



Richmond Surgery Newsletter

December 2022
Issue 95



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



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



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New Patient Electronic Consultant accurX Patient Triage—Live 7 Dec 22

The four surgeries in Fleet PCN went live with the AccuRx Patient Triage System on 7th December 2022. From the patient's perspective this will operate in the same way, but faster than the previous e-Consult system for non urgent medical queries, repeat prescriptions and fit notes all under one umbrella. This will be instead of the online prescriptions and generic email addresses streamlining the online experience for patients. It will

Patient Triage

Manage your patient demand from a single toolbar.

What is Patient Triage?

Patient Triage is a web-based online consultation tool that allows patients to submit a short medical or admin query directly to your AccuRx toolbar.

Get access for your practice today

Click on the link below to request a 6 month free trial.

[Sign up for a free trial](#)



operate alongside the already familiar AccuRx SMS service to receive and respond, where appropriate, to text messages from our clinicians.

Some of the advantages of this systems are:

- **Accessible** - no app to download or log in required
- **Upload images with your request** - if relevant, upload an image with your request so that you can receive the highest quality advice
- **Quick** - with a short and simple set of questions, we have a very high completion rate of forms.
- **Easy to use** - 86% of patients find the form 'easy' or 'very easy' to use

Please delete any app or links you may have for the old eConsult system as this has now been turned off.

[Go to our website home page for the link to access the new accurX Patient Triage Service](#)





Patient Feedback

We really value your feedback here at Richmond Surgery, here are some recent Patient Reviews ...

Good morning

I just wanted to email to say how impressed I was with how well the flu vaccine morning was on 15/10. I had an appointment for my two-year-old at 11.24, after seeing the appointments booked minutes apart I was expecting a long wait, however we walked straight in they had the paperwork in hand, straight into the room. The nurse was amazing and so were the rest of the staff. Very quick and efficient. I am very impressed. Compliments to all.

Kind regards

Hi Richmond Surgery,

A heartfelt thanks to everyone at the surgery who delivered the flu jabs today (Saturday). Excellent organisation and very efficient - quite painless too! Very many thanks for a brilliant service.

Kind Regards

Great Flu Clinic

I attended the Richmond Surgery Flu clinic on Saturday, 17th of September. All the staff were very efficient and professional. I never felt the injection at all and I didn't have to wait for more than a few seconds. Well done to all the staff.

Dear Richmond

Just back home after my flu jab... Thank You. Both organisation and friendliness of staff on duty top rate 10/10. Thanks for this and your ongoing high standards.

Regards & Appreciation

Dear Sirs

I wanted to point out to you the fact that I have recently received excellent services and attention from Dr Dewan and two of your secretaries namely Jackie and Linda. I discovered a lump under my arm and was immediately seen by Dr Dewan and given a most thorough examination, the best I have had at Richmond Surgery. She straight away referred me to Frimley Park for an urgent Ultrasound Scan. At this point the service quality starts to falter but your secretaries were most helpful in chasing FPH on my behalf and the Scan happened on soon after.

These people are setting a standard that I hope the rest of your team can live up to.

Unfortunately this story does not have a happy ending as the news was not good and I am still struggling to get action from the hospital. I have gone from needing a CT Scan on the actual day of my appointment to not even being on the list for a CT Scan, that's Frimley Park for you!

Regards

RATE US PLEASE! 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, [Click here](#)

Or go to www.nhs.uk, click on 'Services Near You'
Search for Richmond Surgery or Postcode GU52 7US

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



The Management Support Team at Richmond Surgery

Donna Brennan, Managing Partner MCMI, ACIEH joined Richmond Surgery in February 2011 as Practice & Business Manager. In Sept 2016 she became Managing Partner and is also Fleet PCN Finance Manager (Primary Care Network). Donna has in excess of 30 years management, financial and HR experience.

She works closely with the GP Partners in driving the practice forward in a competitive environment with increasing financial restraints. She has overall responsibility for the management of the practice, finances and budgets, new business/systems, clinical concerns and all finance aspect for the Fleet PCN.

Richmond Surgery has grown significantly over the years not just in patient and staff numbers, but in new systems and services of care. The traditional GP surgery with a Practice Manager is no longer viable for many larger practices such as ours with 14500 patients. Many larger practices operate with a Management Support Team comprising senior, fully qualified staff with responsibilities for areas such as listed below. Therefore if you have any queries or feedback, your first point of contact is likely to be with a member of our management support team who will assist you.

Meet Our Management Support Team

Jan Fulcher, Reception Manager

All aspects of reception including prescriptions and management of our team of reception care navigators.

Lavinia Pollard, HR & Patient Liaison Manager

All aspects of HR including recruitment, H&S/Fire and GDPR. As Patient Liaison Manager she is your first point of contact for concerns, suggestions and feedback.

Ben Sinclair, Operations Supervisor

All aspects of Internal IT, digital 1st projects, premises maintenance and logistics.

Rachel Black, Practice Administrator

Oversees our Admin Dept and admin staff members for all general enquiries, registrations and clinical correspondence received from A&E, 111 and secondary care.

Frimley Health and Care



NHS

Know where to go when feeling unwell

Visit 111.nhs.uk or call NHS 111

when the situation is not life threatening and:

- if you think you need to go to hospital
- if you don't know the most suitable place to go or call
- if you don't have a GP to call or if your GP practice is closed
- if you need advice or reassurance about what to do



Available 24 hours
a day, every day.
If needed, an NHS
advisor will help you to
be seen quickly
and safely.



About your GP Practice

Richmond Surgery is a well-established GP Partnership that is committed to the provision of high quality care delivered by personal GP list based care and multidisciplinary team working.

What does this mean?

The GP Partners work hard to maintain this model of partnership working because they believe it provides the highest level of care for patients, and the most efficient use of NHS resources.

The other members of our multidisciplinary clinical team include our Physician Associates, Care Coordinators, Muscular Skeletal Practitioners, Health & Wellbeing and Mental Health Practitioners, Practice Nurses, Health Care Assistants and Phlebotomists.

Accessing Services

Our core opening hours are 0800-1830 Mondays to Fridays (excluding Bank Holidays). Out of hours provision is via the NHS 111 service or in the case of a medical emergency via a hospital A&E department.

Our established team of reception care navigators are your first point of contact. They will ask you some questions about the nature of your call so that they may signpost you to the most appropriate clinician. This may not be your GP. Our reception care navigators work under the supervision and guidance of the GP Partners.

Requests for consultations are available by telephone on 01252 811466. On the day consultations are available on a first come, first served basis from 08.00am. Once these are full, if our triage team believe your request is urgent, an urgent consultation can be booked, but this is strictly for urgent medical needs only, and not live threatening needs when you should be dialing 999. We recently moved to a new telephone system which has a 'call back' facility. This allows you to save your place in the queue and we will call you back when the next reception care navigator is free.

All GP and Physician Associate consultations start with a telephone triage consultation with them. Following this, the clinician may arrange for a face to face appointment with them. Our Reception Care Navigators cannot book this for you.

Why can't I book a face-to-face appointment with my GP?

During the height of the Pandemic, for the health and safety for all, new methods of working were introduced at general practice that included an increased use of telephone consultations, online electronic consultations, SMS text services which has the ability to attach photos where requested. This confirmed to general practice that many conditions could be treated without the medical need to be seen face to face.

Providing care to an increasing population is challenging. In order to continue to deliver our high quality of care to a patient list of 14,750 people, the Partners have decided to continue the use of telephone and electronic consultation in the first instance. You will always be asked to attend in person by the GP where there is the clinical need to do so. There is a difference between **wanting** to see your GP face to face and medically needing to be seen face to face to be clinically assessed.

The additions of Physician Associates, Muscular Skeletal Practitioners, Health & Wellbeing and Mental Health Practitioners to our multidisciplinary team has provided patients with increased access to clinical care.

New systems

In addition to our new phone system, we regularly work with other IT system providers to review new user-friendly electronic systems to allow further expansion of access to primary care services for our patients. accuRX Patient Triage for online consultation, ordering prescriptions, Fit notes, other admin queries went live on 7th December 2022.

A new online registration service has also launched in early December avoiding the need to attend the surgery in person to register as a patient.

Patient suggestions/Your questions

We have a Patient Participation Group, who would welcome hearing from you. Chairman Barry Goring can be contacted by emailing the surgery at frimleyicb.richmondsurgery@nhs.net Our PPG who be interested in hearing from potential new members.

[Leave a review - Richmond Surgery - NHS \(www.nhs.uk\)](https://www.nhs.uk)



The Richmond Primary Care Team

People assume that they always need to see a Doctor when they have a medical problem, but here at Richmond Surgery we have a wide range of experienced clinicians ready to help you with your medical, psychological and social issues.

Our multidisciplinary clinical team are supported by our excellent care navigation team, who will help you access the clinician most suited to your needs.

First Contact Physiotherapists/MSK Team

In the UK, more than one in five GP appointments are for musculoskeletal (MSK) problems, the second most common reason for patients visiting their GP according to Royal College of GPs studies.

Musculoskeletal (MSK) conditions encompass muscles, bones, joints, back pain and rarer autoimmune diseases. There are over 200 types of musculoskeletal conditions which have a detrimental effect on quality of life.

Having MSK Practitioners, working within GP practices, means that patients can be seen more quickly in longer, more in-depth appointments.

MSK practitioners are experienced physiotherapists (or other allied healthcare professionals) who are able to assess, diagnose, investigate and treat patients with joint and muscle pain.

Our MSK Practitioners are able to assess, diagnose and treat anyone over the age of 10. They can offer advice on self-management, lifestyle, activity modification, pain relief and evidence-based exercise programmes.

Where necessary, they can arrange further investigations including blood tests, x-rays and ultrasound scans. In addition, they are able to instigate referrals for a course of physiotherapy or to other specialists for review if needed.

You can book an appointment with our MSK Practitioners either by calling the practice or by using your online services.

Mental Health and Wellbeing Practitioners

Some things cannot be fixed by medicine alone... Mental Health and Wellbeing Practitioners (MH&WBPs) offer the type of help that doesn't come in the form of pills, tablets or injections.

They listen to what matters to you and your concerns

and offer personalised advice on how to increase control over your mental health and manage your needs in a way that suits you.

Their goal is to empower and give you confidence to sustain lifestyle changes or take control of problems that stop you from feeling your best.

They can also help you connect to others and facilitate access to a wide range of non-clinical services, activities and organisations in our local community, which will help improve your health and wellbeing.

Who will benefit from speaking to a MH&WBP?

Anyone can benefit from a chat with a MH&WBP, even those who are not currently affected by a serious or pressing mental health problem.

The support you receive is adapted to your personal situation and related to any aspect of your life that can be targeted to improve your health and wellbeing.

If you are feeling low, isolated, anxious, stressed or depressed they are there to listen and provide personalised advice on the best way to access help.

You can book an appointment with our MH&WB Practitioners either by calling the practice or by booking online.

Physician Associates

Physician associates are relatively new members of the clinical team, seen as complementary to GPs rather than as substitutes.

They are medically trained, generalist healthcare professionals, who work alongside doctors and provide medical care as an integral part of the multidisciplinary team.

They undergo training more similar in style to that of a doctor than a nurse, but shorter in length than a GP's training.

At Richmond Surgery, they function like doctors and can deal with the same type of acute medical problems and long-term conditions that doctors usually see.

All of our Physician Associates are closely supervised by our GPs. Physician Associates have longer appointment times than GPs. The feedback they have received from our patients has been excellent.

Continued overleaf...



The Richmond Primary Care Team continued

.../From previous page

Reception Care Navigators

Care Navigators are front of house members of our GP support staff who have been trained to help patients get the right help from the right health professional as soon as possible by asking for a little more detail from the patient when they call.

Why do we need Reception Care Navigators?

A study by the NHS Alliance found that across the country, 27% of GP appointments could potentially be seen more quickly by other healthcare professionals, including nurses or pharmacists, or simply didn't need a clinical appointment. By helping signpost people, care navigators are reducing reliance on GPs and making the most of the resources available in healthcare.

How does this benefit patients?

With Reception Care Navigators, patients are more likely to see the right person, first time, and may be seen sooner than they would if they see a GP. The patient can better understand their options and have more choice, and may avoid travelling to the surgery unnecessarily.

What sort of questions might I be asked?

The questions that you are asked help the care navigator to ensure patients are seeing the most appropriate healthcare professional for their problem as a doctor is not always suitable. Some examples of questions you could be asked include:

- Could you give me some idea of the problem so I know who best to book you in with?
- Can you tell me a brief idea of what it is regarding please?
- To ensure you are booked in appropriately, would you mind saying what the appointment is for?

What if I don't want to tell them anything?

All staff are trained and uphold the same principles of confidentiality, but if you'd rather not give any information that's fine. Just tell them that you would rather not talk about it and they can book you the most appropriate appointment based on the information they may have. You will not be pressured into giving any information you aren't comfortable giving.

Are you trying to stop people from seeing GPs?

This isn't about stopping people from getting the care they need, it is about helping patients find the right service to be seen by the right person. This might mean seeing a GP, pharmacist, nurse or another healthcare professional. It can often be as frustrating for the GP as it is for the patient if we can't get you an appropriate appointment in a timely manner.

What about patient confidentiality?

All practice staff take data protection and patient confidentiality very seriously, so whilst you may notice that your Reception Care Navigator asks you a few more questions, you don't need to worry. They are just helping to get you the right care, from the most appropriate member of the General Practice team.

What alternatives to a GP might be offered?

Depending on the information given and a patient's condition, you may be better off seeing a member of the wider Primary Health Care Team rather than a GP. In some cases, such as test results or x-rays, you may not need an appointment.

Practice Nurse

Practice nurses have become significantly more skilled over recent years and are now providing services to patients that were previously delivered by GPs. This is as a result of the training and development initiatives within the nursing profession, leading to the creation of roles such as Nurse Managers, Nurse Practitioners and independent Nurse Prescribers.

Much of their work involves managing the care of patients with long-term conditions and running a wide range of extended service clinics in the practice including:

- monitoring of long-term conditions such as asthma, diabetes and hypertension
- cytology services
- smoking cessation
- childhood and travel vaccinations.

Healthcare Assistants (HCA)

The role of our HCAs is varied. They act as an adjunct to the services provided by practice nurses, but also run clinics in their own right, such as the health checks, phlebotomy and INR clinics. They often provide assistance to nurses, as well as undertaking routine tasks such as chaperoning, taking blood pressure and weight measurements for long-term conditions clinics.



Stress, exhaustion and 1,000 patients a day. The life of an English GP

To read the article in full go to [The Guardian](#).

Behind the outcry about waiting times lies the anxiety that our cherished GP system will, in the words of Gloucester Doctor Bob Hodges, 'soon reach a threshold where there is a collapse'.

Last week, I went to Gloucester to see a Doctor. I was armed with headlines that placed the city and its surrounding county at the sharpest end of the current crisis in general practice. More than 30,000 patients in Gloucestershire had to wait more than a month for a GP appointment in September, a figure that had doubled in a year. Meanwhile, since the pandemic, doctors and nurses and reception staff have been leaving jobs and partnerships in unprecedented numbers. (There is a current shortfall of at least 4,200 GPs across England, with notable gaps in the south-west.)

"At the moment if you really need to see a GP in a day or two you invariably will. But if it can wait, it must wait." The Aspen practice has just over 30,000 patients on its books; on any given Monday, like today, 1,000 of them will be in clinical contact with the surgery; at 9am the queues are forming, the phones are backed up and emails with URGENT subject headings are flooding in. Prioritisation, telephone consultations, four-week non-urgent bookings are a necessity rather than a choice. "When politicians stand up and make another promise that 'your doctor will be legally obliged to see you in a week' or whatever," Hodges says, "They are either making a promise about my non-existent time or this practice's non-existent money. They have no right to do either."

Tim Adams

Grateful acknowledgement to *The Guardian* from which this article was extracted.

ONLINE ZUMBA GOLD

FREE TRIAL CLASS



LUNCHTIME CLASS

Only
£3.50
per class

All the fun of Zumba
but at a slower pace!

WEDNESDAYS 11.45AM

CONTACT OUR FRIENDLY TEAM TO BOOK
01252 957 430
CLASSES@RHL.ORG.UK

www.rhl.org.uk



Registered charity 1103381

"A Telephone Day at Richmond Surgery"

We monitor calls in and out at the Surgery and can see at a glance by way of a Dashboard total callers waiting, calls currently being dealt with and of course a total at the end of each day dealt with by just our Reception Care Navigators.

As an example, on Monday 5th December 2022 our team answered and assisted 515 callers from 08.00 to 18.30. This number is always significantly higher after a bank holiday or health scare alert in the media. In addition to answering incoming telephone calls, our team welcome patients and visitors to the front desk; deal with over 400 repeat prescription requests per day; call patients on behalf of our clinicians; deal with pathology results; new patient registrations; GP administration; accuRX Telephone Triage received; back phone queries and emergency calls from our care homes, pharmacies, multidisciplinary teams..... We hope this provides an insight and some appreciation in to a standard day with just one of our Teams at Richmond Surgery.

Dr Sinclair and Partners



Christmas Day Lunch

The Harlington, 236 Fleet Road

25th December, 12—4pm

**ALL AGES WELCOME!
TRANSPORT AVAILABLE**

A free Christmas Day Lunch for those in the Fleet & Church Crookham area who would otherwise be spending the day alone. This year we can cater for 50 guests so if you're interested please contact us as soon as possible to guarantee your place!

If you'd like to attend, please contact
Fleet Town Council on Tel: 01252 625246

Email: info@fleet-tc.gov.uk

Organised by Fleet Town Council, Churches Together
and various volunteers.





Know where to go when feeling unwell

Download the NHS App to:

- view your Covid-19 vaccination details
- book appointments
- view your health record and more
- order repeat prescriptions
- get health advice



Self Care

Be prepared to care for yourself with a well-stocked medicine cabinet and plenty of rest if you have:

- an upset tummy
- pain or headache
- sore throat (but if for two weeks or more contact your GP)

For health advice, visit www.nhs.uk

For self care advice, visit www.frimleyhealthandcare.org.uk and search 'stay well'

Not sure what to do when your child is unwell? If you are worried about a child, visit the Frimley Healthier Together website: frimley-healthiertgether.nhs.uk



Pharmacists

are qualified healthcare professionals, who can offer clinical advice and over-the-counter medicines.

Ask for help with:

- minor aches and pains, burns and scalds, head lice, etc
- bites and stings
- queries about medication dosage, type or suitability plus urgent requests
- medication related to hospital discharge
- repeat prescriptions



GP surgery

Visit your GP surgery website and click on eConsult to:

- get help for a condition that has not improved after seeking help from your pharmacy
- to report urgent conditions that are not life threatening
- to report a deteriorating chronic condition

Please continue to use usual routes, including online patient access, to order repeat prescriptions. If you do not have access to the internet, you can continue to phone your surgery



Visit 111.nhs.uk or call NHS 111

when the situation is not life threatening and:

- if you think you need to go to hospital
- if you don't know the most suitable place to go or call
- if you don't have a GP to call or if your GP practice is closed
- if you need advice or reassurance about what to do

Available 24 hours a day, every day. If needed, an NHS advisor will help you to be seen quickly and safely.



Minor injuries

A minor injury service is only for conditions such as the following:

- sprains and strains
- suspected broken limbs
- minor head injuries
- cuts and grazes
- minor scalds and burns
- skin infections

Whether you're booked into the minor injury service via your GP, NHS 111 or you decide to walk-in, the service is available 7 days a week, from 8am-8pm.

The minor injury service is located at Bracknell Urgent Care Centre.



Emergency department or call 999

Only for very serious or life-threatening situations. This can include:

- loss of consciousness
- an acute confused state
- fits that are not stopping
- chest pain
- breathing difficulties
- severe bleeding that cannot be stopped
- severe allergic reactions
- severe burns or scalds

Call **999** immediately if you or someone else is having a heart attack or stroke.

Also call **999** if you think someone has had a major trauma, such as after a serious road traffic accident, a stabbing, a shooting, a fall from height, or a serious head injury.

If you are unsure, call **NHS 111** or go on-line at **111.nhs.uk**



For urgent help for your mental health, use the **NHS 111 online service**, or call 111 if you are unable to get help online.

If you've injured yourself, taken an overdose or are in an emergency and believe that your life is at risk, please dial 999. www.nhs.uk/oneyou/every-mind-matters provides NHS-approved expert advice and practical tips to help you look after your mental health and wellbeing.

You can also text **Shout 85258**. Shout is a free, confidential, 24/7 text messaging support service for anyone who is struggling to cope.

For mental health services local to you, please visit [Mental health services \(frimleyccg.nhs.uk\)](http://Mental health services (frimleyccg.nhs.uk))

Not sure what to do when your child is unwell? If you are worried about a child, visit the Frimley Healthier Together website: frimley-healthiertgether.nhs.uk



For more information visit www.frimleyhealthandcare.org.uk



CARER SUPPORT AND DEMENTIA ADVICE SERVICE FOR HAMPSHIRE

For more than 40 years, we have supported local people with, or at risk of, mental ill-health. Last year more than 5,000 people used our services.

Can we help you too?

Our Carer Support and Dementia Advice Service provides advice, information and support to all carers aged 18 and above who provide care for an adult. The service also supports people with dementia and memory problems and is available throughout Hampshire. If you need support, we welcome self-referrals as well as referrals from health and social care professionals.

Contact us on 01264 332297 or email enquiries@andovermind.org.uk



CARER SUPPORT AND
DEMENTIA ADVICE SERVICE
FOR HAMPSHIRE





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 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](#).



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

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STRETCH
AND
RELAXATION



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CLASSES@RHL.ORG.UK



www.rhl.org.uk

Have you moved?
Changed your mobile number?
Changed your email address?
Please don't forget to let
us know in case we ever
need to contact you.

Just send an email with your
change of details to...

frimleyicb.richmondsurgery@nhs.net

Thank you!



Chaperone Available

The following member of our staff is a qualified, trained chaperone:

Jan Fulcher
Reception Manager

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

so that arrangements can be made.

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 NEW EMAIL ADDRESSES

General admin enquiries: frimleyicb.richmondsurgery@nhs.net
 Medical Secretaries: frimleyicb.richmondsurgery-secretary@nhs.net
 Repeat prescription requests - go to our website home page for the link to access the new accuRX Patient Triage Service
 Please AVOID sending your email to more than one email address, this can cause potential delays to your request.

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!

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)

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 our Patient Liaison Manager, Lavinia Pollard who will investigate and respond:

frimleyicb.richmondsurgery@nhs.net

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

For this reason, **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 still be asked to put your complaint or concern formally in writing BEFORE it can be dealt with.

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
 (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





Як працює Національна служба здоров'я (НСЗ): посібник для мігрантів

Ви можете звернутися на безкоштовну цілодобову телефонну лінію НСЗ, набравши номер 111, щоб безкоштовно отримати інформацію чи поради щодо здоров'я. Ви можете попросити перекладача на вашу мову, промовивши «interpreter please» (потребую перекладача, будь ласка).

Аптека основні ліки

Фармацевти можуть надати клінічні поради та запропонувати ліки проти низки легких захворювань, таких як кашель, застуда, біль у горлі, проблеми з животом, ломота й болі. Фармацевт підкаже, чи потрібно вам звернутися до лікаря, або скерує до інших фахівців з охорони здоров'я, щоб ви отримали необхідну допомогу. Також в аптеці чи супермаркеті можна придбати ліки проти легких захворювань і засоби для надання першої медичної допомоги. Щоб знайти найближчу аптеку, перейдіть за посиланням:

www.nhs.uk/service-search/pharmacy/find-a-pharmacy

Стоматологи та оптометристи Догляд за зубами та очима

Знайти стоматолога: www.nhs.uk/service-search/find-a-dentist

Знайти оптометриста: www.nhs.uk/using-the-nhs/nhs-services/opticians

Кабінет лікаря сімейної медицини або медичний заклад

Лікування, довготривала медична допомога та доступ до фахівців лікарні

Лікарі сімейної медицини можуть надати медичну консультацію, поставити діагноз і призначити ліки. Вони можуть бути вашим першим місцем звернення з причин багатьох проблем фізичного та психічного здоров'я. Лікар сімейної медицини відповідає також за координацію та керування довготривалою медичною допомогою і може скерувати вас у разі потреби у вузькоспеціалізованих медичних послугах. Радимо вам зареєструватися в лікаря сімейної медицини, щоб задовольнити свої поточні потреби в медичній допомозі.

www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/

Центри громадського здоров'я

Послуги супроводу вагітності, медичне обслуговування дітей та консультування щодо методів контрацепції

Надання деяких медичних послуг здійснюється у громадах, а не в лікарнях. До них належать: служби охорони психічного здоров'я, дитячі медичні заклади, допологова допомога, а також клініки сексуального здоров'я та планування сім'ї.

Амбулаторні заклади (без попереднього запису) або центри невідкладної медичної допомоги

Незначні травми або невідкладна медична допомога

Якщо вам потрібна невідкладна медична допомога при незначних травмах, таких як порізи, розтягнення та невеликі переломи, або термінова медична консультація, ви можете звернутися безпосередньо до амбулаторного закладу або центру невідкладної медичної допомоги без попереднього запису. Ці центри, як правило, відкриті в денний час.

Служби екстреної допомоги

Екстрена медична допомога або ситуація, що загрожує життю

Зателефонуйте за номером 999, якщо хтось. Оператор телефонної лінії порадить вам, що робити або куди йти далі. Для забезпечення лікування або транспортування пацієнта до лікарні може бути відправлена карета швидкої допомоги. Відділення екстреної медичної допомоги в лікарнях працюють цілодобово щодня протягом року. Доступ до цих послуг можна отримати безпосередньо і без попереднього запису.

www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-call-999/

Екстрена психіатрична допомога Думки про суїцид або заподіяння серйозної шкоди самому собі

Якщо ви завдали собі серйозної шкоди або збираєтеся це зробити, зателефонуйте за номером 999, щоб викликати швидку допомогу, або безпосередньо зверніться до відділення екстреної медичної допомоги. Якщо у вас виникають думки про самогубство, поговоріть із кимось зі спілки «Самаритяни», зателефонувавши за номером 116 123.



ПОБАЧИТИ ЩОСЬ ЧУТИ ЩОСЬ, СКАЗАТИ ЩОСЬ



**Якщо ви не почуваетесь в безпеці,
або ваш господар не змушує вас
почувати себе в безпеці, або вам
загрожує небезпека, будь ласка,
зателефонуйте за номером
0300 555 1386**

Якщо це надзвичайна ситуація
і вам потрібна допомога зараз,
зателефонуйте за номером 999

www.hampshiresab.org.uk



See something, hear something, say something.

If you do not feel safe or your host does not make you feel safe, or you are in danger please call 0300 555 1386

If it is an emergency and you need help now please call 999





Contact TalkPlus for free NHS support with:
Low Mood : Anxiety : Stress : OCD : Worry

We also have teams specially trained to assist with:
Sleep : Lifestyle changes : Adjustment to living with a health condition

Information and self-referral at: www.talkplus.org.uk

The Meads Business Centre, 19 Kingsmead, Farnborough, GU14 7SR

01252 533355 @TalkPlusNHS www.facebook.com/talkplusiapt @talkplus_nhs



The Link Peer Support Group

Offering support, advice and information to all carers aged 18+ (cared for also welcome)

An excellent opportunity to connect with other carers.
Tea and coffee provided.

Last Thursday of each month 12pm-2pm

All Saints Church Community Centre,
Church Road, Fleet GU15 4NB

To book please contact us by calling 01264 332297
or email enquiries@andovermind.org.uk



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.



A helping hand for a healthier family

Do you need help to achieve a healthy weight for your child?

Be Your Best is a **free** service for Surrey families with children aged 0-12 who are above the healthy weight range.

We can help you make a positive difference to your child's health and wellbeing.

Families will be offered 6 one-to-one sessions and 6 online group sessions.

Sessions include:

- Live cooking workshops
- Interactive supermarket tours
- Meal planning for the whole family
- Reducing anxiety
- Managing screen time
- How to become an active family
- Importance of sleep



One-to-one sessions:

Consist of home visits and take place at a mutually agreed time.

Group sessions:

Tuesdays or Thursdays
4 - 5.30pm via Zoom

Family Fit sessions:

Wednesdays 4.30 - 5pm
Saturdays 10 - 10.30am
via Zoom

For more information, visit www.bybsurrey.org
or email us at BeYourBest@surreycc.gov.uk.