Richmond Surgery
Fleet, Hampshire

Armed Forces veteran friendly accredited GP practice

Dementia Friendly



July Newsletter 2026

Welcome to our July 2026 Newsletter. What a summer it has been so far with record temperatures recorded seemingly daily. Here at Richmond it's been business as usual. Did you know we look after 15176 patients (as at the last count)? This means that we are always extremely busy. Unfortunately, there were 84 appointments last month for which the patient failed to attend. We know things happen, situations change unavoidably but we appeal to everyone to please let us know and give us the opportunity to rebook the slot. We have some very important articles to read in this newsletter, with the focus on Bowel Cancer, Safety in the heat and the role of a chaperone in the surgery. We hope you find something of interest to you.

In this issue:

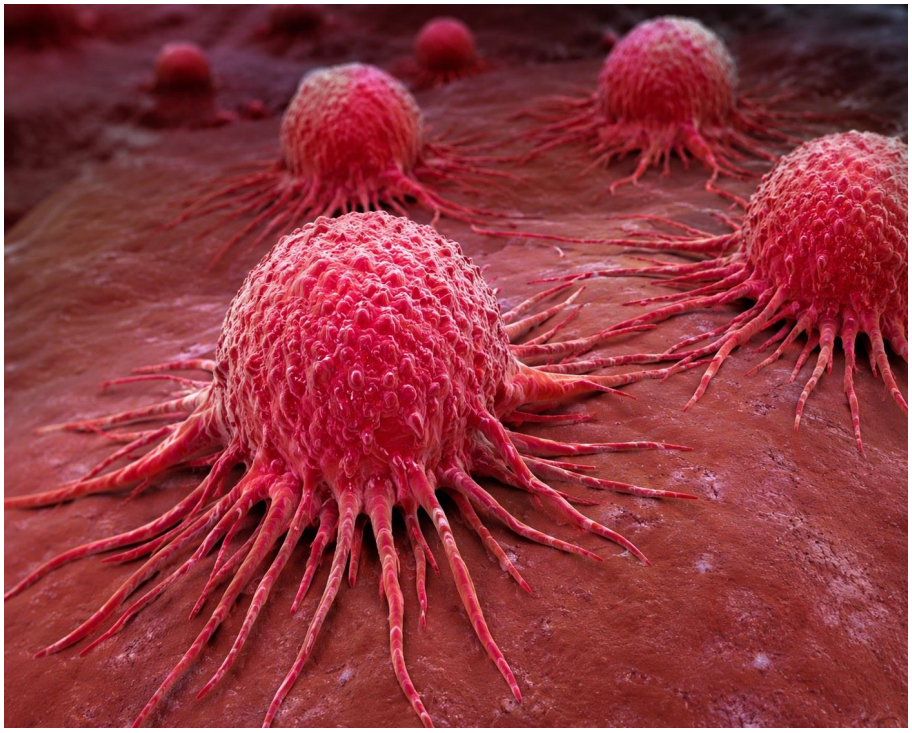
1. **Bowel Cancer**
2. **It's Been Warm!**
3. **Patient Survey Results**
4. **Chaperones**
5. **Remote Monitoring**
6. **Ordering Repeat Prescriptions**

7. **Change of Personal Details**
8. **Blood Pressure**
9. **Medlink Reminder**

We have ordered, are preparing for, flu and COVID autumn season, more information to follow.

Support your GP Practice!

Bowel Cancer



Bowel screening could save your life

If you receive your NHS bowel screening kit through the post, don't put it aside – take a few minutes to complete it and return it.

Bowel screening can detect signs of bowel cancer before symptoms develop, when treatment is often more effective. It can also find and identify bowel polyps, which can be removed before they have the chance to become cancer.

The test is:

- Quick and easy to do at home

- Free through the NHS

- Sent to eligible patients by post

-Potentially life-saving

In England, bowel screening is offered every two years to people aged 50 to 74 who are registered with a GP. If you're aged 75 or over, you can still request a free screening kit.

Watch this short video to find out more about bowel screening and why returning your test kit is so important:

https://www.youtube.com/watch?v=il6VSceMWfM[1]

For more information about bowel cancer screening, visit the NHS website:

https://www.nhs.uk/conditions/bowel-cancer-screening/[2]

A few minutes today could make all the difference.

It's been warm!



[1]https://www.youtube.com/watch?v=il6VSceMWfM&fbclid=IwZXh0bgNhZW0CMTAAYnJpZBEwMVJ3Z29SWEJhQ1AwT2ZwdHNydGMGYXBwX2lkEDIyMjAzOTE3ODgyMDA4OTIAAR7yMEwsjJJsTDX8_lhY9QK4kxisiEVuCHhSo3-4TYLAbMQGAhZUBLoTijJyMw_aem_l-n-4pu-EVkagzjgwWnOng

[2]https://www.nhs.uk/conditions/bowel-cancer-screening/?fbclid=IwZXh0bgNhZW0CMTAAYnJpZBEwMVJ3Z29SWEJhQ1AwT2ZwdHNydGMGYXBwX2lkEDIyMjAzOTE3ODgyMDA4OTIAAR4UcNhQDvz2FLz84LXr2s778k7D7UUTosooM2nOe622KVuxDJUWmy-xd36wwQ_aem_6viFaQfsHlKtJNNBHbXAeg

Heatwaves are dangerous because extreme heat can overwhelm the body's ability to regulate temperature, leading to dehydration, heat exhaustion, heatstroke, and increased risk of cardiovascular and respiratory problems.

Health Risks

During a heatwave, the human body struggles to maintain a core temperature between 36°C and 37°C. To cope, blood vessels dilate and sweat production increases, which can lower blood pressure and strain the heart, particularly in people with pre-existing heart conditions, potentially triggering heart attacks or strokes. Excessive sweating can also lead to dehydration and loss of essential salts, causing nausea, headaches, and in severe cases, life-threatening electrolyte imbalances. Heatwaves are associated with higher mortality from cardiovascular and respiratory diseases, and deaths are often underestimated because the direct link to heat is difficult to establish.

Vulnerable Populations

Certain groups are more at risk during heatwaves, including the elderly, infants, young children, people with pre-existing medical or mental health conditions, and those without access to cooling systems. People who are isolated or homeless are particularly vulnerable, as they may be unable to escape extreme heat or take preventive measures

Medications and health conditions can further impair the body's ability to regulate temperature.

Environmental and Infrastructure Factors

Heatwaves can feel more dangerous in regions where buildings and infrastructure retain heat, such as in the UK, where homes and workplaces are not designed for prolonged high temperatures. Poor air circulation, retained heat, and limited access to air conditioning or fans can exacerbate the effects of heat, making it harder for people to cool down and increasing the risk of heat-related illnesses

Broader Impacts

Heatwaves are becoming more frequent, intense, and prolonged due to climate change, which amplifies high-pressure systems and traps heat. Record-breaking temperatures have been observed across Europe and other regions, leading to thousands of heat-related deaths and increased strain on healthcare systems. Extreme heat also worsens air quality, increasing ozone and pollutant levels, which can aggravate respiratory issues.

Preventive Measures

To reduce risk, it is important to stay hydrated, avoid strenuous activity during peak heat hours, seek shade or air-conditioned spaces, and monitor vulnerable individuals. Cooling strategies include cold showers, wearing light clothing, and using fans when temperatures

are below 35°C. Public health alerts and community support can help prevent heat-related illnesses and fatalities

Tips for coping in hot weather

Keep out of the heat if you can. If you have to go outside, stay in the shade especially between 11am and 3pm, wear sunscreen, a hat and light clothes, and avoid exercise or activity that makes you hotter.

Cool yourself down. Have cold food and regular cold drinks. Drink extra fluids but avoid alcohol, caffeine and hot drinks, and have a cool shower or put cool water on your skin or clothes.

Keep your living space cool. Close windows, curtains and blinds during the day and open them at night when the temperature outside has gone down. Electric fans can help if the temperature is below 35 degrees.

Check the temperature of rooms, especially where people at higher risk live and sleep, and make sure to check on anyone who is at higher risk from the heat.

For more information, visit GOV.UK: Heat[3]

You can also get help from the environmental health office at your local council, if you think a hot house is affecting your health or someone else's. They can inspect a rented home for hazards to health, including excess heat.

Watch out for signs of heat-related illness

If you or someone else feels unwell with a high temperature during hot weather, it may be heat exhaustion or heatstroke.

Heat exhaustion and heatstroke

Heat exhaustion does not usually need emergency medical help if you can cool down within 30 minutes. If it turns into heatstroke, it needs to be treated as an emergency.

Symptoms of heat exhaustion and heatstroke

Symptoms of heat exhaustion

The symptoms of heat exhaustion include:

- tiredness
- dizziness

[3] https://www.gov.uk/government/publications/heatwave-plan-for-england/beat-the-heat-staying-safe-in-hot-weather

- headache
- feeling sick (nausea) or being sick (vomiting)
- excessive sweating and skin becoming pale and clammy
- cramps in the arms, legs and stomach
- a high temperature
- being very thirsty
- feeling irritable

The symptoms of heat exhaustion are often the same in adults and children.

If someone is showing signs of heat exhaustion they need to be cooled down and given fluids.

Symptoms of heatstroke

The symptoms of heatstroke include:

- a very high temperature
- hot skin without sweating
- fast breathing and a fast heartbeat
- confusion and restlessness
- seizure (fit)
- loss of consciousness

Heatstroke is a medical emergency. Get immediate medical help if someone has the symptoms of heatstroke.

Things you can do to cool someone down

If someone has heat exhaustion, follow these 4 steps:

1. Move them to a cool place.
2. Remove all unnecessary clothing like a jacket or socks.
3. Give them plenty of water to drink – you can also give them an isotonic sports drink or oral rehydration powder that you mix with water, which will help replace salt lost through sweating.
4. Cool their skin – spray or sponge them with cool water and fan them. Cold packs, wrapped in a cloth and put under the armpits or on the neck are good too.

Stay with them until they're better.

They should start to cool down and feel better within 30 minutes.

Get help from NHS 111 now if:

- you or someone else have symptoms of heat exhaustion that you're struggling to treat or you need advice about

Call 999 now if:

You or someone else have signs of heatstroke, including:

- still being unwell after 30 minutes of resting in a cool place, being cooled and drinking fluids
- a very high temperature
- hot skin that's not sweating and might look red
- a fast heartbeat
- fast breathing or shortness of breath
- confusion and lack of coordination
- a seizure or fit
- loss of consciousness

Do not drive yourself to A&E.

The person you speak to at 999 will give you advice about what to do.

What to do while waiting for help with heatstroke

Wrap the person in a cool, wet sheet, or fan them or sponge them down with cold water while you wait for help to arrive.

If they lose consciousness while you're waiting for help, put them in the recovery position[4] and tell the ambulance service. Check their breathing and pulse and carry out CPR[5] if they show no sign of life.

[4] https://www.nhs.uk/tests-and-treatments/first-aid/recovery-position/
[5] https://www.nhs.uk/tests-and-treatments/first-aid/cpr/



Patient Survey Results 2026

Every year the NHS select a number of patients at random and send them a patient survey to complete. The reason for the survey is to see how each practice is operating according to their patients.

Once again we are delighted with our results with us coming out above the national average in many areas.

To see the results, click on this link GP Patient Survey[6]

Chaperones



[6] https://www.gp-patient.co.uk/patientexperience/results?code=J82099

Did You Know? You Can Request a Chaperone

If you're having an examination that feels personal or intimate, you have the right to ask for a chaperone.

A **chaperone** is a trained member of our practice team who can be present during your examination. Their role is to provide reassurance, help you feel comfortable, and support both you and your clinician throughout the appointment.

Intimate examinations may include examinations of the breasts, genital area, or back passage (rectum). However, everyone's comfort levels are different, so if any examination makes you feel vulnerable, you can ask about having a chaperone present.

What does a chaperone do?

A chaperone can:

- Help you feel more comfortable and supported.
- Maintain your privacy and dignity.
- Be present throughout the examination if you wish.
- Provide reassurance for both you and your healthcare professional.

Do I have to have one?

No. The choice is yours. Your clinician may offer you a chaperone before an intimate examination, but you are free to accept or decline. You can also request a chaperone at any time, even if one hasn't been offered.

Who can be a chaperone?

A chaperone is usually a trained member of our practice team, such as a healthcare assistant, nurse, or another suitably trained staff member. While you may wish to bring a family member or friend for support, they are not considered a formal clinical chaperone.

Our commitment to your care

We want every patient to feel safe, respected, and comfortable during their appointment. If you have any concerns or would like a chaperone present, please let your clinician or a member of our reception team know. We're always happy to help.

Your comfort matters. Don't hesitate to ask if you'd like a chaperone during your appointment.

Remote Monitoring



We have had a number of patients contact us about the above advising that they were not aware of what it was, and have declined their care. This is a genuine service and part of the support available to patients when applicable and referred by us.

What is remote monitoring?

Remote monitoring lets you share your health observations and readings from the comfort of your own home. It helps build a picture of what is normal for you and supports healthcare professionals to provide you with the right level of care. If your health readings fall outside of expected ranges, the NHS Remote Monitoring and Care Service will call to check how you are and see if you need extra support, such as a call from your GP practice.

What happens once referred?

A healthcare professional from this service will phone you to talk you through what this means, check you are happy to be enrolled and help you get set up.

Someone from the NHS Remote Monitoring and Care Service will then work with you to understand what equipment you need and help you get set up. You then need to share your health readings, such as your blood pressure, and answer some questions about how you are feeling and any other needs you have. This is done using a remote monitoring app called the Luscii app - the team will talk you through how to do this.

Your health readings and the answers you give are sent to the Digital Healthcare Team at the NHS Remote Monitoring and Care Service, who will contact you if you need support.

Ordering Repeat Prescriptions

There are three ways you are able to order your repeat prescriptions:

1. Via NHS App

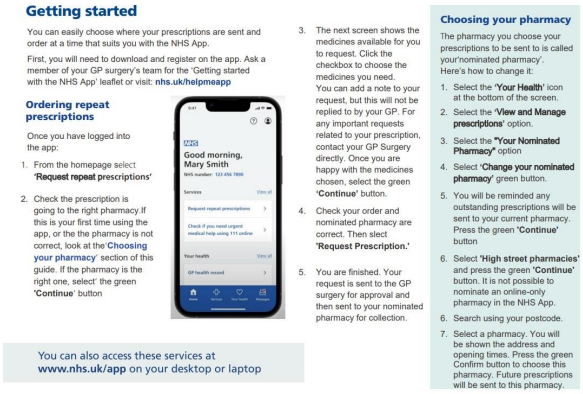
2. Via our online webform
3. Requesting via your pharmacy

Please remember that prescription requests take 3-5 working days, and they can be ordered up to two weeks in advance.

Via the NHS App

Please see the below photos on how to get set up.



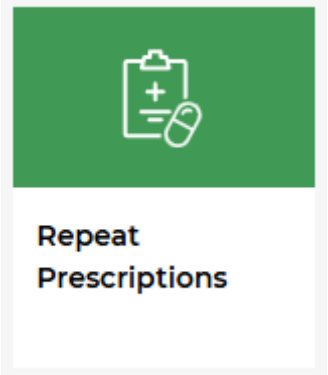


Via Our Online Webform

If your medication is not available via your app (not on repeat), please visit our website www.richmondsurgeryfleet.com[7] and navigate to the green repeat prescription button. This will lead you to a separate page; select the webform, fill in the information, and click submit.

This request comes directly to our prescriptions team.

[7] https://www.richmondsurgeryfleet.com



Requesting Via Your Pharmacy

You can call your nominated pharmacy to place your medication request.

Change Of Personal Information



Your medical record is more than just notes on a screen — it helps us give you safe, effective care. When information is missing or out of date, it can lead to delays, confusion, or even the wrong decisions being made.

Please let us know if anything has changed including:

- Your Name
- Mobile Phone
- Email Address
- Home Address

To do this, please either, email us at frimleyicb.richmondsurgery@nhs.net[8] or alternatively, please come into the surgery to complete a Change of Name or Address Form.

Please remember not to send any clinical emails to this, or our secretaries, email address.

Blood Pressure



Blood pressure readings play an important role in helping us monitor and manage your health. We may contact you to request readings when they are needed.When submitting your readings, please follow these guidelines:

- Only send blood pressure readings when we have specifically requested them.
- Submit **one morning reading and one evening reading per day only**
- Provide **either 4 days or 7 days of readings**, depending on what we have asked for.
- Readings that exceed the requested number of days, or include multiple readings in the morning or evening, cannot be accepted.

If you are unable to use the online link provided, we can also accept handwritten readings or readings sent by email to **frimleyicb.richmondsurgery@nhs.net**.

Thank you for helping us ensure your blood pressure is monitored accurately.

On the topic of Blood Pressure...

Did you know that Pharmacies can help you take your blood pressure if you do not have access to a machine at home?

[8] mailto:frimleyicb.richmondsurgery@nhs.net

Blood pressure is an important indication of your health, as having high blood pressure can increase your risk of:

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

We often send out blood pressure diaries to get an overall understanding of your blood pressure.

Pharmacies are able to help you take your blood pressure if you do not have a machine at home. If you go to the pharmacy for a reading, the results are also passed to us.

Medlink

We launched our partnership with Medlink early last year in an attempt to streamline our monitoring systems. Whilst it has in the most part been a great success we are still finding patients contact us unsure as to whether or not a medlink message has come from us. The answer is yes. If you receive a message asking for the completion and return of a medlink assessment please do so as soon as you can. It allows us to monitor your long term conditions and to catch any abnormalities as soon as possible. It is a vital cog in your healthcare.

Thank you

PPG



Your Patient Participation Group (PPG)

Did you know that every GP surgery in England must have a Patient Participation Group? Richmond Surgery's PPG has been here for many years, but were you aware of it? We are volunteers, all patients at the Surgery, and our job is simple: to see the Surgery — and the wider NHS — through patients' eyes, and to help make things work better for us all.

It's also worth noting that the directive for PPG structure was set so all patients are PPG members by default, and that the activities are managed by a small sub-set, who form a committee. We hope to evolve to this model over time.

For now, here's an update of where we're at currently:

What we do:

- *pass on your (non-medical) questions, feedback (good and bad!), and suggestions to the Practice team — and let you know the outcomes*
- work with the Practice team on changes that make things easier for patients — clearer information, and simpler ways to book, cancel, order prescriptions and understand test results
- keep in touch with other PPGs, the NHS Care Board and hospital teams, so patients stay informed as the wider NHS changes — and so we can spot the glitches patients meet and feed them back to the people who can fix them
- help patients get the best from the NHS App and other online services, with 'How to…' guides and, we hope, hands-on help sessions

- lend a hand at events such as the flu and COVID vaccination clinics and wider health-related campaigns

Contacting the PPG

We have a dedicated email address, so please use this to contact us with any questions: RichmondSurgeryPPG@gmail.com[9]

Please note, this email is not for personal medical queries and is not connected to Richmond Surgery - it is run by our PPG members. If you have any other queries, complaints or grievances that do not relate to our PPG, please email the Practice on frimleyicb.richmondsurgery@nhs.net[10]

Could you add value? Yes!

Do you ever think "*there must be an easier way to do this*"? Then you are exactly the person we are looking for! You don't need any special knowledge — just your own experience as a patient and a little time. We would especially love to hear from younger adults, parents with young children and working family members, so the group reflects everyone the surgery serves.

To find out more, complete the short form on our PPG page[11] and tick the box saying you'd like to play a more active role — or simply email us at RichmondSurgeryPPG@gmail.com[12].

Patient Suggestion Box

Did you know that there is a suggestion box on the table under the information TV screen in the waiting room? It's managed by the PPG and it's waiting to receive your suggestions and comments regarding Richmond Surgery.

The suggestion box is now regularly opened, and all items are reviewed by the PPG and taken to consultation with the Practice Team. If you include your contact details — name, email or phone number — we'll respond to you as soon as we can.

Please do not leave any clinical information or repeat prescription requests in the suggestion box – please use the Repeat Prescription box by the front door or speak to the team at reception for these.

The box had not been accessed for a while because the key had been mislaid, but we now have a replacement and have reviewed the recent contents.

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[9] mailto:RichmondSurgeryPPG@gmail.com
[10] mailto:frimleyicb.richmondsurgery@nhs.net
[11] https://www.richmondsurgeryfleet.com/patientgroup
[12] mailto:RichmondSurgeryPPG@gmail.com

Here's what we found inside the Suggestion Box in July:

July 2026

Secure bicycle racks: A patient asked whether secure bicycle racks could be provided. The Managing Partner confirmed that two bike racks are available in the front car park, on the low wall bordering the nearby shops' car park, where bikes can be chained. The patient was notified by the PPG Secretary on 14 July 2026.

Waiting room clock: A patient asked whether a waiting room clock could be provided to replace the previous one. Working with the Practice Support Lead, a digital clock has now been installed on the waiting room TV screen, with large, clear black digits appearing every two minutes or so between other screen items. The patient was contacted on 17 July to confirm the update

Tea and coffee machine: An anonymous patient requested a tea and coffee machine in the waiting room. Unfortunately, because of health and safety considerations, patient movement through the waiting room, costs and the staff time needed to keep the machine stocked and clean, it is not possible for the Surgery to provide the machine.

If you have a suggestion or comment about Richmond Surgery that you think the PPG might be able to help with, leave a note in the box with your contact details and we'll take it forward for you..

Facebook



Follow Us on Facebook

Did you know we have a Facebook page? We regularly share practice updates, health advice, service information, and important announcements.

Following our page is a simple way to stay up to date with the latest news from the practice.

Please note, our Facebook is for information and updates only. For appointments, prescriptions, or urgent medical matters, please use the appropriate practice channels or call NHS 111.

Search for us on Facebook or follow the link provided to keep informed.

www.facebook.com/richmondsurgery[13]

Compliments, Complaints and Feedback



If you have any concerns you wish us to investigate or wish to feedback negatively, please be aware that the internal formal processes involve several lengthy steps and therefore may take a considerable amount of time and work, both with management and the GP Partners before you receive a response. We respectively ask therefore that you carefully consider if your concern is significant to warrant the level of investigatory work and delays to both Richmond and yourself.

If you have any feedback or significant 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[14].

You can also use our website: Feedback - RICHMOND SURGERY[15]

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.

[13] https://www.facebook.com/richmondsurgery
[14] mailto:frimleyicb.richmondsurgery@nhs.net
[15] https://www.richmondsurgeryfleet.com/feedback

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.



1 - Alcohol Awareness Week 6th - 12th July

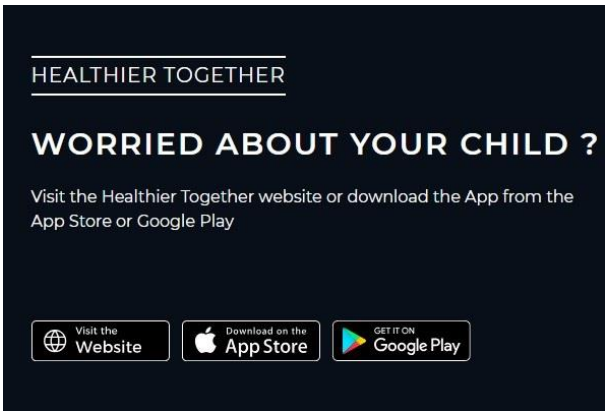


2 - World Brain Day 22nd July



3 - World Hepatitis Day 28th July


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.


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


NHS FIT FOR THE FUTURE
Easily view your GP health record
NHS
Tap the NHS App