



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



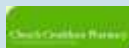
Rowlands Pharmacy
 5 Linkway Parade
 Courtmoor Fleet
 Hants GU52 7UL
 Mon-Thurs 0830-1800
 Fri 0830-1830
 Sat 0900-1300
 Tel: 01252 615582



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



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The Minor Illness Clinic Every weekday morning except Tuesday

A high percentage of our Minor Illness Clinic appointments are booked for issues that can be dealt with in the first instance by self-care remedies, over the counter medication and advice from a qualified pharmacist. Colds, sore throats and eye infections can be treated with over the counter medications in the first instance, often much lower in cost than a prescription charge.

If however your ailment has continued for several days with no obvious sign of improvement and you have indeed been using over the counter medication, then our Minor Illness Clinic is available.

The Minor Illness Clinic is appropriate for minor illness such as:

- Persistent Coughs/colds and infections
- Persistent Sore throats
- Persistent Eye Infection/Conjunctivitis
- Earache (not ear syringing)
- Diarrhoea, Vomiting
- Stomach upsets
- Minor cuts, sprains

The minor illnesses appointments are available to book 48 hours in advance and a proportion are held for emergency on the day. They can be booked via our reception or booked online via our GP Patient Online Services. When booking on line, a "reason" section will require completion to assist the Minor Illness Nurse in advance. The appointments are 10 minutes and are NOT for routine nursing, travel or non-minor illness.

We endeavor to monitor bookings and if we believe your ailment would be best dealt with by an alternative access to care/advice, we will cancel the appointment and contact you to discuss.

Please therefore consider carefully when booking as you will have a wasted journey and will be asked to re-book your appointment if it is not a minor illness.

If you are unsure if your ailment is a minor illness, please speak with our reception team.

PLEASE reserve our valuable GP appointments for serious issues and not coughs, colds and infections.

The surgery will be closed on the following Bank Holidays:

- Monday 1 May 2017
- Monday 29 May 2017
- Monday 28 August 2017

Wellbeing Pharmacy will also be closed on these dates



When will I feel better? Self Care Forum



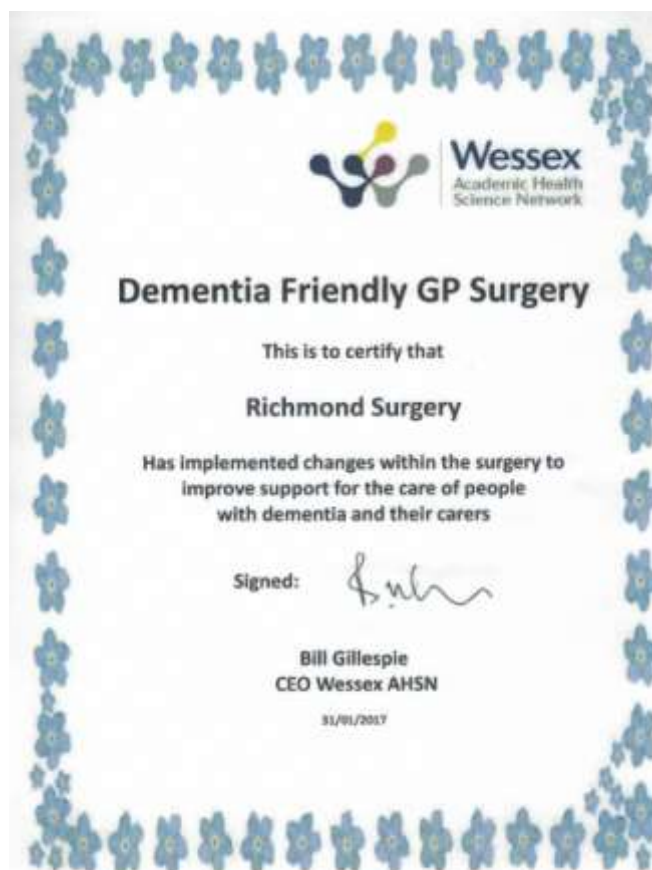
Speak to your pharmacist first for advice on what is best for you.

Symptoms can last longer than you think:

Ear infection: at least 4 days	Flu: 2 weeks
Sore throat: 1 week	Nasal congestion: 2½ weeks
Cold: 1½ weeks	Cough: up to 3 weeks

Remember antibiotics DO NOT help common winter ailments.

Visit www.treatyourselfbetter.co.uk for more information, advice and warning signs to look out for which may suggest you do need a GP appointment or medical attention.



Help us to keep our costs down

Emails and texts are a very efficient way for us to communicate with our patients in a timely and resources efficient way.

We like to send patient text reminders for appointments, blood pressure checks, blood tests and vaccinations for example.

We like to keep you up to date with surgery news via our regular newsletter and send out clinic information letters to specific patient groups by email.

Currently, according to our records, 51% of our patients aged over 16 have an email address and 53% have a mobile telephone number.

However, according to the Ofcom Fast Facts (<https://www.ofcom.org.uk/about-ofcom/latest/media/facts>) 93% of adults personally owned or used a mobile phone in 2016.

We would very much like to hear from the 40% of

our patients who have not yet informed us of their mobile telephone number.

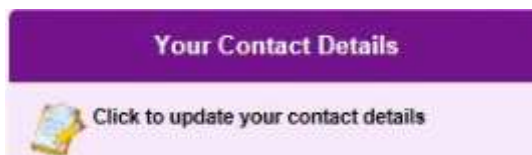
Also, a proportion of the email addresses that we have on record are no longer valid.

Please email us at nehccg.richmondsurgery@nhs.net with your current email address and mobile telephone number.

Or, click the link on our webpage to update your details.

<http://www.richmondsurgeryfleet.com/>

The link looks like this:





Dementia Resources



Alzheimer's Society:

National Helpline: 0300 222 11 22

Local Office:

Contact telephone: 01256 363393 (Office opening times: Monday to Friday 9am - 5pm.)

Contact: emailblackwater@alzheimers.org.uk

Dementia Advice Service:

Hart Rushmoor:

Email:

dementiaadvicehartrushmoor@andovermind.org.uk

Tel: 01252 624808

Admiral Nursing Service:

Admiral Nurses are there to help you. They can give you specialist practical and emotional support, on their dementia helpline through the phone or their email service.

Call their dementia helpline on 0800 888 6678 for advice.

Opening hours

Monday 9:00am-5:00pm

Tuesday 9:00am-5:00pm

Wednesday 9:00am-5:00pm, 6:00pm-9:00pm

Thursday 9:00am-5:00pm, 6:00pm-9:00pm

Friday 9:00am-5:00pm

Saturday 9:00am-5:00pm

Sunday 9:00am-5:00pm

Locally;

The Hampshire Admiral Nursing service is funded by Royal British Legion and are available for beneficiaries of the Legion.

To refer in to the service contact the Team administrator: Shelha Philpott

SPhilpott@britishlegion.org.uk Tel: 023 8202 5787

Princess Royal Trust for Carers:

Provide support, advice and information for carers. Also Emergency Plans which can give 48hours free cover to support their cared for in case of an emergency, illness or carers stress.

Tel: 01264 835246

Dementia Friendly Hampshire:

Provide support, advice and information for communities who want to become Dementia Friendly. Also help to create dementia friendly activities and events.

Websites with information about Dementia:

<http://www.tide.uk.net/>

A network of Carers who work to improve the lives of people with dementia and their carers.

<http://www.dementiaadventure.co.uk/>

Dementia Adventure connects people living with dementia with nature and a sense of adventure.

<http://www.mindforyou.co.uk/>

Run holidays for people with dementia and their carers

<http://revitalise.org.uk/>

Three centres within the UK, they run special Dementia weeks where they support carers.

<http://www.innovationsindementia.org.uk/>

Innovations in Dementia is a community interest company which works nationally with people with dementia, partner organisations and professionals with the aim of developing and testing projects that will enhance the lives of people with dementia.

<http://gloriousopportunity.org/>

A website created by Dr Jennifer Bute, a GP who is living with dementia

<http://www.thewidespectrum.co.uk>

A website created by Dr Gemma Jones, dementia care consultant

<https://www.unforgettable.org/>

A website bringing together products and services available to people affected by dementia





Hayfever

Which for some people Spring and Summer means the discomfort of hay fever.

Before going to see your GP, you could visit your pharmacist and try to treat your hay fever symptoms with over-the-counter medications, such as antihistamines.

If your symptoms don't improve after using antihistamines, make an appointment to see your GP. You may need treatment with prescription medications, such as nasal steroid medication (corticosteroids).

There are various treatments for hay fever:

Antihistamines

Antihistamines treat hay fever by blocking the action of the chemical histamine, which the body releases when it thinks it's under attack from an allergen. This stops the symptoms of the allergic reaction.

Antihistamines are usually effective at treating itching, sneezing and watery eyes, but they may not help with clearing a blocked nose.

You can use antihistamines as:

- an "as-required" treatment – you take them when you first notice you're developing the symptoms of hay fever.
- a preventative treatment – for example, if you know there's going to be a high pollen count, you can take them before leaving the house in the morning.

Corticosteroid nasal sprays

and drops

Corticosteroids (steroids) are used to treat hay fever because they have an anti-inflammatory effect.

Your GP may prescribe corticosteroid nasal sprays or drops instead of antihistamines if:

- you have persistent hay fever that doesn't respond to antihistamines
- your main symptom is a blocked nose
- you're pregnant or breastfeeding

Corticosteroid nose drops (containing betamethasone and fluticasone) are more powerful than corticosteroid nose sprays and shouldn't be used for prolonged periods of more than two to four weeks.

Corticosteroids are better than antihistamine tablets at preventing and relieving nasal symptoms, including sneezing and congestion. They can also relieve itchy, watery eyes.

They're most effective if you start using them a couple of weeks before your symptoms begin, and work best when used regularly.

Corticosteroid tablets

If you require rapid short-term relief from severe symptoms – for example, if you have an exam or driving test coming up – your GP may prescribe a course of corticosteroid tablets for five to seven days.

Nasal decongestants

Hay fever can cause a blocked



nose. A decongestant, in the form of a nasal spray, can relieve this.

Your GP can prescribe a nasal decongestant, but there are many available from your pharmacist.

Eye drops

Eye drops are available from your pharmacist to treat the hay fever symptoms that affect your eyes, such as redness, itchiness and watering (allergic conjunctivitis).

Immunotherapy

If you have persistent hay fever symptoms that aren't relieved by the above treatments, your GP may refer you for immunotherapy treatment.

This involves gradually introducing you to small amounts of the allergen (the substance you're allergic to), such as pollen, and monitoring your allergic reaction in a controlled environment.

Immunotherapy is only carried out in specialist medical centres, in case a serious allergic reaction, known as anaphylaxis, occurs.

The allergen can be given to you as:



- an injection into your skin – this is known as systemic injection immunotherapy (SIT)
- a tablet that dissolves under your tongue – this is known as sublingual immunotherapy (SLIT)

To work in the first year, treatment should be started three months before the pollen season. As you get used to the

allergen, the amount used will slowly be increased. You'll gradually start to build up immunity to the allergen, and your allergic reaction to it should get less severe. Three years of treatment is recommended to achieve long-term pollen desensitisation.

Immunotherapy can improve your tolerance of the allergen, which can improve your quality

of life and have long-term results. However, if you don't see a significant improvement in your symptoms during the first year, then the treatment is unlikely to help and shouldn't be continued.

NHS choices

From an article on NHS Choices Page last reviewed: 27/10/2015
Next review due: 31/03/2018

Welcome to the Moodzone

Am I depressed? How can I feel less stressed? Why am I so anxious?

Whatever you need to know about coping with stress, anxiety or depression, or just the normal emotional ups and downs of life, the NHS Choices Moodzone is here to help.

It offers practical advice, interactive tools, videos and audio guides to help you feel mentally and emotionally better.

Tips and advice to boost mental health

- 10 stress busters
- How to feel happier
- Dealing with panic attacks
- How to fight fears and anxiety
- How to control your anger

Self-help and treatments

If you're considering trying self-help techniques or seeking treatment for mental health problems, these can help you weigh up your options:

Mindfulness: is it for you?

- A simple breathing technique for stress
- Moodzone mental wellbeing

audio guides

- Mental health helplines
- Talking therapies explained
- Can you get free therapy or counselling on the NHS?

Other people's stories

If you're feeling sad, anxious, angry or stressed, remember you're not alone.

Read real-life stories from other people who have felt the same way, and see how they found help.

How running helped Liz to beat depression. <http://www.nhs.uk/Conditions/stress-anxiety-depression/Pages/run-to-boost-mood.aspx>

Arvind talks about how he learned to control stress. <http://www.nhs.uk/Conditions/stress-anxiety-depression/Pages/how-i-learned-to-deal-with-stress.aspx>

Discover how Claire beat agoraphobia. <http://www.nhs.uk/Conditions/stress-anxiety-depression/Pages/i-beat-agoraphobia.aspx>

Do you need urgent mental

health help now?

See your GP if:

- you've been feeling depressed for more than a few weeks
- your anxiety is affecting your daily life

If you want to talk to someone right away, the mental health helpline page has a list of organisations you can call for immediate help.

The Samaritans helpline is available 24 hours a day, 365 days a year, for people who want to talk in confidence. Call 116 123 (free).

If you've had thoughts of self-harming or are feeling suicidal, contact someone you can trust immediately, such as your GP, or a friend or relative.

NHS choices

Page last reviewed: 20/01/2017
Next review due: 20/01/2020

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



NHS England Shingles Vaccine Programme 2017/18

You are eligible for the shingles vaccine if your date of birth is listed below. Please contact our reception team to book your appointment with our nursing team.

Table three: Individuals with existing eligibility for the national shingles vaccination programme

Eligible since	Dates of birth (routine cohort)	Dates of birth (catch-up cohort)
2013/14	02/09/1942 to 01/09/1943	
2014/15	02/09/1943 to 01/09/1944	
2015/16	02/09/1944 to 01/09/1945	
2016/17	02/09/1945 to 01/09/1946	01/04/1937 to 01/09/1938 (up to their 80 th birthday)
2017/18	Born on or after 02/09/1946 and aged 70 years	Born on or after 02/09/1938 and aged 78 (up to their 80 th birthday)



Guildford Diocese Hearing Aid Drop-in Clinics



Venue	Contact	Day & Time	Dates
Town Centre Pastoral Team table The Wellington Centre Union Street Entrance Aldershot GU11 1DB	Jan Neilsen jnie148683@aol.com 01252 333499	Thursday 10.30 am - 12.30 pm	27th April 25th May 29th June
Church on the Heath The Key Elvetham Heath Fleet GU51 1HA	Stephen Turner StephenJTumer1@aol.com 01252 810852 Trevena Whitbread	Wednesday 12.30 - 1.30 pm	12 th April 10th May 14th June 12th July



ONE YOU WELLBEING FESTIVAL

ONE YOU WELLBEING DAY
SUNDAY 7 MAY

Come along any time between
11am - 3pm
The Aldershot Garrison
Sports Centre

ONE YOU MOVE MORE
MONDAY 8 - SUNDAY 21 MAY
Two weeks of free, discounted
and low cost activities across
Hart, Rushmoor and Waverley

Pick up a flyer or visit
WWW.HART.GOV.UK/ONEYOU



BECAUSE THERE'S ONLY
ONE YOU


North East Hampshire and Farnham
Clinical Commissioning Group


Hart
DISTRICT COUNCIL


Waverley
BOROUGH COUNCIL


RUSHMOOR
BOROUGH COUNCIL

NHS

Protect Your Child



Deadly diseases are in circulation.

Vaccination helps your child build
protection and stops infection
spreading.

Speak to your GP surgery and
check your child's vaccinations
are up to date.

#KidsJabs



In April 2017 we had a total of

31 missed GP appointments
44 missed Nurse appointments

That is an average of 3 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

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 12011296, 10242705 (England), 1123 (Wales) of which Macular Society is the trading name of the Macular Disease Society. #0050091818

Do you look after or support someone?

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

 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



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 8 May 12.30 - 2pm
 Monday 12 June 12.30 - 2pm
 Monday 17 July 12.00 - 2pm

Wellbeing Pharmacy will be open as normal.

SURGERY OPENING TIMES					
	Mon	Tues	Wed	Thurs	Fri
7.30am - 8am Self check-in for pre-booked appointments only	✓	x	✓	✓	✓
8am - 6.30 pm full reception service	✓	✓	✓	✓	✓
6.30pm - 8.00pm Self check-in for pre-booked appointments only	✓	✓	✓	✓	x
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				

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





PPG — Patient Participation Group

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

www.richmondsurgeryfleet.com/patient-group

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 Managing Partner.

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

Best surgery I have ever used. I am now 70 and being in the military with my husband I have used many other surgeries but this is the best.

Please replace carpets with more hygienic surface that can be cleaned thoroughly and more easily.

The alternative would be laminate flooring or hospital flooring. This is not an expense that is funded. Our carpets are cleaned every evening and receive a professional deep clean every six months.

To save unnecessary phone calls and congesting the lines, please can you display in the surgery and on the website at the beginning of the week which Drs are working that particular week. This would give patients additional information when making appointments. I appreciate things can change **last minute and to reflect this 'a subject to change last minute' clause could maybe cover this.**

This was tried in the past and received a high level of complaints when the GP/Nurse situation changed. Increased last minute demands on all our GPs/Nurses means constant changes at short notice therefore displayed info would be forever changing which in itself creates confusion for advanced bookings and logistically a high level of additional work.

Could we have a water cooler in the waiting area.

As a surgery, rather than a hospital, our visitors are not usually in the waiting area for long. A water cooler is not funded therefore would be an ongoing surgery expense and Health & Safety issues would apply both with staff having to change bottles, spillages, etc. If a patient requires a glass of water please ask at reception. We have a supply of plastic disposal cups for this reason.

Please turn the heating down in the waiting room.

The temperature within the building is set at a recommended temperature to suit the majority of patients. Of course this will not suit everyone. More often we are asked to turn the heating up. We hope that patients are not in the waiting room long enough for the temperature to become a problem.





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:

- 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-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 Haslemere 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

May 2017



Please do not remove from waiting room