

RICHMOND SURGERY

September 2011

We're on the Web

www.richmondsurgeryfleet.com

Did you know

Your local pharmacy is not just for medication and toiletries! You can have your blood pressure taken and forwarded to the surgery. So if you are one of our many patients that needs to check your BP regularly, next time you visit the pharmacy, do take advantage of this time saving service and update your BP through them.

Our HCA, Chris Brownlow has a variety of skills under her belt! You may find it easier to make an appointment with her rather than wait for the GP or PN. She can help with the following:

- ECGs
- Blood tests
- Blood Pressure
- B12 injections

Coming out of hospital

Your doctor is not always aware when you have been admitted to hospital. Nor are we always immediately aware that you have been discharged. It can be up to 7 days before the surgery receives your discharge letter.

Do ensure that you have care at home during your convalescent period and either notify your doctor yourself that you are now at home, or arrange for someone else to do that.

Your opinion



counts..

The Richmond Surgery patient participation group has been active since 2008, but they are very keen to have more input from other patients at the surgery.

They would like to hear from patients who would be prepared to join the *Virtual Survey Group*. This involves taking part in 2 or 3 short surveys during each year regarding changes to the practice, proposed new services, opening times and so on.

If you would be interested in joining this group, please complete the form which you will find in the waiting room or on our website.

A&E ? Think before you dial

There has been a recent spate of reports about people calling 999 for quite spurious reasons.

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

Out of Hours Team

Frimley Primary Care Services operates out of OPD2 at Frimley Park Hospital from 18.30—8.00am each weekday and over weekends and public holidays. Before heading for the overstretched A&E, give OOH a call on -

0118 936 5649

It is not a walk-in service, so you will need to make an appointment before

making your way to Frimley Park. You will also need your own Transport.

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 save precious NHS resources.

Nurse led clinics

If you are an **asthma patient** and have not had a review or check up in the last 12 months, please book an appointment with our practice nurse Karen.

If you suffer from a **minor illness** such as cough, cold, tonsillitis, conjunctivitis or ear infections etc, you can make an appointment

with our senior practice nurse Lynn at her **Minor Illness clinic**. She has dedicated slots for this clinic each day and these will be more readily available than a GP appointment.



Complementary Therapies
at Richmond Surgery

..... See reverse page

Staff News

Last month we said farewell to Sandra, who has worked on our prescription desk and reception for more than 20 years. She has now decided it is time to retire and she will be much missed.

On line Booking

The surgery endeavours to keep up to date with technology!

From 1 June 2011, we have been offering a number of appointments "bookable on line".



You will however need to register with the surgery in order to access the service. Pick up a form at reception, or download one from our website; once registered you will be given your personal log on details.

RICHMOND SURGERY

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Fleet
Hampshire
GU52 7US

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Fax: 01252-815031

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We're on the Web

www.richmondsurgeryfleet.com

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 with a host of qualified therapists, available at Richmond Surgery

- Osteopathy
- Podiatry/Chiropody
- Hypnotherapy
- Sports Massage
- Counselling
- Reflexology

Contact The Odiham Clinic on

01252 459040

www.theodiamclinic.co.uk

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