Richmond Surgery
Fleet, Hampshire

Armed Forces veteran friendly accredited GP practice

Dementia Friendly



Richmond Surgery Newsletter - Autumn 2025

Welcome to our second newsletter using Microsoft Sway!

With Autumn weather in full swing here is what you need to know for the Autumn period.

In this sway:

1. National Flu and COVID Vaccination Program
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4. TARGET Day Closures
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National Flu and COVID Vaccination Programmes 2025-2026



As the months are turning colder, this means it is time to think about your COVID and Flu Vaccinations.

We are arranging Flu & COVID clinics for the following dates:

- ***Friday September 12th - For children aged 2-3***
- ***Friday September 26th - Pregnant Individuals***
- ***Saturday October 4th - Eligible Individuals***
- ***Saturday October 11th - Eligible Individuals***

You may have already been contacted by us. If you have not and you fit into the eligibility below, please call us to book.

National flu Immunisation Programme 2025 to 2026

From 1 September 2025:

- Pregnant women
- All children aged 2 or 3 years on 31 August 2025
- Primary school aged children (from Reception to Year 6)
- Secondary school aged children (from Year 7 to Year 11)
- All children in clinical risk groups aged from 6 months to less than 18 years

From October 2025, exact start date to be confirmed by NHS England in due course:

- Those aged 65 years and over
- Those aged 18 years to under 65 years in clinical risk groups
- Those in long-stay residential care homes
- Carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person
- Close contacts of immunocompromised individuals
- Front line workers in a social care setting without an employer led occupational health scheme including those working for a registered residential care or nursing home, registered domiciliary care providers, voluntary managed hospice providers and those that are employed by those who receive direct payments (personal budgets) or Personal Health budgets, such as Personal Assistants

COVID-19 Vaccination Programme Autumn 2025

On 26 June 2025, the government decided, in line with JCVI advice, that a COVID-19 vaccine should be offered to those in the population most vulnerable to serious outcomes from COVID-19 and who are therefore most likely to benefit from vaccination.

Vaccination will be offered in England in Autumn 2025 to:

- Adults aged 75 years and over
- Residents in a care home for older adults

- Individuals aged 6 months and over who are immunosuppressed, as defined in tables 3 and 4 of the COVID-19 chapter of the Green Book[1], the UK Health Security Agency's information on immunisation against infectious disease

In line with JCVI advice, frontline health and social care workers (HSCWs) and staff working in care homes for older adults will not be eligible for COVID-19 vaccination under the national programme for autumn 2025.

Waiting Area Renovation



We are currently in the process of renovating our patient waiting area.

As mentioned in our last Sway, we moved from a little wooden structure into our current building in the 1980's, and have not renovated much of our building.

Dr King and Dr Sinclair built our on-site Wellbeing Pharmacy in 2013, we restructured our reception work space to allow for more Care Navigators and added another nursing room in 2021.

[1] https://www.gov.uk/government/publications/covid-19-the-green-book-chapter-14a

The plan we have for this is to re-paint the whole of the waiting area and re-do all the woodwork.

This will commence at the beginning of September.





NHS Lung Cancer Screening Programme

From February 2025, the Targeted Lung Health Check (TLHC) programme has been renamed to the NHS Lung Cancer Screening Programme.

They aim to detect lung cancer early, often before symptoms develop, making treatment more effective.

Lung Cancer causes more deaths than any other cancer in UK and it is commonly diagnosed too late due to there often being no symptoms in the earlier stages.

Spotting signs of lung cancer at the earlier stages means treatment can be much simpler and effective. To date, 80% of lung cancers found by this screening programme have been at stage 1 or stage 2, compared to 30% without this kind of intervention.

Over the coming months, GPs will be writing to individuals aged between 55 to 74 to invite them to take part in the screening. The screening takes place in two parts:

- Firstly a phone conversation with a healthcare professional which will focus on breathing, overall lung health, lifestyle, and family history.
- If necessary, the next step will be referral for a low dose, painless CT scan at a mobile scanner, parked in a convenient place.

GPs will begin to send out invites to patients starting September, with screening activity due to start in October 2025.



TARGET Day Closures

Richmond Surgery will be closed on the following dates from 12:30pm to 18:30pm for essential TARGET training:

- September 24th
- November 18th

TARGET stands for **T**ime for **A**udit **R**esearch **G**overnance **E**ducation and **T**raining.

All these things are important ensuring that our staff can do their jobs as effectively as possible and replace with current training ensures our staff can carry out their roles efficiently and effectively.

The surgery will resume normal working hours the following morning. Our telephone message will direct you to call 999 in the event of an emergency and 111 if the medical need cannot wait until the next day.

The Wellbeing Pharmacy will be open as usual.

MEDLINK

Since we started using Medlink in April 2025, we have received 1,373 responses from you!

Your responses are vital to learning about your health and long-term conditions. Medlink has been designed by Doctors for Doctors with your health in mind.

When it's time for your review, you'll receive a link via email, text message or NHS App. Please click or tap the link and complete your review using a smartphone, tablet, or computer. You can also copy the link into a browser on a larger screen. These personalised reviews combine all common conditions into one annual check. Any other conditions will be reviewed as before.

Your answers are saved automatically. If you don't finish in one go, just return to the link later. Feel free to ask a friend or family member to help.

After submitting your review, you may be asked to book an appointment (eg blood test). Once everything is complete, the practice team will review your answers and follow up as needed.

By using Medlink, we have managed to free up 50 hours of GP time and almost 140 hours of our Nurses time, allowing our clinical staff to focus more on our patients.

Help us to help you.



The Importance Of Blood Pressure



A blood pressure test checks if your blood pressure is healthy, or if it's high or low. Blood pressure is the term used to describe the strength with which your blood pushes on the sides of your arteries as it's pumped around your body.

Blood Pressure is a vital health check that we monitor for numerous reasons, as high blood pressure (hypertension) does not usually cause any symptoms. Roughly 1 in 3 adults in the UK have high blood pressure.

Risks of having high blood pressure

If your blood pressure is too high, it puts extra strain on your blood vessels, heart and other organs, such as your brain, kidneys and eyes. If it's not treated, it can increase your risk of serious conditions such as:

- Heart Disease
- Heart Attacks
- Strokes
- Heart Failure
- Kidney Disease
- Vascular Dementia

Lowering your blood pressure even a small amount can help reduce your risk of these problems.

But the only way to find out if you have high blood pressure is to get your blood pressure checked.

Blood pressure fluctuates, so we prefer to have multiple readings over a series of days, we usually send out a 4 or 7 day diary link to record your blood pressure. It is often higher in the morning, after caffeine or if you're stressed or anxious (classic white coat syndrome).

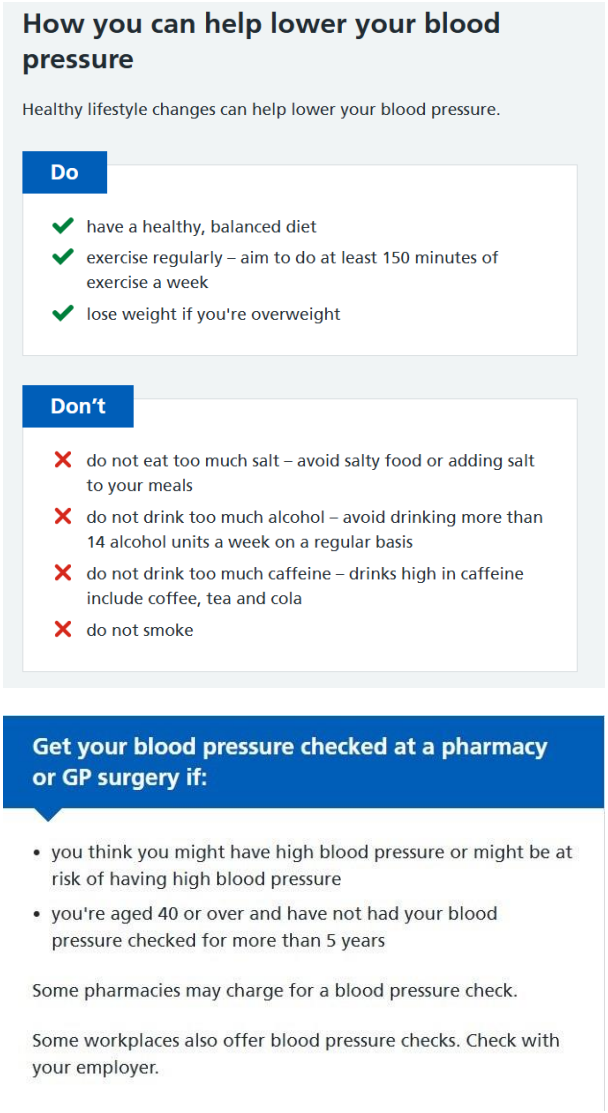
White coat syndrome is where patients experience elevated blood pressure readings in a medical setting, often cause by anxiety. This is why we ask you to try to record your blood pressure at home.

Not to make this newsletter all dreary, **but blood pressure checks are essential to your health, and this is why we request you to provide readings so we can offer our help.**

We have a blood pressure machine in our reception waiting area and most pharmacies now offer free checks; please use the link below to find your closest pharmacy.

Find a pharmacy that offers free blood pressure checks - NHS[2]

[2] https://www.nhs.uk/nhs-services/pharmacies/find-a-pharmacy-that-offers-free-blood-pressure-checks/



How you can help lower your blood pressure

Healthy lifestyle changes can help lower your blood pressure.

Do

- have a healthy, balanced diet
- exercise regularly – aim to do at least 150 minutes of exercise a week
- lose weight if you're overweight

Don't

- do not eat too much salt – avoid salty food or adding salt to your meals
- do not drink too much alcohol – avoid drinking more than 14 alcohol units a week on a regular basis
- do not drink too much caffeine – drinks high in caffeine include coffee, tea and cola
- do not smoke

Get your blood pressure checked at a pharmacy or GP surgery if:

- you think you might have high blood pressure or might be at risk of having high blood pressure
- you're aged 40 or over and have not had your blood pressure checked for more than 5 years

Some pharmacies may charge for a blood pressure check.

Some workplaces also offer blood pressure checks. Check with your employer.

John Hopkins Adjusted Clinical Group (ACG) Score

The John Hopkins ACG score categories patients into different groups based on their healthcare needs rather than their medical conditions. This is done automatically, based on the information in your medical records. It will also show up on your medical records.

These groups consider factors like the number of chronic conditions, the severity of illness and the level of support a patient might need. The patients in a particular group have similar patterns of need.

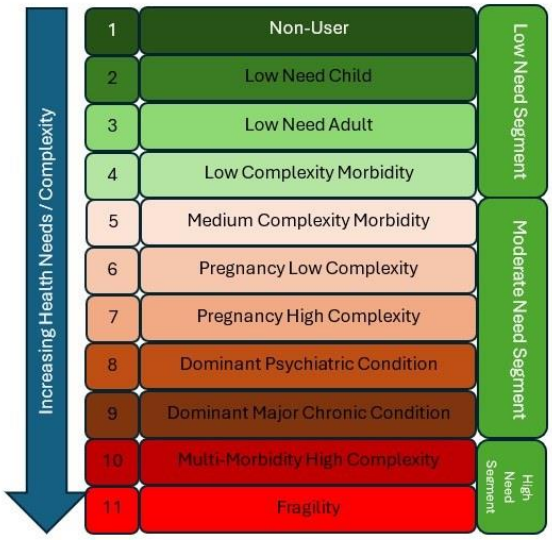
For example:

Red ACG 10 - 11 = Complex Care Needs: Patients with multiple chronic conditions, requiring regular monitoring and a coordinated care approach.

Amber ACG 5 - 9 = Stable Chronic Conditions: Patients with chronic conditions that are well-managed and require occasional support to maintain their stability.

Green ACG 1 - 4 = Healthy: Patients without significant health issues who require less intervention and could benefit from preventive care. As patient needs change over time, their categorization changes with them.

The benefits of having the John Hopkins ACG, is that it aids with personalised care, improved coordination, better resource allocation, proactive health management and enhanced communication.



Compliments, Complaints and Feedback



If you need to raise a formal complaint, please be aware that this triggers a lengthy process that requires a number of formal steps to be followed.

It uses a number of hours and resources to investigate thoroughly with all relevant staff. Your consideration of this is appreciated.

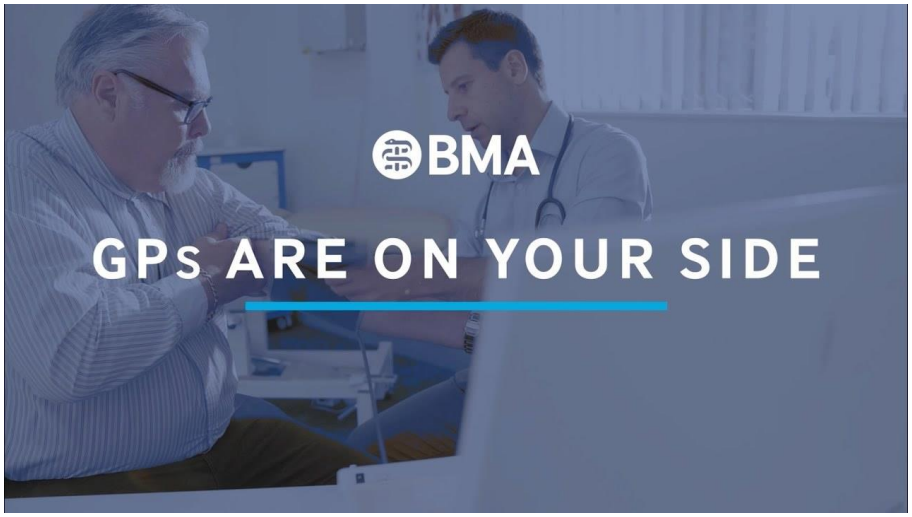
If you have any feedback or concerns, please put this in writing, either by letter or email to our Patient Liaison Manager, Lavinia Pollard, who will investigate: frimleyicb.richmondsurgery@nhs.net[3].

You can also use our website: Feedback - RICHMOND SURGERY[4]

Please note that we do not discuss complaints in person, or by telephone. Speaking to a member of staff will not record your complaint or concern and therefore you will be asked to put your complaint or concern formally in writing BEFORE it can be dealt with.

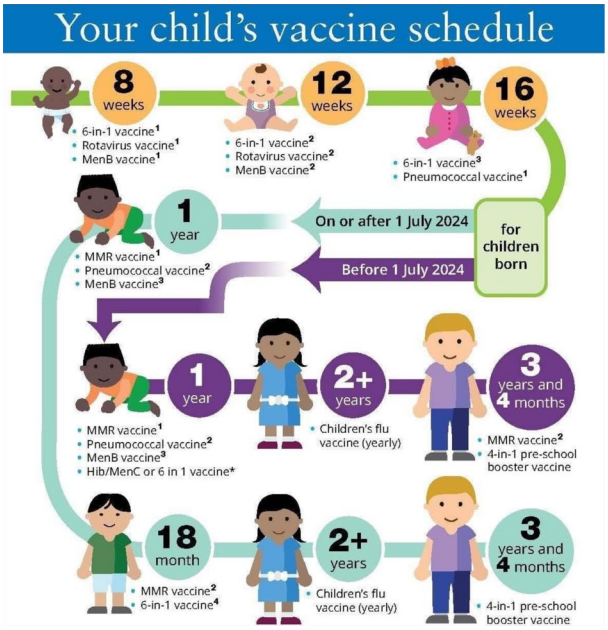
Please provide your name and contact details. If your complaint or feedback is anonymous, we are unable to fully investigate, or respond to you. Therefore, anonymous complaints or feedback are not actioned in full.

We really do appreciate all feedback, good or bad, as it helps us understand what we are doing well and what we need to improve.



https://youtu.be/Tds7ML2OfY8

[3] mailto:frimleyicb.richmondsurgery@nhs.net
[4] https://www.richmondsurgeryfleet.com/feedback


Your child's vaccine schedule
8 weeks
• 6-in-1 vaccine[1]
• Rotavirus vaccine[1]
• MenB vaccine[1]
12 weeks
• 6-in-1 vaccine[2]
• Rotavirus vaccine[2]
• MenB vaccine[2]
16 weeks
• 6-in-1 vaccine[3]
• Pneumococcal vaccine[1]
1 year
• MMR vaccine[1]
• Pneumococcal vaccine[2]
• MenB vaccine[3]
On or after 1 July 2024
Before 1 July 2024
for children born
1 year
• MMR vaccine[1]
• Pneumococcal vaccine[2]
• MenB vaccine[3]
• Hib/MenC or 6 in 1 vaccine*
2+ years
• Children's flu vaccine (yearly)
3 years and 4 months
• MMR vaccine[2]
• 4-in-1 pre-school booster vaccine
18 month
• MMR vaccine[2]
• 6-in-1 vaccine[4]
2+ years
• Children's flu vaccine (yearly)
3 years and 4 months
• 4-in-1 pre-school booster vaccine


NHS
Don't carry the worry of cancer with you
If something in your body doesn't feel right, talk to us. Tests could put your mind at rest. Until you find out, you can't rule it out. Contact your GP practice.
Clear on cancer
Help us help you

NHS
Providing NHS services

Most pharmacies can help you with seven common conditions without needing a GP appointment

- **Sinusitis**
  (adults and children aged 12 years and over)
- **Sore throat**
  (adults and children aged 5 years and over)
- **Earache**
  (children and young adults aged 1 year to 17 years)
- **Infected insect bite**
  (adults and children aged 1 year and over)
- **Impetigo**
  (adults and children aged 1 year and over)
- **Shingles**
  (adults aged 18 years and over)
- **Urinary tract infection**
  (women, aged 16 to 64 years)







Ask your pharmacy for more information about this free* NHS service



Visit your Pharmacy First!

*NHS prescription charge rules apply where a medicine is supplied

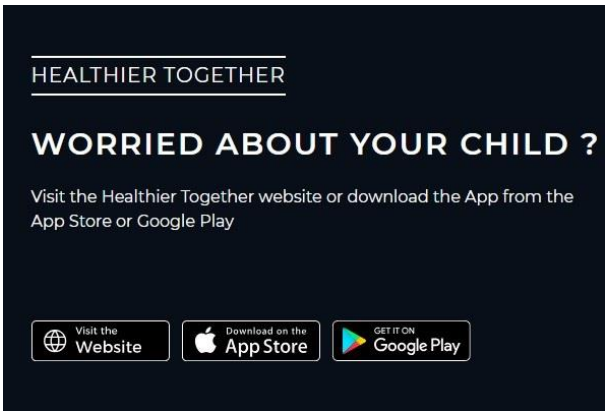


Do more with the NHS App!

- Order repeat prescriptions
- View your records
- Get health advice through NHS 111
- Nominate a pharmacy

NHS App


Did you know?
Why the NHS needs GP partners
GP BUSINESS PART 3
GP partners...
... have a sense of ownership
... aren't faceless management
... are approachable & accountable
... have knowledge of local community
... are all leaders in their field
... provide long-term stability & continuity
GP surgeries...
... are mostly run by GP partners
... are efficient by design & necessity
... can innovate rapidly for patient benefit
... deal with 1.5 million NHS patients daily
Derby & Derbyshire LMC


HEALTHIER TOGETHER
WORRIED ABOUT YOUR CHILD ?
Visit the Healthier Together website or download the App from the App Store or Google Play
Visit the Website
Download on the App Store
GET IT ON Google Play


ONLINE TRIAGE
CONTACT US ONLINE WITH PATIENT TRIAGE
If you need help with a non-urgent medical or admin request, you can now contact us online.

Autumn Awareness Dates








World
Mental
Health Day
October 10


WORLD
MENOPAUSE DAY
OCTOBER-18