



# Richmond Surgery Newsletter

March 2022  
Issue 92



## Local Pharmacies

**Richmond Surgery**  
Mon-Fri 8am-6.30pm  
(see our website for details of clinics outside of these hours)  
<https://www.richmondsurgeryfleet.com/>



**Wellbeing Pharmacy**  
Open via window:  
Mon-Sat 0700-2230  
Sun 1000-1700  
T: 01252 447001  
E: [wp006@wellbeing-pharmacy.co.uk](mailto:wp006@wellbeing-pharmacy.co.uk)



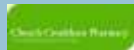
**Rowlands Pharmacy**  
5 Linkway Parade  
Courtmoor Fleet  
Hants GU52 7UL  
**Please check their website for opening times**  
T: 01252 615582



**Boots The Chemist Pharmacy**  
225 Fleet Road  
Fleet Hants GU51 3BN  
**Please check their website for opening times**  
T: 01252 613698



**Church Crookham Pharmacy**  
157 Aldershot Road  
Church Crookham  
Hants GU52 8JS  
**Please check their website for opening times**  
T: 01252 621098



For opening hours over Christmas & New Year please check website

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## COVID Vaccines and Boosters

- During March the Harlington vaccine clinics are Thursday 3.00pm to 6.00pm. Pre-booked or walk in appts. If walk in, please arrive 30 minutes before the end of the clinic to ensure you can be seen.
- All CEV (clinical extremely vulnerable) patients who have received a letter from NHS England, and received their primary dose at least three months prior, can attend for their 4th dose. You do not need to contact the surgery for a referral from your GP, as per the letter, but please bring this letter with you to The Harlington.
- We are also offering the vaccine to 12-15 year olds, but you must be accompanied by a parent/guardian.

Appointments at The Harlington are not available to book via the National Booking System. Please avoid calling the surgery with your COVID queries as our telephone lines are extremely busy during the pandemic. Please email your enquiry and this will be passed to our COVID team [nehfccg.richmondsurgery@nhs.net](mailto:nehfccg.richmondsurgery@nhs.net)

## Living with COVID rules

**23 February 2022: GOVERNMENT'S LIVING WITH COVID WHITE PAPER** There are no immediate changes to Infection Prevention requirements regarding mask/face coverings in healthcare settings.

Please therefore continue to wear a face mask and maintain a social distance from others if you are coming to the surgery for a pre-booked appointment. NHS visitor guidance will stay in place across all health services including hospitals, GP practices, dental practices, optometrists and pharmacies to ensure patients and staff are protected. The pandemic continues and as a surgery, vulnerable patients with health issues, sick and those undergoing treatment are attending. Please continue to protect the NHS, yourself and others.



Thank you.



# Coeliac disease

Coeliac disease is a condition where your immune system attacks your own tissues when you eat gluten. This damages your gut (small intestine) so you are unable to take in nutrients. Coeliac disease can cause a range of symptoms, including diarrhoea, abdominal pain and bloating. It is caused by an adverse reaction to gluten, a dietary protein found in three types of cereal: wheat, barley and rye. Gluten is found in any food that contains those cereals, including: pasta, cakes, breakfast cereals, most bread, certain types of sauces, some ready meals, and in addition, most beers are made from barley.

## Symptoms

Eating foods that contain gluten can trigger a range of gut symptoms, such as:

- diarrhoea, which may smell particularly unpleasant
- stomach aches
- bloating and wind
- indigestion
- constipation

Coeliac disease can also cause more general symptoms, including:

- tiredness (fatigue) as a result of not getting enough nutrients from food (malnutrition)
- unintentional weight loss
- an itchy rash (dermatitis herpetiformis)
- problems getting pregnant (infertility)
- nerve damage (peripheral neuropathy)
- disorders that affect co-ordination, balance and speech (ataxia)

Children with coeliac disease may not grow at the expected rate and may have delayed puberty.

## What causes coeliac disease?

Coeliac disease is an autoimmune condition. This is where the immune system (the body's defence against infection) mistakenly attacks healthy tissue. In coeliac disease, the immune system mistakes substances found inside gluten as a threat to the body and attacks them. This damages the surface of the small bowel (intestines), disrupting the body's ability to take in nutrients from food. It's not entirely clear what causes the immune system to act this way, but a combination of genetics and the environment appear to play a part.

## Treatment

There's no cure for coeliac disease, but following a gluten-free diet should help control symptoms and prevent the long-term complications of the condition. Even if you have mild symptoms, changing your diet is still recommended because continuing to eat gluten can lead to serious complications. This may also be the case if tests show that you have some degree of coeliac disease even if you do not have noticeable symptoms.

It's important to ensure that your gluten-free diet is healthy and balanced.

An increase in the range of available gluten-free foods in recent years has made it possible to eat a healthy and varied gluten-free diet.

## Complications of coeliac disease

Complications of coeliac disease only tend to affect people who continue to eat gluten, or those who have not yet been diagnosed with the condition, which can be a common problem in milder cases.

Potential long-term complications include:

- weakening of the bones (osteoporosis)
- iron deficiency anaemia
- vitamin B12 and folate deficiency anaemia

Less common and more serious complications include some types of cancers, such as bowel cancer, and problems affecting pregnancy, such as your baby having a low birth weight.

## Who's affected

Coeliac disease is a condition that affects at least one in every 100 people in the UK. It can develop at any age, although symptoms are most likely to develop:

- during early childhood – between 8 and 12 months old, although it may take several years before a correct diagnosis is made
- in later adulthood – between 40 and 60 years of age

People with certain conditions, including type 1 diabetes, autoimmune thyroid disease, Down's syndrome and Turner syndrome, have an increased risk of getting coeliac disease.

First-degree relatives (parents, brothers, sisters and children) of people with coeliac disease are also at increased risk of developing the condition.

## Diagnosing coeliac disease

Routine testing for coeliac disease is not done in England. Testing is usually only recommended for people who have an increased risk of developing coeliac disease, such as those with a family history of the condition. First-degree relatives of people with coeliac disease should be tested.

## Help and support

[Coeliac UK](#) is a UK charity for people with coeliac disease. Its website has useful resources, including information about a gluten-free diet, local groups, volunteering and ongoing campaigns.

**You can also call the Coeliac UK helpline on 0333 332 2033, open Monday to Friday from 9am to 5pm.**



# Want to quit smoking?

Why not make 2022 the year you stop smoking for good? It is more important than ever for smokers to quit & you're 3 x more likely to quit with help from us than going it alone. Call 01264 563039 or text QUIT to 66777.

## Why stopping smoking matters now more than ever

**If you're a smoker, you should try to stop now...**

There are always health and financial benefits to quitting smoking, but quitting now will help you:

1. Reduce the likelihood of life-threatening complications from COVID-19. Smoking damages your lungs, and your heart, which can put you at greater risk of life-threatening complications if you get COVID-19.
2. Reduce your risk of other diseases caused by smoking such as cancer, diabetes, heart attack, emphysema, bronchitis and stroke. Quitting will improve your health, and help protect the NHS.
3. Stopping smoking allows your body to repair itself – after 8 hours oxygen levels return to normal, after 2 days, your lungs start clearing out smoking debris, after 3 days breathing becomes easier and within weeks, your heart attack risk begins to drop. [Watch this film which explains all the benefits of quitting.](#)
4. Protect the health of others. Exposure to secondhand smoke also increases the risk of complications from respiratory infections, especially in children. It also increases the risk of heart attacks, strokes and cancer. During this time, when we are spending most of our time at home, it's important to protect others from tobacco smoke. See also guidance for smokers and vapers from Public Health England.

**No Smoking Day 2022**  
9 March

## TODAY IS THE DAY TO STOP SMOKING

Don't give up on giving up.  
Every time you try to stop smoking, you're a step closer to success.

If you smoke you've probably tried to stop before. When you try and it doesn't work out it can feel like you'll never succeed. But you will.

Like many things, stopping smoking takes practice. You might not get it on the first go but the attempt was never wasted. The last time you quit, you learned something about how to do it better this time.

Today is the day. Join the millions of smokers trying to stop this year. See what you can do.

For advice and support to quit, search smokefree

**Better Health** Let's do this

**NHS**

## Quit Smoking

More money is my big reason to quit

For free support to quit smoking search smoke free



Overwhelming  
thoughts?  
Life getting on top of  
you?

'121 Adult Counselling offers a safe and confidential space for a person to explore their experiences and emotions without fear of judgement'

This service is open to residents of Hart District who are struggling in their daily life with suicidal thoughts or who may be self-harming or thinking about self-harming.

**We are offering up to 20 free one-to-one Counselling sessions on a weekly basis with the same Counsellor each week. Each session will last for 50 minutes and will be at the same time and place each week.**

**If you are interested in having Counselling then please either:**

Visit our website at <https://www.hartvolaction.org.uk/counselling/121-adult-counselling/> and complete the referral form available here.

Or phone 01252 815652 and we can complete a referral form for you over the phone.

*This service is not able to support people who are in crisis or who have a high level of need.*



## What is an eConsult?

eConsult enables NHS based GP practices to offer an online triage service to their patients. This allows patients to submit their symptoms or requests to their own GP electronically. Within eConsult is advice from the NHS self-help information, signposting to services, and a symptom checker. eConsult is the most widely used digital triage tool in NHS primary care, built by NHS GPs for NHS patients, designed to enhance patient access, improve practice efficiencies and signpost patients to the right place at the right time for their care. Live in 3,291 NHS practices, eConsult gives millions of patients access to their own GP online.

eConsult is an online electronic GP consultation tool for new GP consultation relating to medical issues. It is not for existing health checks or reviews, for submitting routine health information, for requesting repeat prescriptions, for querying existing medication or for acute/urgent medical issues that require urgent medical attention. Subject to your answers, eConsult may advise you on line that it is not appropriate to use eConsult for your issue.

To send one just go to our website [Welcome | Richmond Surgery \(richmondsurgeryfleet.com\)](http://Welcome | Richmond Surgery (richmondsurgeryfleet.com)) and scroll down ...

Here's what some of our patients have told us about eConsults ...

"It is a simple system, you feel as though you get the time to explain everything and it is a very convenient way to get help if you work full time."

"It's a really efficient service. The first time I used it was for a potentially serious condition and I was kept informed all the way and by the time the GP spoke to me the wheels were in motion. This time it was for a minor complaint which was resolved swiftly and without the aggro of having to make an appointment at a time that fits round work and children. Hopefully a lot quicker for the GP too."

☰ Richmond Surgery Fleet Hampshire



Before you contact your GP practice, consider checking your symptoms with [NHS 111 Online](#) . For questions about COVID-19, call 119 or visit the [gov.uk COVID-19 page](#) .

## Get help from your GP practice

**I want help for my condition >**

Get advice about specific conditions like **back pain**, **coughs**, **mental health concerns** and more

Search by condition, symptom or topic

For example: back pain

Search



Fleet . Farnborough . Aldershot . Frimley . Hawley

# Friendly Exercise Classes

Improve your health and wellbeing

Join us online or in person

Pilates . Chair Pilates . Zumba Gold . Seated Exercise .  
Cardiac Rehabilitation . Health Circuits .



FREE trial class when you quote JAN22

**TO BOOK CALL OUR FRIENDLY TEAM  
ON 01252 957430 OR EMAIL  
CLASSES@RHL.ORG.UK**





**“I’m doing it  
for me”**

## Don't ignore your cervical screening invite

Two women die every day from cervical cancer, but getting your screening can help stop it before it starts. So remember, if you missed your last one, book an appointment with your GP practice now.

To find out more visit  
[nhs.uk/cervicalscreening](https://nhs.uk/cervicalscreening)

Screening  
saves  
lives

Help us  
help you



## Mental Health Support Services at Richmond Surgery

We are pleased to be able to offer the following services here at Richmond Surgery:

### Youth Counselling Service 12-24 years

Patients may self-refer -  
Tel 0345 600 2516

Email [rxx.youthcounsellingservice@nhs.net](mailto:rxx.youthcounsellingservice@nhs.net)  
Or speak to your GP for a referral.

The support is via telephone support and/or face to face sessions.

Face to face appointments are hosted at the surgery AFTER the Service has arranged this directly with you.

### MIND Adult Services

This is an adult wellbeing support and advisory service for those aged 16+ years.

If you need support at times of difficulty and would like advice on where to go for guidance and support, you can request a telephone appointment with the Wellbeing Practitioner who will be at the surgery one day per week. These are pre-booked telephone appointments only.

There are currently no face to face appointments for this service.

### PLEASE NOTE

**These are not walk-in services**

## New faces at the surgery

We are delighted to introduce two new locum GPs: Dr Mark Piper and Dr Safina Dewan who have joined the practice as regular locums since Dr Steven King retired on 31st December 2021.

**Dr Mark Piper** has a special interest in dermatology, paediatrics and respiratory medicine.

**Dr Safina Dewan** has a special interest in Gynaecology and Paediatrics.

In addition to GPs, Richmond Surgery can offer you many direct alternatives such as mental health practitioners, joint and pain specialists and health and wellbeing support counsellors. Just ask our Reception staff.



**Introducing**

A friendly group providing mutual support and ideas to help working age people with physical disabilities or long term health conditions living in Hart, Rushmoor, Basingstoke and East Hampshire

**Join today at:** [Facebook.com/groups/rhilhowareyoutoday](https://www.facebook.com/groups/rhilhowareyoutoday)

**Email:** [Rachael.austen-jones@rhl.org.uk](mailto:Rachael.austen-jones@rhl.org.uk) for more information

Funded by:





RHL Registered charity number: 1105381





## How can I find out my NHS Number?

A service is available on the [NHS.UK website](https://www.nhs.uk) to receive a reminder of your NHS number.

You should also be able to find your NHS Number on any letter or document you have received from the NHS, including prescriptions, test results, and hospital referral or appointment letters.

If you cannot find your NHS Number in these ways, you can ask your GP practice to help you. They should be able to provide the number for you as long as you are registered with them.

To protect your privacy, you may be asked to show a passport, driving licence or some other proof of identity.

For further information about the NHS Number visit the [NHS.UK website](https://www.nhs.uk).

### Find your NHS number

Use this service to get your NHS number.

Your [NHS number](#) is a 10 digit number, like 485 777 3456. It is on any letter you receive from the NHS.

You do not need to know your NHS number to use NHS services, but it can be useful to have it.

If you do not know your NHS number you can still:

- [book a coronavirus vaccine](#) (if you've been invited)
- get a [coronavirus test on GOV.UK](#)
- make medical appointments

Who can use this service

This service is for anyone living in England who has forgotten or does not know their NHS number.

You can use this service for someone else.

Before you start

We will ask for your name, date of birth and postcode. We will send a text, email or letter with your NHS number to you.

If you are using this service for someone else, enter their information. They will be sent their NHS number.

By using this service you are agreeing to our [terms and conditions](#) and [privacy policy](#).



Content supplied by  
the NHS website  
[nhs.uk](https://www.nhs.uk)

## Patient Feedback

We really value your feedback here at Richmond Surgery, here are two emails received recently from happy patients :) Thanks to both these patients who wrote to us... (names withheld)

Hi there,

I just wanted to email to say how brilliant Natalie is. I have seen her a number of times over the last 9 months, firstly for wound dressing following minor surgery at Frimley, and this afternoon for my regular smear test. She makes you feel completely at ease even when it's not the most pleasant of procedures and she really is a credit to the practice.

Good morning

Yesterday I had a telephone consultation with John, physician's associate. What a friendly and knowledgeable guy. He spent lots of time discussing my condition with me, answered all the questions I had and I didn't ever feel rushed to finish the call. I've not spoken to him before so I don't know if he's new to the team. In my opinion he's a great addition.

I know people would always rather criticise than compliment these days so I thought I would take the time to let you know my positive thoughts.

HM Government

**Join the millions  
already vaccinated**

We'll let you know when your Covid-19 vaccine is ready for you.

**NHS**

EVERY VACCINATION  
GIVES US  
**HOPE**



## Chaperone Available

The following member of our staff is a qualified, trained chaperone: so that arrangements can be made.

**Jan Fulcher**  
Reception Manager

If you believe you would benefit from this service, please ask at the time of booking your appointment

This advanced notice is particularly important if you require a male chaperone.

There are fewer male staff members in our team and we would therefore need to ensure that one is available for your appointment.

### OUR EMAIL ADDRESSES

General admin enquiries: [nehfccg.richmondsurgery@nhs.net](mailto:nehfccg.richmondsurgery@nhs.net)

Repeat prescription requests:

[nehfccg.richmondsurgery-scripts@nhs.net](mailto:nehfccg.richmondsurgery-scripts@nhs.net)

Medical Secretaries: [nehfccg.richmondsurgery-secretary@nhs.net](mailto:nehfccg.richmondsurgery-secretary@nhs.net)

Please avoid sending your email to more than one email address, this can cause potential delays to your request.

For medical or health concerns, please submit an eConsult - link on website.

If you have an appointment and become unwell or if you are waiting for the result of a COVID test, **DO NOT** come to the surgery. Please call us instead. Thank you,  
Drs Sinclair & Partners

### RATE US PLEASE! [www.nhs.uk](http://www.nhs.uk)

*It's not just for moaning!*

**We would really like to see all the positive feedback we have received reflected on the NHS website too.**

To rate us, visit the NHS website ([www.nhs.uk](http://www.nhs.uk))

Click on 'Services Near You'  
Search for

**Richmond Surgery**  
or **GU52 7US**

Top right, click on 'leave a review'.

We value your opinion.  
Thank you,  
Drs Sinclair & Partners



## Concerns, Complaints, Suggestions, etc - IN WRITING PLEASE

If you have concerns, complaints or wish to make a suggestion please put this in writing, either by letter or by email to:

[nehfccg.richmondsurgery@nhs.net](mailto:nehfccg.richmondsurgery@nhs.net)

Complaints are taken extremely seriously, therefore your formal, written account will ensure we have the full facts to conduct an investigation in to your complaint.

For this reason, **we do not discuss in person or by telephone.**

Speaking to a member of staff will not record your complaint or concern and therefore you will still be

asked to put your complaint or concern formally in writing BEFORE it can be dealt with.

Not every issue is dealt with by the GPs or Managing Partner.

We aim to acknowledge receipt of your written complaint within three working days and where necessary, will respond again after we have investigated further.

Please ensure you provide your full name and contact details.

**Dr Sinclair & GP Partners**  
**Donna Brennan, Managing Partner**

## Out of Hours Help

### NHS 111

NHS 111 can help if you have an urgent medical problem and you're not sure what to do.

**Get help online or on the phone**

Online: [111.nhs.uk](http://111.nhs.uk)  
(for people aged 5 and over only)  
Telephone: 111

NHS 111 is available 24 hours a day, 7 days a week. For medical advice when the surgery is closed.

The staff on **111** are able to refer you on to the Out of Hours team if they decide that is required.

**For Life-threatening Emergencies**  
**DIAL 999**





**Alton CARERS HUB**

*If you care, we care.*

**ADVICE** **HELP**  
**TIPS** **SUPPORT**  
**ASSISTANCE** **GUIDANCE**

Come along and Create an Emergency Plan; Access Carer support and information; Access other organisations and professionals; Meet other carers in the area. Cared for are also warmly welcomed.

**St Mary's RC Church, 59 Normandy Street,  
Alton. GU34 1DN**

The Hub will run on the following Thursdays  
10am-2pm

Thursday 6th January	Thursday 3rd February
Thursday 3rd March	Thursday 7th April
Thursday 5th May	Thursday 2nd June
Thursday 7th July	Thursday 4th August

For further information, please call 01264 835246  
or email [info@carercentre.com](mailto:info@carercentre.com)

Hampshire County Council  
Charity No 1040518 Company No 2955846

**CARERS TRUST**

## Need a Copy of Your Medical Records?

Did you know that as well as requesting prescriptions online, you can also view your medical record online? Application forms for GP online services are available on our website

<https://www.richmondsurgeryfleet.com/>

## NHS APP

The NHS App that lets you book appointments, order repeat prescriptions and access a range of other healthcare services.

# FACE

Has their face fallen on one side? Can they smile?

# ARMS

Can they raise both arms and keep them there?

# SPEECH

Is their speech slurred?

# TIME

To call 999 if you see any single one of these signs

## WHEN STROKE STRIKES, Act F.A.S.T.

**Act F.A.S.T.** help us help you



## North East Hampshire Carers Hub

**Come along to the Hub and Create an Emergency Plan; Access Carer support and information; Access other organisations and professionals; Meet other carers in the area.  
Cared for are also warmly welcomed.**

**10am-2pm Thursday 17th March**

**Parsonage Farm Nursery and Infant School Community  
Hall, Cherry Tree Close, Cove,  
Farnborough, GU14 9TT**



## Easter and St Patricks Day Crafts

**For further information, please call 01264 835246/835205 or  
email: [info@carercentre.com](mailto:info@carercentre.com)**

**If you care,  
we care.**

Charity No 1040518 Company No 2955846

**CARERS  
TRUST**