

# RICHMOND SURGERY

June/July 2011

We're on the Web  
[www.richmondsurgeryfleet.com](http://www.richmondsurgeryfleet.com)

## Our Appointments System

### *Did you know .....*

You can book up to 6 weeks ahead with your GP.

Our commuter clinic offers 'book ahead' appointments between 6.30-8.00, Tues, Wed & Thurs.

We have a team of regular locum doctors available for 'book on the day' appointments.

As well as dealing with general nursing and wound care, our practice nurses hold a number of special clinics including travel vaccination advice, baby immunisations, diabetic, asthma and heart disease clinics as well as a walk-in minor illness clinic

On Tuesdays we have nurse appointments available until 7.00pm.

Our health care assistant is available for blood pressure monitoring, ECGs and other general health care.

AND—you can book 'on line' (see article below).



## 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.

### *E-coli has been in the news again— with a grim reminder that it can be fatal.*

Always wash vegetables and fruit before eating them raw—even if they are in a nice plastic bag.

Use bleach products to keep your home clean and wash your hands often throughout the day, especially when caring for someone who is ill.

There are hand sanitising dispensers in the surgery for you to use. The nature of our work means sick people come in and out of our doors!

## Patient Participation Group

This is made up of a wide cross section from the patients in the surgery. They meet with the Doctors and Practice Manager regularly to discuss matters of mutual interest.

If you have something you would like discussed at one of these meetings, please contact the Chairman, Rikki Willis, on her email :

[rikki.willis@btopenworld.com](mailto:rikki.willis@btopenworld.com)

## Staff News

Since our last newsletter, we have said farewell to Mary Thompson one of our practice nurses and we all wish her every success in her new post.

Our practice administrator, Margaret Humble, recently qualified for her "25 year medal!" She has decided it is now time to leave us and begin well-deserved retirement. She will be leaving at the end of July by which time the new practice ad-

ministrator, Debbie Burgess will be in post.

We would like to introduce several new members of staff: Chris Brownlow, our Health Care Assistant.

Michelle Jupp our new practice nurse.

Claire Collins on reception (some of you may recognise Claire, as she worked with us some years ago, before moving house)

## Complementary Therapies

In our last newsletter, we introduced Kipp Clark, an holistic massage therapist who specialises in the treatment of chronic pain.

We now have pleasure in announcing that the **Odiham Clinic** is offering a number of services at Richmond Surgery.

These include Osteopathy, Chiropody, Counselling, Hypnotherapy, Reflexology and Sports Massage.

For more information visit their website at [www.theodiamclinic.co.uk](http://www.theodiamclinic.co.uk).

...or see their literature in the surgery waiting room.

## 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 a virtual survey group. This would involve 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.