for those times when you just need some minor information.

**The 0730-0800 commuter clinic** was launched in January 2012 with the nursing team and one of our

GPs is also currently trialling 2 early morning clinics.

**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



In January we had a campaign (sent by text and email) targeting patients whose records indicated that they were overdue for a blood pressure check.

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 ma-

chine 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 Rachel Black

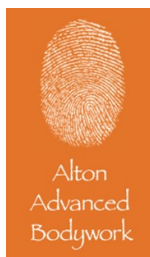
Rachel joined the practice in March 2012 as a part time receptionist and Administrator having had a break from work to bring up her two children. She previously worked in the private sector in the corporate pensions and insurance industry, but is now enjoying her varied work within the practice.

Rachel was born in Farnborough and has lived either in Fleet or Farnborough all her life.

She likes watching her children play football at the weekends, yes—even in the cold and wet! With what little spare time she has for herself after caring for her elderly parents, she enjoys walking, cycling, badminton and skiing.

## Complementary Therapies

### Kipp Clark



#### Chronic Pain 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 and Fridays, please speak to our Reception Team for more information and a price list, or contact him on

07769 666448 or  
email

kclark@altonadvancedbodywork.co.uk

www.altonadvancedbodywork.co.uk

### 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

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*“links to the websites  
of these  
complementary  
therapists will be  
found on our website  
as well as a  
price list for  
One Healthsource”*

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### The Odiham Clinic

Offers a range of treatments available  
at Richmond Surgery.

- Osteopathy (Wed)
- Hypnotherapy (Thurs)
- Counselling (Thurs & Fri)

See their leaflets and business cards in  
our waiting area.

Contact The Odiham Clinic on

**01252 459040**

www.theodiamclinic.co.uk

### Whitewater Clinic

#### Chartered Physiotherapist

Claire Painter holds a clinic  
at the Surgery and has ap-  
pointments available every  
day during the week.

**Tel: 07890 388937**

www.whitewaterclinic.co.uk



Protect your unborn baby

## Whooping Cough vaccine for pregnant ladies

The current outbreak of whooping cough (Pertussis) in England is the largest in more than 10 years. This is a very distressing and potentially fatal disease, particularly in tiny infants. Babies can only be vaccinated at 8 weeks and are therefore vulnerable to the disease before this time. There have been 9 deaths in England up to 1 September and infant deaths have also been

seen in other countries including USA. The DOH has decided on a temporary programme of immunisation for women in the 3rd trimester of pregnancy. This means the antibodies are passed from the mother to her unborn baby, so protecting baby before routine immunisation can be given at 8 weeks. It is felt to be the most effective strategy to provide

protection to newborn infants. *However, this vaccination programme will not have any effect on the spread of the disease in the general population and the DOH will continue to monitor this.* Vaccinations will be available to pregnant women between 28 and 38 weeks. For more information please speak to your Midwife, GP or to our senior practice nurse.

## Pneumococcal vaccine

A single dose of this vaccine is recommended by the Chief Medical Officer for everyone over the age of 65 yrs.

The PPV (pneumococcal polysaccharide vaccine) protects against 35 different strains of the bacterium streptococcus pneumoniae which can cause pneumonia, septi-

caemia and meningitis. The vaccine is thought to be around 50%-70% effective at preventing more serious types of pneumococcal disease.

The vaccine is considered safe and rarely causes problems. You may encounter mild symptoms such as a slightly raised tempera-

ture, redness or hardness at the injection site and as with the flu jab, you should not have this if you are actively unwell, or have a suppressed immune system.

***If you are over 65 years of age and have never had this vaccination—book now at Reception.***

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....“protects against 35 different strains of streptococcus pneumoniae” .....

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## 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.

**Chlamydia**  
worth talking about

## Richmond Surgery Survey

Thank you to all the patients who recently participated in our latest survey.

In order to reach as many patients as possible, quickly and economically all patients who had given us their email address or a mobile phone number, were contacted and invited to participate. In total over 4000 patients were contacted.

The survey was also accessible on our website and hard copies were available in the surgery for a 3 week period.

In total we received an excellent 700 responses. The results are presently being collated and reports will be produced and made available to all patients on our website by the end of March 2013.

The results of our first

survey "Appointments and Access" carried out in January 2012, together with an updated Action Plan of the steps taken as a result of that survey are still available for review on the website.



## Phlebotomist ? ... what's that?

A Phlebotomist is a specially trained healthcare worker whose primary task is to take your blood.

We have a phlebotomist from Frimley Park Hospital who visits the surgery on Monday and Thursday mornings plus a Tuesday morning for special INR tests.

We would encourage you to book your blood test appointments in these slots, rather than with one of our practice nurses.

As we have advised in previous Newsletters, there is great pressure on our nursing staff at the moment.

If these appointments

are regularly under-used you will understand that Frimley Park will withdraw the service—and of course this would mean that more of our patients would have to go elsewhere for a basic blood test.

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*"don't miss your appointment—sign up for a text reminder!"*

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## Our Locum practitioners

We are pleased to say that Dr Amina Masood returned to the surgery in February as one of our regular locum GPs. She joins our other regulars, Dr Anna Manning and Dr Karuna Sharma.

Our new locum practice nurse is Alison Frater. Alison is an extremely experienced nurse and she joined us as a locum in late Autumn 2012 to help provide additional nursing cover. Alison has been warmly welcomed by many of our regular patients requiring nursing care.

## Are you a DNA-er?

We continue to appeal to our patients to

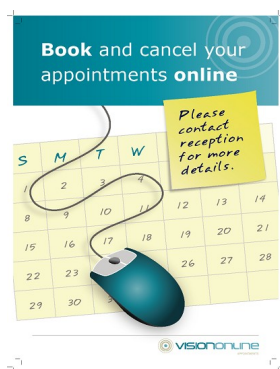
**CANCEL unwanted appointments.**

We try very hard to provide sufficient appointment slots yet on 27 February once again we experienced the situation where

**SIX NURSING SLOTS** were lost

which is almost an hour—because three patients just failed to arrive for their double appointments.

## Online Services



Online appointments were introduced in June 2011 in order to improve patient access to care.

Despite some initial teething problems with our software provider the system has proved to be extremely popular.

You may book the following appointments on line:

Up to 6 weeks in advance with your own registered GP

Emergency book-on-the-day appointments, released BEFORE the surgery and phone

lines open.

The Minor Illness Clinic with our Senior Practice Nurse if you don't need to see your GP.

## Online Repeat Prescriptions—from 1 March

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.... "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....."

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The long awaited additional software to facilitate ordering your GP approved repeat prescriptions online, is now installed.

We will be going live with this additional service on 1 March 2013 *but you must*

*be registered for Online Services to use the facility.*

Please register either by speaking to reception or by downloading the joining form from our website

Thank you for participating and helping us improve access to care for everyone

Richmond Surgery  
Richmond Close  
FLEET  
GU52 7US

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

## Protect yourself— protect others



You may have noticed that we have recently installed several extra hand sanitisers in the surgery.

We would encourage you to use these at every opportunity as they not only prevent YOU from passing on bacteria or infection but it helps protect you from picking up bacteria or infection from

others.

Many patients have commented that they see so few patients using these sanitisers.

People mostly visit the surgery because they feel unwell; do you use the self check-in screen? Imagine how many potential germs are passed from just that screen, every day. It isn't practical for the surgery to wipe the screen after every use, so think "*self preservation*" and protect yourself by using the hand sanitiser - po-

sitioned right next to the screen - immediately after use!

- Instant action—it starts working immediately to rapidly kill bacteria, yeasts and moulds
- Quick drying—dries in approximately 30 seconds to leave the skin sanitised and pleasantly conditioned
- Non-irritant, dermatologically tests—the formula has been tested to prove it is.

## Keeping you in touch

We have over 3000 (and rising) patient email addresses as a result of our Vision Online system.

We feel that this is an excellent way of keeping our patients well informed of any new systems, clinics or services that we are planning.

If you would like to be kept up to date, sign up to our Online Services and let us have your email address.



## 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.

### More members needed

Three members have recently retired from the group and they are looking for new members from a wide age range, so the group is representative of the patient population.

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

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