

Richmond Surgery

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Surgery Development Plans

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 are interested in learning more, please either speak to your GP or contact the Chairman Rikki Willis, on her email.

rikkiwillis@btopenworld.com

Many of our patients will remember that some years ago, we embarked on a plan to extend the surgery to provide additional consulting rooms. In 2010 the practice obtained Planning Permission to extend the surgery to provide additional consulting rooms on the first floor as well as increased office space and staff facilities.

The developments were very much dependent on the practice's landlord who was involved in the planning and financial aspects of the proposed extension. Delays became unavoidable due to the economic climate and early in 2012 it

became clear that the landlord would be unable to proceed. Amongst various options open to the practice to enable us to proceed was the option to purchase the premises.

The partners are pleased to announce that in August 2012 the surgery premises were purchased from the landlord. The practice has now been able to move forward with the extension plans. We are currently adjusting the existing plans with our Architects to reflect new PCT specifications. The original aim of 4-5 additional consulting rooms on the



first floor, lift access, increased office space and staff facilities remains. We are also considering an in-house Pharmacy and are currently in discussion with Community Pharmacies and Rowlands Pharmacy. This would provide patients with a fast effective way to collect prescriptions. We will shortly go out to tender and hopefully will commence building works in early 2013.

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NHS 111 – a new service for Hampshire



From 6 November 2012 patients in Hampshire will be able to call just one number—**111**, for medical advice when the surgery is closed. This replaces the old Out of Hours number and the staff on **111** will

be able to refer you on to OOH if they decide that is required.

Remember **999** is reserved for Serious Life-threatening Emergencies.

Flu Clinic appointment reminders



... oops some patients received more than one reminder ...

Our "text appointment reminder" software provider offered us a free trial of a reminder by voice message to a land-line for those thousands of our patients who are eligible for a free flu vaccine.

We have struggled in the past to find an easy, cost effective way to remind patients, so we gladly accepted the offer.

Within 10 days we had almost 1800 eligible patients booked for the flu vaccine. The method worked so fast and so well that the clinics were filling up faster than we could create them!

Unfortunately there were some teething problems with the software and some patients received several messages.

On the whole however the success far outweighed the few teething problems and we are now considering using this method to remind patients of other clinics they are scheduled to attend.

Thank you to everyone for your feedback and more importantly, your appreciation that the surgery continues to implement new ways to streamline your care.

New ideas we have introduced in 2011/2

..... "our first emailed Newsletter received a very favourable response"

On line booking was launched in June 2011. Appointments are released in the morning before the phones and the surgery opens.

Minor illness Clinic with our senior practice nurse. These appointments are more readily available than with a GP if you are just suffering from a minor ailment (see our TV info screen). These

can also be booked online.

Telephone consultations are now available with a nurse, not just your GP for those times when you just need some minor information.

0730-0800 commuter clinic was launched in January 2012 with the nursing team and one of our GPs is also currently trialling 2 early

morning clinics.

Text appointment reminders was launched mid-June 2012.

Patient Awareness Plans—our first emailed Newsletter received a very favourable response. We plan to continue doing this as our patient email address list continues to grow.

Flu Clinics

If you are eligible for a free vaccine and you have not yet booked your flu jab, there are still some appointments available.

BOOK NOW ...

Online Appointments

Patients who have recently signed up to the online appointments systems have been experiencing problems at the final registration stage.

We are aware that the software provider has had some problems which they hope will soon be resolved.

Information Screen

The digital information screen in the waiting room has proved to be a fast and effective way to communicate information to our patients

Staff News

In June we said goodbye to Trish Shephard who had been part of our reception team for nearly 6 years. Trish has joined another surgery nearer to her home and we wish her all the best of success.

To bring our reception team back to strength, Carolyn Francis joined us in September, together with Lynda Fisher our relief receptionist. And in October, Julie Ridley will be joining us as receptionist/administrator.

Complementary Therapies

Kipp Clark

Advanced Massage Therapist

Kipp incorporates a wide variety of therapies and specialises in the treatment of **chronic pain**. He also offers

- Sports Injury Treatment
- Thai & Eastern massage techniques
- Reflexology

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

07769 666448 or email
kclark@altonadvancedbodywork.co.uk
www.altonadvancedbodywork.co.uk

The Odiham Clinic

Offers a range of treatments available at Richmond Surgery.

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

See their leaflets and business cards in our waiting area.

Contact The Odiham Clinic on
01252 459040
www.theodihamclinic.co.uk

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

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

Maria Morgan MSc BSc (Hons) Acupuncturist

Holds a clinic at the Surgery on Wednesday afternoon.

Tel: 01252 662749
 Mobile: 07900096595
www.acupuncture-fleet.co.uk



Claire Painter

Chartered Physiotherapist

Holds a clinic at the Surgery and has appointments available during the day or evening on Tuesday, or on Thursday mornings.

Tel: 07793 289461

www.clairepainterphysiotherapy.com

Latest News on Whooping Cough vaccine



Protect your unborn baby

The current outbreak of whooping cough (Pertussis) in England is the largest in more than 10 years. This is a very distressing and potentially fatal disease, particularly in tiny infants. Babies can only be vaccinated at 8 weeks and are therefore vulnerable to the disease before this time. There have been 9 deaths in England up to 1 September and infant deaths have also been

seen in other countries including USA. The DOH has decided on a temporary programme of immunisation for women in the 3rd trimester of pregnancy. This means the antibodies are passed from the mother to her unborn baby, so protecting baby before routine immunisation can be given at 8 weeks. It is felt to be the most effective strategy to provide

protection to newborn infants. *However, this vaccination programme will not have any effect on the spread of the disease in the general population and the DOH will continue to monitor this.* Vaccinations will be available to pregnant women between 28 and 38 weeks. For more information please speak to your Midwife, GP or to our senior practice nurse.

Measles outbreak in Eastern Europe

“check with the nurse whether your destination is affected by the measles epidemic”

British holiday makers have been advised by the Director of Public Health to check they are protected against measles. There has been a recent spike in measles cases across the UK and across Europe. If you have never had a vaccination against MMR (the combined vaccina-

tion of Measles, Mumps and Rubella) and are travelling abroad, please contact the nurse as soon as possible to check whether your destination is affected by the measles epidemic. This applies to both adults and children but people born before 1970 are likely to have had all three natural in-

fections and are less likely to be susceptible. Free immunisation is available for patients up to the age of 15 but we are offering MMR vaccinations for travel purposes on a private basis at a cost of £12.00

Pneumococcal vaccine



The Department of Health recommends that anyone over the age of 65 should have a pneumococcal injection that will protect you for life. Any of our patients who have not yet been vac-

inated should make an appointment with the practice nurse.

Patient Representative Group Surveys

January 2012 with the help of a Virtual 352 Patient Representative Group, the practice carried out a survey of Appointments and Access to Care. The results of the survey were extremely informative and on the back of this, an action plan was created to address areas for improvement where possible. The results of this survey

are still available on our new website - www.richmondsurgeryfle.com under patient Group/Survey Results together with our action plan and an update on progress. We are currently preparing a new patient survey Patient Awareness and Surgery Services which will address other areas. As we have an increasing number of patient

email addresses thanks to the introduction of our Online Appointment System, we will be inviting all these patients to participate in our next survey. This will provide us with a far greater representation of patient views and we hope you will participate. We anticipate our next survey being released towards the end of November, so do please look out for our email invitation.



Look out for our email invitation

Wasted Appointments

We continue to experience a high level of missed appointments. Our nursing team is a member short at present due to unforeseen circumstances and it is most often the nursing appointments that patients miss.

pointment that is no longer needed, as a courtesy to others.

Repeat offenders are monitored and may be asked to leave our patient list

We appeal to all our patients to **cancel any ap-**

“157 appointments were missed at the Surgery in September – this IS a cost to the surgery and ultimately everyone!”

Blood Pressure Readings

Everyone over the age of 45 should check their blood pressure at least once a year.

pressure machine in the waiting room.

Once you have recorded the results, please let the receptionist have the slip and it will be entered on to your notes.

Doing this helps the doctor keep a check on your health.

If you have not checked your blood pressure in the last year, please do make use of the blood



Blood Pressure machine in our waiting room

Richmond Surgery
Richmond Close
FLEET
GU52 7US



Check which items you already have. Only order repeats of what you actually need.

Medicines cannot be recycled – opened or not.

Take to your Pharmacy for safe disposal.

Let your GP or pharmacist know if you have stopped taking any medicines on your repeat prescription.

**Do you have a local business?
ADVERTISE with us
Contact Donna Brennan
Practice Manager**

Keeping you in touch

We have over 3000 (and rising) patient email addresses as a result of our Online Appointments system.

We feel that this will be an excellent way of keeping our patients well informed of any new systems, clinics or services that we are planning.

If you would like to be kept up

to date, sign up to the Online Booking Service and let us have your email address.

