



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



Inside this issue	Pg
New Clinical Computer system	2
Loss of Funding affecting Clinics	3
Richmond Surgery Opening Hours	3
Rushmoor Voluntary Services	4
Concerns or Complaints	4
Out of Hours Help	4
Increase in Scarlet Fever Cases	5-6
Carer Clinic at Richmond Surgery	7
PPG, Patient Comments	8
Prostate Cancer Screening Evening	9
Complementary Therapies	9

New GP Partner - Dr Prasanna Lingham

Dr Lingham has been a regular and very popular locum GP with Richmond Surgery since 2013. Many patients have built up excellent relations with him.

We are therefore delighted to announce that Dr Lingham will become a Partner at Richmond Surgery from the 1st October 2016. Until that date, he will continue to provide a locum GP service for our patients.

As with all our GP Partners, Dr Lingham will hold his own register of patients. Knowing how popular he is with many patients, we would like to offer the advanced opportunity to request a

transfer to his patient list effective October 2016.

If you would like to transfer please ask our reception team for a request slip or forward your request in writing/email stating the full names and dates of birth for those patients the request relates to. These requests will be held and patients will be manually transferred as soon as possible from the start of October 2016.

nehccg.richmondsurgery@nhs.net

Thank you.
 Donna Brennan
 Business & Practice Manager
 Drs King, Sinclair Hatley & Gossage

Update on Building Work at Richmond Surgery

Regular patients to the surgery will have noticed that the building works for a new entrance with automated doors has started with the creation of a new entrance lobby.

We are currently waiting for the automated new entrance doors to arrive so that we can complete this project.

The new entrance lobby has removed part of the patient waiting area which means at times the patient waiting area can be very busy. The new lobby will allow self check in patients to walk

down one side to a new check in screen & those waiting for reception to queue on the other side providing more privacy for those already at the desk.

We hope the benefits of automated doors will outweigh the loss of some chairs and we will review further once building work has finished.

The existing entrance lobby will eventually be closed off and utilised with a small extension to the side of the building to create another working room.



New Clinical System from 12 July 2016



Our clinical system will be a much smoother system in- changing in July 2016 from house and improve the online INPS Vision to EMIS Web in services. line with our CCG requirements. The clinical system hosts all areas of a surgery from appointments, prescriptions, patient medical records, and our Online Patient Services.

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

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.

Drs King, Sinclair, Hatley & Gossage

Temporary Suspension of Online Patient Services and Repeat Prescriptions

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. 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 13 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 migration to EMIS Web

downtime of 6-13 July 2016.

We will be reminding all patients from May and June onwards by way of notice attached to prescriptions 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



Loss of Funding Affecting Clinics - 1st April 2016

Emergency Patient Clinic

This clinic started in October 2014 with funding from our Clinical Commissioning Group, providing a walk in triage service for non emergency/A&E issues from

0800-0900 every week day except Wednesdays.

It was a 2 year funded Clinic, therefore from 1st April 2016 the funding has stop.

Should our CCG reconsider further funding, we will re-start this Clinic.

GP Morning Commuter Clinics

Patients of Dr Steven King will know that he has offered a very early morning commuter clinic, often starting at 0630 for some time now.

again affected funding, Dr King's early morning commuter clinics have now stopped from April 2016.

they have proven extremely popular.

As a surgery we will continue to look at alternative ways to offer more commuter clinics despite the loss of funding.

Unfortunately due to PMS Contract changes that have

Dr King is disappointed that loss of funding has resulted in the commuter appointments stopping as

Extended Appointments for 75yrs+

For the past 2 years, we have received funding from our Clinical Commissioning Group, to provide extended appointment slots for our elderly patients.

appointment for discussion, to enable the GPS to do health checks, medication reviews etc.

Once again, funding for these extended appointments stopped at the end of March 2016.

This gave the patients more time during their

We received a high level of positive patient feedback for these extended appointments.

Should our CCG reconsider further funding, we will re-start this Clinic.

Richmond Surgery Opening Hours

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

booked appointments - **no reception service** until 8.00am.

7.30am opening is for Nurse commuter pre-

Closed Saturdays, Sundays and Bank Holidays



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

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 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





Scarlet Fever

Introduction

Scarlet fever is a bacterial illness that mainly affects children. It causes a distinctive pink-red rash.

The illness is caused by *Streptococcus pyogenes* bacteria, also known as group A streptococcus, which are found on the skin and in the throat.



Generally, scarlet fever is much less common than it used to be but in recent years there have been a number of significant outbreaks.

For example, figures published by Public Health England show that from September 2013 to March 2014 there were 2,830 cases of scarlet fever. For the same period in 2014/15 a total of 5,746 cases were recorded. The reason for recent increase is unclear.

It's important to be aware of the signs and symptoms of scarlet fever so that early treatment with antibiotics can be given.

Scarlet fever symptoms

Scarlet fever usually follows a sore throat or a skin infection, such as impetigo, caused by particular strains of streptococcus bacteria.

Initial symptoms usually include a sore throat, headache and a high temperature (38.3C/101F or above), flushed cheeks and a swollen tongue.

A day or two later the characteristic pinkish rash appears. It usually occurs on the chest and stomach before spreading to other areas of the body, such as the ears and neck.

The symptoms of scarlet fever usually develop two to five days after infection, although the incubation period (the period between exposure to the infection and symptoms appearing) can be as short as one day or as long as seven days.

The rash feels like sandpaper to touch and it may be itchy. On darker skin the rash may be more difficult to see although its rough texture should be apparent.

When to seek medical advice

Scarlet fever usually clears up after about a week, but if you think you or your child may have it, see your GP for a proper diagnosis and appropriate treatment.

Your GP should be able to diagnose scarlet fever by examining the distinctive rash and asking about other symptoms. They may also decide to take a sample of saliva from the back of the throat so it can be tested in a laboratory to confirm the diagnosis.

There's no evidence to suggest that catching scarlet fever when pregnant will put your baby at risk. However, if you're heavily pregnant, tell the doctors and midwives in charge of your care if you've been in contact with someone who has scarlet fever.

How scarlet fever spreads

Scarlet fever is very contagious and can be caught by: breathing in bacteria in airborne droplets from an infected person's coughs and sneezes touching the skin of a person with a streptococcal skin infection, such as impetigo



sharing contaminated towels, baths, clothes or bed linen

It can also be caught from carriers – people who have the bacteria in their throat or on their skin but don't have any symptoms.

Who's affected by scarlet fever

Most cases (about 80%) of scarlet fever occur in children under 10 (usually between two and eight years of age). However, people of any age can get the illness.

As it's so contagious, scarlet fever is likely to affect someone in close contact with a person with a sore throat or skin infection caused by streptococcus bacteria.

Outbreaks often occur in nurseries and schools where children are in close contact with one another.

The symptoms of scarlet fever will only develop in people susceptible to toxins produced by the streptococcus bacteria. Most children over 10 years of age will have developed immunity to these toxins.

It's possible to catch scarlet fever more than once, but

this is rare.

Treating scarlet fever

Scarlet fever used to be a very serious illness, but nowadays most cases tend to be mild.

It can easily be treated with antibiotics. Liquid antibiotics, such as penicillin or amoxicillin, are often used to treat children. These must be taken for 10 days, even though most people recover after four to five days.

It's important to be aware that your child will still be infectious for 24 hours after antibiotic treatment has begun, and therefore they shouldn't attend nursery or school during this period (see below).

Without antibiotic treatment, your child will be infectious for 1-2 weeks after symptoms appear.

Complications of scarlet fever

With the right treatment, further problems are unlikely. However, there's a small risk of the infection spreading to other parts of the body and causing more serious infections, such as an ear infection, sinusitis, or pneumonia.

Preventing scarlet fever from spreading

There's currently no vaccine for scarlet fever.

If your child has scarlet fever, keep them away from nursery or school for at least 24 hours after starting treatment with antibiotics. Adults with the illness should also stay off work for at least 24 hours after starting treatment.

GPs, schools and nurseries should be aware of the current high levels of scarlet fever and inform local health protection teams if they become aware of cases, particularly if more than one child is affected.

Children and adults should cover their mouth and nose with a tissue when they cough or sneeze and wash their hands with soap and water after using or disposing of tissues.

Avoid sharing contaminated utensils, cups and glasses, clothes, baths, bed linen or towels.

Article from NHS Choices
Page last reviewed: 04/03/2015



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:

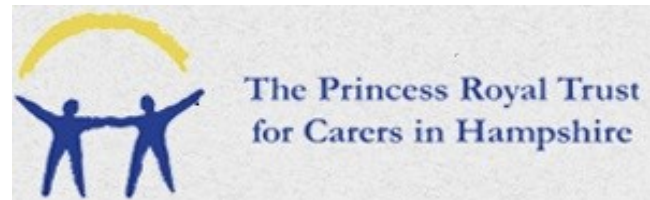
Tel: 01264 835246

Fax: 01264 351424

info@carercentre.com

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



Patient Participation Group

Barry Goring | PPG Chairman

Email: ppg@barryg15.plus.com

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

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

Patient Suggestion: *please could you make better provision for wheelchair users? Even a space in the waiting room would be helpful.*

Patient Suggestion: *More lighting required at the front especially on dark evenings.*

We are tight on space in the waiting room and as the day progresses patients move the transportable chairs to suit. With the proposed new entrance and automatic doors, we hope this will improve access for wheelchair users.

We installed additional external lights last year. We believe at the time of this suggestion one of the bulbs had expired creating darkness. We will review the feasibility of adding further sensor lights without disturbing our close neighbours.

Patient Comments

Very satisfied with attention, timing and treatment

Always offered a choice of appointments. Staff and secretaries always most polite and helpful. My doctor is very approachable, competent and open with diagnosis. Convenient location.



Prostate Cancer Screening Evening

A few minutes could save your life.

Free Prostate Cancer PSA blood test
Friday 13th May 2016 4pm-8pm
 Fleet Hospital, Church Road, Fleet GU51 4LZ

Note: Please park in the Church Road Car Park GU51 4ND and use the courtesy mini bus to travel to and from the hospital.

There is no parking at Fleet Hospital

A man dies every hour of Prostate Cancer in the UK

A 3 minute simple blood test could save your life.

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 Odiham

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 Fareham, Odiham, Collier & Harley Street London.
 See us on Facebook @ www.facebook.com/ReleaseHypnotherapy

www.ReleaseHypnotherapy.com
 01252 687260

Complementary Therapies



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

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**

HANGOVER
GRAZED KNEE
COUGH
SORE THROAT

SELF-CARE AT HOME