

Richmond Surgery

Newsletter

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

Dialing 111

A&E care which is termed "unscheduled" is now becoming unsustainable. If we want to keep our A&E services, we need to use them wisely.

Did you know that more than ONE-THIRD of A&E visits do not really need emergency care.

From **Autumn 2012** Hampshire will begin using the 111 service.

This is an alternative to dialling 999 when you need medical assistance, but it is **NOT AN EMERGENCY**.

It is hoped this new service will make it much easier for patients to access the service they really need.

After an initial assessment, the call handler will transfer the caller to the most appropriate service, such as telephone advice, an ap-

pointment with the Out of Hours team, or if the call is judged to be an emergency, they are able to dispatch an ambulance without another call being necessary. This scheme has been successfully piloted in other parts of UK.



In the meantime—remember, before calling 999 or driving to A&E just think for a few minutes—do you REALLY need them? Is it an EMERGENCY?

When the surgery is closed, there is always a team of GPs available with the

Out of Hours Team

0118 936 5649

or if you just need some medical advice over the telephone, call **NHS Direct**

0845 4647



Inside this issue:

Online Scripts	2
Minor Illness Clinic	2
Text Reminders	2
Flu Clinics	2
Commuter clinics	2
AAA screening	3
Complementary Therapies	3

On line appointments are released BEFORE 8.00am

To 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!..

And while we are talking about appointments, PLEASE be punctual and keep within your 10 minute slot to avoid inconvenience

to others.

If you need a longer appointment or if you are bringing a family member with you, then speak to reception when making your booking.

Book with our Senior Practice Nurse



Minor Illness and Injury Clinic

...for the Minor Illness and Injury clinic. Appointments are bookable in advance or on the day and are available by phone or on line every morning except Wednesdays.

Our nurses can treat you for minor illnesses such as

coughs, colds, tonsillitis, conjunctivitis or ear infections, vomiting and diarrhoea, stomach upsets as well as minor injuries, sprains and cuts and infections.

Blood pressure checks can be carried out by any of our nurses as well as

our Health Care Assistant.

PLEASE USE THIS CLINIC

You will then help to release GP slots for patients who have more serious problems

Thank you !!

Text Appointment Reminders

“with my grateful thanks for yet another useful innovation...”

In response to our survey, 83% of you said “yes” to this service. It is now in operation and we have had very positive feedback from our patients:

“So pleased you are doing this.”

“Thank you for this new ser-

vice. I hope it works.”

“Brilliant idea!”

“I hope this helps to reduce the high numbers of patients that miss appointments”



In July –163 appointments were missed ...



Private flu vaccinations and group visits are available. Please speak to the practice manager

Flu season is upon us

Clinics will start at the end of September and will include TWO Saturday clinics.

If you are eligible, make your appointment early!

On line repeat Prescriptions

Due to high demand, launch is now expected in the Autumn. It is only available to patients who have registered for ON LINE APPOINTMENTS.

So—register TODAY

Commuter Clinics

Early morning (0730-0800) clinics were launched in January with the nursing team. One of our GPs is also trialling two early morning clinics.

65-plus Men

A simple scan can tell you if you have an abdominal aortic aneurysm.

This is an enlargement of the main blood vessel in the abdomen and if left untreated it can be fatal.

Men aged 65+ are most at risk.

Men turning 65 before 31 March 2012 will receive an automatic invite, but all men aged 65+ may self-refer for a scan.

Clinics held here at Richmond Surgery will resume in September 2012.

For appointments, call the AAA Screening Programme on:

01784 884975

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
www.theodihamclinic.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

*"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 Acupuncturist

Holds a clinic at the Surgery on Wednesday afternoon.

See leaflets in the waiting area



❖ NEW ❖

Claire Painter Physiotherapist

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

See leaflets in the waiting area

Richmond Close,
Fleet
Hampshire
GU52 7US

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.

Visit our NEW website
www.richmondsurgeryfleet.com

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.

