



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

Flu Clinic 2017/18	Pg 2
Aged 18? Have you had your Men ACWY vaccination?	2
eConsult	3
Recruitment	3
Staff News	4
NEW Travel Clinic	4
Travel Vaccination Price List	5
Staff Training Dates	6
Out of Hours Help	6
Walking for Health	7
Fleet Carers Hub	8
Tick Bite Advice	8
PPG	9
Patient Feedback	9
Complementary Therapies	10

NEW Patient Extended Access - From Sept 2017

From September 2017, three of the Fleet locality practices will be working together to share the provision of GP Extended Access. These practices are Richmond Surgery, Branksomewood Surgery and Crondall New Surgery. Unfortunately, at the present time, Fleet Medical Centre are unable to provide this shared care.

For almost a year the Fleet locality practices have been working on establishing the best way to offer Fleet patients GP Extended Access, taking in to consideration the available resources.

The best solution is for the three participating practices to share this workload by offering a partially fixed, rotating system of evening and Saturday morning clinics (not Sunday) with both a GP and a nurse.

Each of the three participating practices will see a combination of their own patients and patients from the other practices.

You will have the opportunity to be seen either at Richmond Surgery midweek and/or Saturday mornings outside of Core Hours or at another of the participating practices

dependent on the rota duty.

This does not mean Richmond Surgery's patients have to be seen at another practice by another GP, but if they are seen at another practice, the GP/nurse will have access to view the medical records for non-registered patients.

This access to the patient's clinical record is limited to the GP/nurse with whom you have booked your appointment, for the appointment itself, and for 28 days afterwards. All of the practices in our CCG Locality work with EMIS Web Clinical System.

As with any new system there will be a period of adjustment and teething to work through. We thank all our patients in advance for their consideration during this time and would ask that you consider the alternative methods for access to care if an appointment is not immediately available for you, or at a time that suits:

- GP Telephone Triage/Consultation

- eConsult – Introduced in July 2017 accessed via our website www.richmondsurgeryfleet.com

Going on holiday?
See pages 4 & 5 for information about our **NEW Travel Clinic**

Contact our doctors online

Fill out a simple online form to get advice and treatment within 1 working day

Need advice about a specific problem or condition?

I want help for my condition

Not sure what your symptoms mean?

I want general advice

or contact our doctors about one of these common conditions:

Acne	Anxiety	Asthma	Back pain	Bacterial vaginosis
Cold or flu	Contraception	Coughs	Cystitis in women	Depression
Earache	Eczema	Foot pain	Hand pain	Hay fever
Headache	Hearburn	Hip pain	Knee pain	Rectal bleeding
Shoulder pain	Sinusitis	Sore throat	Thrush	



Flu Clinics for 2017 - Saturday a.m. and midweek clinics

Our Saturday morning flu clinics this year are Sat 23 September and Sat 7 October. There will be mid week clinics too.

ALL CLINICS REQUIRE AN APPOINTMENT

New Quad Vaccine

We are very pleased to confirm that we will be offering the NEW 'Quad-Vaccine' (covers 4 strains) for the 2017/18 flu season, in addition to the usual 'Tri-Vaccine' (covers 3 strains).

Help us, so we can help you

The surgery purchases flu vaccines on your behalf so please have your vaccine with us.

GP surgeries run like businesses and in order to survive the flu vaccine programme helps generate income by meeting NHS England targets. If that money goes elsewhere, surgeries struggle to survive and can no longer offer the service.

When we vaccinate you against flu we also obtain vital data that is necessary for your medical record and care.

If you choose to go elsewhere for your vaccine such as a pharmacy or supermarket, we cannot gather this information, and they do not gather this for us, so please book in here.

You have the opportunity to be vaccinated against shingles, or pneumonia if you are eligible.

We check if you are overdue a review for areas such as your blood pressure, medication,

asthma, diabetes etc.

If you are eligible for the free flu vaccine, please, book your vaccine at the surgery and help us survive, gather your data, and ensure your health is up to date all in **one** appointment.

- Ages 2 , 3 and 4 year old – new nasal vaccine • Pregnant • A registered carer with the practice
- Aged 65 years • 6 months and over WITH one of the following conditions:

- **Chest problems** ▫ **Chronic heart disease** ▫ **Diabetes** ▫ **Chronic kidney disease** ▫ **Chronic liver disease** ▫ **Chronic neurological disease**
-

We work fast and are practised in vaccinating you, informing you of updates required and gathering data so this does not take long.

Mythbusters

- We have not asked ANY pharmacy or supermarket to give you the flu vaccine on our behalf or gather vital medical updates.
- We are NOT running the vaccination programme with any pharmacy or supermarket
- You are NOT doing us a favour, or saving us time by getting your flu vaccine somewhere else.
- The pharmacies/supermarkets are NOT doing us a favour by giving you the vaccine. Quite the opposite.
- No pharmacy or supermarket has access to your medical record.

Thank you. Drs King & Partners

If you are aged 18 and have not yet had your Meningitis ACWY vaccination, please contact the surgery on 01252 811466 to arrange an appointment with one of our nurses.

We would like to update our records with your mobile telephone number and email address. Please advise at the time of making your appointment or email us at nehccg.richmondsurgery@nhs.net

eConsult - Online GP Consultation Tool

If you are not yet aware of what eConsult is, eConsult is an online GP consultation tool.

It enables you to request medical advice from your GP online without having to telephone the surgery or book an appointment with your GP.

You will receive a response no later than the end of **the next working day**. In addition, you have access to reliable and trustworthy self-help content and other local healthcare services that may help you to avoid an appointment altogether.

It is already successfully used by surgeries in other parts of England. Richmond Surgery and our fellow 3 Fleet practices are undertaking a pilot of this new innovative tool for our CCG. We shall pilot this for approximately 3 months and after that time, it will be rolled out to the remaining 20 practices within our North East Hants & Farnham CCG.

We are extremely pleased to advise that the launch went ahead successfully and within the first week alone we had received almost 50 eConsults from patients.

It continues to be extremely popular and is working very well, ensuring our patients have a further method for accessing medical advice and

care that is flexible and interactive at a time that suits you.

We have however received some eConsults that are not for online medical GP consultation for. Please do note that eConsult is **NOT** for administration requests such as the following:

- To request a prescription
- To request a sick note
- To request a referral
- To book an appointment

eConsults received for these reasons will not reach a GP and in most circumstances, the sender will receive a response advising the eConsult has been rejected and to contact the surgery by the usual methods to arrange.

To access eConsult simply visit our website <http://www.richmondsurgeryfleet.com> 24 hours per day, seven days a week and click on the banner on the home page.

Click on the following link to see a short 2 minute video about e-Consult: <https://youtu.be/tbq1AhkmZkU>



Recruitment - Part-time Medical Secretary

As a result of proposed internal changes, a vacancy has arisen for a part time medical secretary to join our friendly and hardworking team. This is varied and interesting role and you will be secretary for one of our GP Partners, provide cover for the other Partners where required, liaise with hospitals, consultants and patients.

The position is for approx 12 hours per week (open to discussion) with working days anticipated Monday, Tuesday and Friday. A flexible approach is desirable for holiday cover within the team if required. Salary which will be advised if successful for interview. Medical experience is not necessary as we will provide full training. Experience of dictation typing an advantage but again, training can be provided as necessary.

If you are interested in applying for the position, please send your CV and covering letter to:

Donna Brennan, Managing Partner
Email: nehccg.richmondsurgery@nhs.net

If you have any general queries regarding the vacancy before applying, please call Lisa Jasnocha O'Ceallaigh, Lead Medical Secretary 01252 811477



Staff News

We are pleased to welcome the return of Kimberley Johns, practice nurse, who went on maternity leave last November 2016. Kimberley returns at the beginning of September and we very much look forward to having her back on our nursing team.

We are also pleased to welcome a new member of our Reception Team - Debra Daly. She joins the team mid September.

Travel Vaccine Clinics & Vaccine Advice



In the past, patients have been able to obtain free travel vaccine advice from our clinical nursing team. This involved the nurses reviewing the patient's travel form, researching vaccines required, reviewing the patient's past vaccine history, calling and discussing with the patient and then booking an appointment for the vaccine/s to be given. If a family is travelling, this process was undertaken on every family member. This has a significant impact on available treatment hours.

With the ongoing significant cuts in NHS funding, Richmond Surgery is no longer able to offer this free travel research and advice.

The vaccines Hepatitis A, typhoid and diphtheria, tetanus and polio vaccinations can still be provided in line with our contract for NHS vaccine provision, but for all other travel vaccinations and advice the new service will apply.

If you require travel advice and vaccinations we will provide a private travel clinic with a specialist travel nurse for both registered and unregistered patients.

To use this service: Please complete the *Travel Vaccination Agreement for a Private Travel Clinic Appointment* and pass to reception at least 6 weeks before travel, together with the private consultation fee, payable by cash to reception or debit card at Wellbeing Pharmacy.

The fee for a private consultation with our specialist travel health nurse is £35 per trip/person.

Our private travel nurse will research and review your available past immunisation history. The nurse will then contact you in due course to book a private travel clinic appointment and advise you of the vaccines recommended. They will also advise you of the vaccination fee.

If you require just the vaccinations you can research the required/recommended vaccines yourself by visiting the following approved sites:

www.fitfortravel.nhs.uk
travelhealthpro.org.uk

Enter your destination and view the advice.

If the advice is that you need vaccines, please contact the surgery and book a 10 minute travel injection appointment. Please ensure you complete the *Travel Vaccination Agreement (For Administration of Vaccine Only)* and pass to reception at least 3 weeks before your appointment.

To check your immunisation history sign in to GP Online Services and view your summary care record or come to the surgery and ask reception to print a list of your immunisation history that we have on our computer records (this will not include any paper only records). During busy periods, it may not be possible to provide this immediately.

Vaccine prices are detailed on the immunisations price list. Payment of any vaccines must be done before your travel injection appointment. If you plan to pay on the day please arrive 20 minutes earlier to ensure payment is done before your appointment.



TRAVEL VACCINATION Price List

Vaccine – No Charge	Course	Per Dose
Cholera oral (Dukoral)	2 doses	£0
Hepatitis A (Havrix/Avaxim)	1 dose	£0
Hepatitis A & B Combined – Adult (Twinrix)	3 doses	£0
Hepatitis A & B Combined – Paediatric (Ambirix)	2 doses	£0
Hepatitis A & B Combined – Paediatric (Twinrix)	3 doses	£0
Hepatitis A Paediatric (Havrix Junior/VAQTA Paediatric)	1 dose	£0
Typhoid (Typhim Vi)	1 dose	£0
Yellow Fever + certificate	1 dose	£0
Vaccine – Chargeable		
Hepatitis A & Typhoid Combined (Viatim)	1 dose	£134
Hepatitis B (Engerix B/HBVacPro)	3 doses	£52
Hepatitis B Paediatric (Engerix B Junior)	3 doses	£39
Japanese Encephalitis (IXIARO)	2 doses	£117
Measles, Mumps, Rubella (MMR)	2 doses	£65
Meningitis ACWY + certificate (Menveo)	1 dose	£58.50
Rabies Vaccine(Rabipur/Rabies BP Intramuscular)	3 doses	£71.50
Tetanus, Diptheria and Polio (Revaxis)	1 dose	£41
Tick-borne encephalitis – Adult (Ticovac)	3 doses	£71.50
Tick-borne encephalitis – Paediatric (Ticovac)	3 doses	£84.50
Private Prescription FOR Malaria Prophylaxis		£19.50
Malarone		
Chloroquine (Avlochlor)		
Proguanil (Paludrine)		
Doxycycline		



In August 2017 we had a total of

56 missed GP appointments
82 missed Nurse appointments

That is an average of **6**
appointments per working day

Some of these appointments were 20-30 minutes
with our nursing teams.

That is a lot of wasted appointment time.

If you would like a text reminder for your
appointment, please let reception know or send us
an email at nehccg.richmondsurgery@nhs.net

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

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 25 September 12pm - 2pm
Monday 20 November 12.15pm - 2pm

Wellbeing Pharmacy will be open as normal.

Richmond Surgery Fleet, Hampshire	SURGERY OPENING TIMES				
	Mon	Tues	Wed	Thurs	Fri
7.30am - 8am Self check-in for pre-booked appointments only	✓	✗	✓	✓	✓
8am - 6.30 pm full reception service	✓	✓	✓	✓	✓
6.30pm - 8.00pm Self check-in for pre-booked appointments only	✓	✓	✓	✓	✗
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**





Walking for Health

Walking is simple, free, and one of the easiest ways to get more active, lose weight and become healthier.

Sometimes overlooked as a form of exercise, walking briskly can help you build stamina, burn excess calories and make your heart healthier.

You don't have to walk for hours. A brisk 10-minute daily walk has lots of health benefits and counts towards your recommended 150 minutes of weekly exercise.

Before you start

Any shoes or trainers that are comfortable, provide adequate support and don't cause blisters will do.

If you're walking to work, you could wear your usual work clothes with a comfy pair of shoes and change shoes when you get into work.

For long walks, you may want to take some water, healthy snacks, a spare top, sunscreen and a sunhat in a small backpack.

If you start going for longer walks regularly, you may want to invest in a waterproof jacket and some specialist walking shoes for more challenging routes.

How do I know if I'm walking fast enough?

A brisk walk is about three miles an hour, which is faster than a stroll.

One way to tell if you're walking briskly is if you can still talk but can't sing the words to a song.

You could also try using the free Active 10 app on your smartphone.

It tells you when you're walking fast enough and suggests ways to fit in some more brisk walking.

Download the Active 10 app from

the App Store and Google Play.

What if I'm not very active?

If you're not very active but are able to walk, increase your walking distance gradually.

If your joints are a problem, check whether your local swimming pool holds exercise classes.

The water helps to support your joints while you move, and once you lose a bit of weight, the pressure on your joints will reduce.

If you're not active because of a medical condition, get advice on exercising with a disability.

If you can't leave the house, why not see if one of our free exercise videos can help?

Staying motivated

Make it a habit

The easiest way to walk more is to make walking a habit. Think of ways to include walking in your daily routine. Examples include:

- walking part of your journey to work
- walking to the shops
- using the stairs instead of the lift
- leaving the car behind for short journeys
- walking the kids to school
- doing a regular walk with a friend
- going for a stroll with family or friends after dinner

If you live in a city, Walkit has an interactive walk planner to help you find the best walking route. Each suggested route includes your journey time, calorie burn, step count and carbon saving.

Listen to music

Walking while listening to music or a podcast can take your mind off the effort. Music can also get you into a rhythm and help you walk faster. You'll be surprised at how fast the time goes when you're walking to your favourite tunes.



Use the Active 10 app

Active 10 allows you to track how much and how fast you've walked. To keep things interesting, it gives you goals to work towards and rewards your progress.

Mix it up

Add variety to your walks. You don't have to travel to the countryside to find a rewarding walk. Towns and cities offer interesting walks, including parks, heritage trails, canal towpaths, riverside paths, commons, woodlands, heaths and nature reserves. For inspiring walks, visit Walk Unlimited.

For wheelchair users, visit Walks with Wheelchairs, and for parents with buggies, visit Walks with Buggies.

Join a walking group

Walking in a group is a great way to start walking, make new friends and stay motivated.

Watch a video about Walking for Health's walking groups.

Ramblers organises group walks for health, leisure and as a means of getting around for people of all ages, backgrounds and levels of fitness. Its website has details of many locally organised walks in towns and cities, as well as the countryside.

The UK's 15 National Parks run free guided walks for the whole family during the holidays.

For the full article, go to: www.nhs.uk/Livewell/getting-started-guides/Pages/getting-started-walking.aspx



HOW WILL YOU QUIT?

Find the support that's right for you.
Search Stoptober.



The Princess Royal Trust for Carers in Hampshire



FLEET CARERS HUB

NHS
 North East Hampshire and Farnham Clinical Commissioning Group

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 to 2pm

Monday 18th September	Monday 16th October	Monday 20th November
Monday 15th January	Monday 19th February	Monday 19th March

For further information, please call 01264 835246/835205 or email: info@carercentre.com



Ticks



Ticks are a common presence in UK woods, moors or thick grass. Once they've latched on to you, ticks cling to your skin and suck your blood.

The bite doesn't really hurt, but certain types of tick can transmit a condition called Lyme disease. You should remove a tick as soon as you spot one on your skin.

Prevent tick bites: Wear long sleeves and trousers when you're walking in forested, overgrown areas and use a tick repellent.

See a doctor if: you get a circular rash spreading out from where you were bitten or you develop the symptoms of Lyme disease.

Send any ticks you collect to Public Health England's Tick Recording Scheme and they'll identify them for you.

For the full article go to: www.nhs.uk/Livewell/bites-and-stings/Pages/insects-bugs-that-bite-sting.aspx



Escape the wait.
 Consult with your GP online.
richmondsurgeryfleet.com



WALKING BRISKLY FOR 10 MINUTES COUNTS AS EXERCISE

Search Active 10 to download the app today.





PPG - Patient Participation Group

In September and October, the PPG Members will once again be supporting Richmond Surgery during the Saturday morning flu clinics. We will be in attendance guiding patients on quickly to the next available clinician and will be available for any questions you may have. We wear our PPG ID badges so are easily identified if you would like to stop and talk to us about the valuable work and support we provide to the Surgery as patient representatives.

If you are interested in working with the PPG, please email me in the first instance. We are always keen to hear from interested patients in particular those younger patients. Being a member of the PPG is not time consuming, but our opinions matter and we are regularly consulted about new systems and ideas for

increasing our access to medical advice as patients.

Please note that potential members are discussed with existing PPG members, the GP Partners and the Managing Partner.

You can learn more about us and our role on Richmond Surgery's website www.richmondsurgeryfleet.com/patient-group

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

Patient Feedback:

We have never not been able to see or speak to our doctor on the same day for us or our children when needed, how many other surgeries can offer that?! Our doctor is simply superb, never too busy and couldn't be more helpful. Yes, the surgery is catching up on technology but overall compared to my experience with other local surgeries this place is excellent. In house pharmacy receives digital prescriptions so you can get it immediately too.

Response:

Thank you for your positive review. Since the introduction of EPS (Electronic Prescribing Service), we are pleased to say we have introduced electronic pathology and radiology results. This greatly reduces the waiting for results to be processed. Results can be received by the surgery almost as soon as they are released by the laboratory and can be viewed quickly in the patient's record.

Patient Feedback:

After a weekend of pain I decided I needed to see my GP. Went online at 7am on a Monday and was able to select a 9.30am appointment with the doctor. Was only running 15 minutes late when I was called in but was out by 10am with reassurance and a prescription. The doctor also spotted something else wrong and was able to offer treatment for that too I have never been let down by Richmond Surgery - an excellent practice who seem to always be looking at ways to keep up with the increased demands on them. And I love their newsletter - so informative and of course - all my family love the doctor - who knows the meaning of continuity of care.

Response: Thank you so much for taking the time to post a positive review on NHS Choices. We appreciate your awareness of the demands general practice is under and would like to give assurances that we will continue to look at innovative ways to increase access to care. If you have yet to try the latest new access to care system called eConsult we hope you will. It can be accessed via our website. We very much appreciate the favourable review of our monthly newsletters.



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:

- 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
Your local, natural Wellbeing 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

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, Odiham, Guildford and Harley Street 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