

RICHMOND SURGERY

June 2012

More news on reverse page

Our NEW Website

www.richmondsurgeryfleet.com

Virtual Survey



Group

The **Department of Health** is developing a strategy to deal with long term conditions.

They would very much like to hear our views, ideas and experiences.

To find out more, go to the following website

<http://longtermconditions.dh.gov.uk/>

For further guidance, click on "Have your say".

The deadline for comments is 15 June 2012.



A&E ?

Save precious NHS money

Remember, before calling 999 or driving to A&E just think for a few minutes—do you REALLY need them?

When the surgery is closed, there is always a team of GPs available with the

Out of Hours Team
0118 936 5649

or if you just need some medical advice over the telephone, call **NHS Direct**
0845 4647

On line appointments are released BEFORE 8.00am !!

To register for **ON LINE** booking just ask at reception for a form and they will give you full details of how this works.

The more who join, *the easier it will be for everyone without internet access to make appointments as well*

WE ALL WIN!..

And while we are talking about appointments, PLEASE be punctual and keep within your 10 minute slot to avoid inconvenience to others.

If you need a longer appointment or if you are bringing a family member with you, then speak to reception when making your booking.

Text reminders

85.3% of the patients who responded to a recent survey said they would like an Appointment Reminder System. We are therefore introducing a text message reminder system towards the middle of June. Everyone who has provided us with a mobile number will receive an automatic text message offering them the choice to opt out before we launch the system. If you haven't already given us your mobile number, please pick up a form from reception without delay!

Staff profile—this month Donna Brennan

Donna has been our Practice Manager since February 2011.

She previously worked in the private sector in management and finance for over 20 years. She is enjoying introducing lots of new ide-

as and systems to the Surgery over the past year.

She is a keen sailor, currently renovating a yacht and she also enjoys skiing, gardening and travel.

On line repeat Prescriptions

This will be launched in July and is only available to those patients who have registered for ONLINE APPOINTMENTS.

So—get registered TODAY
Forms at reception.

Do you REALLY need to see the Doctor?

Every weekday morning except Wednesday, our fully qualified senior practice nurse holds a Minor Illness and Injury clinic.

She can treat you for minor illnesses such as coughs, colds, tonsillitis, conjunctivitis or ear infections, vomiting and diarrhoea, stomach upsets as well as minor injuries, sprains and cuts and

infections. We would encourage you to use these clinics as often as possible, *leaving GP appointments for those with more serious problems.*

Slots are available to book ahead as well as on line.

Blood Pressure checks can be carried out by any of our nurses or the Healthcare Assistant..

RICHMOND SURGERY

Richmond Close
Fleet
Hampshire
GU52 7US

June 2012

**Do you have a
local business?
Advertise
with us ...**



..if you would like to promote your business on our new Digital Information Service in the waiting room, please contact Donna Brennan our Practice Manager for more information and the advertising rates.

65-plus Men

A simple scan can tell you if you have an abdominal aortic aneurysm.

This is an enlargement of the main blood vessel in the abdomen and if left untreated it can be fatal.

Men aged 65+ are most at risk.

Men turning 65 before 31 March 2012 will receive an automatic invite, but all men aged 65+ may self-refer for a scan.

We will have a clinic here at Richmond in July.

Call the AAA Screening Programme who will arrange an appointment for you, on:

01784 884975

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

COMPLEMENTARY THERAPIES

Kipp Clark

Advanced Massage Therapist

Kipp specialises in the treatment of pain.

He incorporates a wide variety of treatments and therapies such as

- Reflexology
- Eastern massage techniques
- Swedish massage
- Auriculotherapy

Speak to our Reception Team for more information and a price list, or contact him on

07769 666448 or email

kclark@altonadvancedbodywork.co.uk

The Odiham Clinic

Offers a range of treatments available at Richmond Surgery.

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

See their leaflets and business cards in our waiting area.

Contact The Odiham Clinic on

01252 459040

www.theodiamclinic.co.uk

Maria Morgan Acupuncturist

Holds a clinic at the Surgery on Wednesday afternoon.

See leaflets in the waiting area

NEW! Starting on 15 June

One Healthsource Minor Surgery

Minor surgery is available at the surgery on a private basis.

Surgery is performed by Dr Ed Hatley who offers a wide range of treatments to meet your needs, such as

- Cautery & Cryotherapy
- Excision
- Ingrowing toenail
- Steroid joint injection

For a price list or any other information, speak to our Reception Team or call

01252 887554

edhatley@doctors.org.uk