

RICHMOND SURGERY

March 2012

More news on reverse page

We're on the Web

www.richmondsurgeryfleet.com

Our theme this issue – YOU can help reduce waste in the NHS



www.medicinewaste.com

A&E ? Think before you dial

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

If it is something that you would *normally* come to the surgery to discuss, but the surgery is closed—then you should contact the

If the duty doctor believes you need to be seen in A&E, you will be advised to go there instead.

If you just need some medical advice over the telephone, call

NHS Direct on 0845 4647

This is something we can do ourselves to help the over-stretched A&E department and save precious NHS resources.

**Out of Hours Team
0118 936 5649**

Wasted appointments

Every month you will see a poster in the waiting room listing the appointments that have been wasted, particularly with our practice nurses. As well as being a huge waste of money and resources, these figures have an impact on every patient who has accordingly been unable to make an appointment when they needed one.

KEEP IT OR CANCEL IT ... as a courtesy to others

We have to monitor repeat offenders and they may be asked to leave our patient list.

New early morning "Commuter" clinic times

As a way of increasing available appointments, one of our GPs is trialing an early morning Commuter Clinic.

This will be on Monday and Friday between 7.30 am and 8.00am.

Remember we also

have late evening appointments available on Tuesday, Wednesday and Thursday from 6.30 to 8.00pm.

Subject to the success of the early morning clinics, we will review the provision by our other GPs.

Our NEW website was launched at the end of January.

Do have a look at it and let us know what you think

Private Work

Please note we cannot undertake to forward completed forms and questionnaires on patients' behalf. These must be collected in person when making payment.

Complementary Therapies at Richmond Surgery

..... See reverse page

Virtual Survey



Group

in conjunction with the PPG

THANK YOU to those who responded from our 385 member strong Virtual survey Group.

Feedback was used to generate a more comprehensive survey on the two biggest areas of concern: appointments and telephone access.

The results will be published on our website at end of March 2012 with proposed actions to address those areas of concern.

Our Nurse could help

If you are suffering with a minor illness such as cough, cold, tonsillitis, conjunctivitis or ear infections you can make an appointment for the morning



Minor Illness Clinic.

These are often more readily available than GP appointments. It is run by our senior practice nurse Lynn.

RICHMOND SURGERY

Richmond Close
Fleet
Hampshire
GU52 7US

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



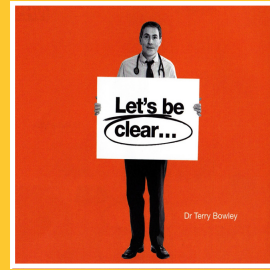
..if you would like to promote your business on our new Digital Information Service in the waiting room, please contact Donna Brennan our Practice Manager for more information and the advertising rates.

Don't queue or keep dialling for an appointment ...

.. 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!



...about **bowel cancer**

Bowel cancer is England's second most common cancer, with around 33 000 new cases each year and it can affect both men and women.

If you are aged 60-69 you will be sent a Bowel Cancer Screening kit every TWO years and if you are aged 70 or over, you can request a kit by telephoning 0900 707 6060.

These kits can help detect bowel cancer at an earlier, treatable stage, but if you are worried—don't wait for your kit. Pick up a leaflet from the surgery and speak to your doctor today.

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 complete range of treatments available at Richmond Surgery. Depending on booked appointments, both the Osteopath and Reflexologist will be available for a chat on Wed and Tues mornings respectively.

- Osteopathy
- Hypnotherapy
- Homeopath ***NEW***
- Counselling
- Reflexology

Contact The Odiham Clinic on

01252 459040

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