

RICHMOND SURGERY

December 2011

NHS Press Release "Flu jabs not just for over 65s"

We're on the Web

www.richmondsurgeryfleet.com

Did you know



... if you suffer 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.

.....about online booking? Why queue or wait on the telephone to book an appointment. Appointments are available on line with your registered GP, the locum of the day or the Minor Illness Clinic.



Register today at reception but do remember to collect the necessary paperwork to complete the process, or you will be unable to access this service.

Appointments not kept

Despite our repeated PLEAS for patients to cancel unwanted appointments with either doctors or nurses so making them available to others, our monthly figures of non-attenders continues to rise.

Regrettably, we must advise that patients who repeatedly fail to cancel their appointments may be asked to leave the practice.

Complementary Therapies at Richmond Surgery
..... See reverse page

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

Out of Hours Team
0118 936 5649

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 overstretched A&E department and save precious NHS resources.

Surgery Profiles this month — Debbie Burgess

Debbie recently joined the practice as Practice Administrator having worked in the private sector for 16 years looking after international corporate medical schemes.

She has lived in Hampshire for 27 years, moving from Middlesex when she mar-

ried and has 2 children both currently away at university.

Their pet rabbit keeps 'empty nest syndrome' at bay!

Her hobbies include walking, gardening and more recently, archery — so don't upset her!

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.

A big "thank you" to the more than 300 patients who have now joined the *Virtual Survey Group*. The first survey regarding the surgery and its services is planned for the new year and the results will be published on the website.

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

TV Screen

We hope you have been enjoying the new Digital Information system in the waiting room. Through this medium we plan to keep you updated on surgery news, as well as displaying a live BBC news stream.

We also provide information on local groups, business and services and if you would like to advertise on our system, please speak to Donna, the practice manager for more information and our monthly rates.

Our Website

It's always good to keep things fresh and so with this in mind, we are currently developing a new and improved website which we hope to launch in the new year. It will include easy links to our Online appointment System, latest news, information and developments at a glance.

*All the doctors
and staff wish you*

a

very

Sappy Christmas

and

New Year



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December 2011

Flu jabs not just for over 65s

Only half the people the NHS considers 'at risk' protected themselves with a flu jab last winter. 70% of those who died with flu last winter were aged between 15-64.

If you suffer from chronic neurological, chest, heart, kidney or liver disease, diabetes or lowered immunity such as when undergoing cancer treatment, YOU are at risk.

Equally worrying is the fact that only 39% of pregnant women had their jab last

year and 56% of those who act as carers also failed to protect themselves

Anyone, of any age, who already has a health condition is more likely to suffer complications, usually by the virus affecting the lungs, potentially resulting in pneumonia—which can be fatal.

The jab is FREE to anyone in these risk groups.

*From NHS South of England
Press Release 1 Nov 11*



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

BOOK YOUR FLU JAB appointment
NOW at reception.

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
- 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