



# Richmond Surgery Newsletter

February 2023  
Issue 96



## 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**  
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



## New Patient Electronic Consultant accurX Patient Triage now live

The four surgeries in Fleet PCN went live with the AccuRx Patient Triage System last month. From the patient's perspective this operates 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 replaces the online prescriptions and generic email addresses streamlining the online experience for patients. It operates alongside the

### 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](#)



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](#)**

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## Patient Feedback

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

### Prescriptions

I am writing to thank you for two recent incidents. Firstly, I came into Reception to request preservative free eye drops instead of my current prescription, the lady receptionist was very polite and helpful. Secondly, I came to Reception to ask if I could have an extra, one off, bottle of eye drops as a spare as I was in danger of running out. Once again, the receptionist was helpful and just a few days later I received the drops from the pharmacy. I was thankful as I had, indeed, just run out.

I am so grateful and would like to thank everyone involved.

May I wish you a Happy Christmas and New Year

Yours sincerely

### Attention of the Practice Manager

I attended the Surgery on 13 December to see Mrs. Cecile Brocheret for diagnosis of chronic pain in my elbow.

Mrs Brocheret identified the issue immediately, took the time to explain the injury in detail, the options for treatment and her recommendations; as well as answering my questions.

I came away reassured and very clear on the way forward.

This visit further reinforces my extremely positive opinion of the Richmond Surgery.

Many thanks

### Letter from Patient

My G.P. phoned as requested and after explaining my symptoms, a blood test, an X-ray and a sample kit were arranged for the same day. I believe this is exceptional service and the patients of Richmond Surgery are very lucky to have such caring and efficient doctors and receptionists. I have been a patient for over forty years, even when there was a wooden building off Basingbourne Road. I am so grateful to my G.P. who has always been so efficient with any problems I have had, in one case his prompt action in arranging tests possibly saved my life.

I cannot speak highly enough of Richmond Surgery, Fleet.

Anonymous

### A big thank you!

I would like to express my sincere gratitude to my GP and the whole team at Richmond Surgery for enabling me to get a fast cancer diagnosis.

I made an emotional call to reception during the afternoon of Friday 6th January explaining my concerns and the receptionist dealt with me in a very professional manner and arranged for me to speak to my GP, who then arranged for me to see them face to face the same day for a consultation. My GP was very thorough during the appointment and calmed by anxiety down. My GP arranged for blood and stool tests to happen very quickly. The nurse who did my blood tests on the Monday was very friendly, professional and good at answering my questions.

Thank you to my GP for referring me to a consultant colorectal surgeon based on my FIT test result.

Thank you also to the secretary for processing my referrals quickly.

I am spending my weekend preparing for my surgery on Thursday and hoping for a positive outcome and good recovery.

Thank you, thank you, thank you!

Anonymous

**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](http://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



# Your local GP practice Team at Richmond Surgery

Your local health team is working hard to support you with a wide range of services providing convenient, safe and trusted care when you need it.

As well as there being more ways to get in touch and be seen by your GP team, each practice has a team of expert health professionals, providing you with the care you need.

New digital tools have been developed too – meaning you can access expert care at your fingertips.

## Get help from your GP practice team experts - Meet the team

Your GP Practice team is made up of a range of expert health and care professionals including nurses, clinical pharmacists, paramedics and physiotherapists who work alongside GPs, supported by reception staff/Care Navigators, to provide you with the care you need.

That means you may be seen by the GP or one of the wider team at your local practice, so you are helped by the right person, in the right place to meet your needs.

The reception team is made up of skilled Care Navigators who are a vital part of practice teams and are specially trained to signpost you to the best care for your needs. Sharing the reason for your call with the reception team and being clear on your need will help get you the right care from the right person. Your information will be treated in the strictest of confidence.

## Get help from your GP practice team experts - more ways to get in touch

It's no secret that GP surgeries have been busier than ever. And especially in winter, you may require services from your local team more often.

## There are three ways to get in touch with your local practice team

Use the online form on your GP Practice website. It's convenient and secure and can save time. You'll get a response within 48 hours.

Call during surgery hours. Check your practice website for opening hours.

Visit the surgery in person.

## Get help at your fingertips - digital and online tools

Online and digital tools are a great way to access health and care support in a way that is safe and convenient for you.

Complete a convenient online consultation for your GP Practice and receive a response within 48 hours.

Download the NHS App – where you can access a range of NHS services, including ordering your repeat prescriptions and viewing your GP record.

Download the Frimley Healthier Together app or visit the website for support and advice on caring for your unwell child at home.

## Get help from the right local service for you - choosing the right health service

Your local GP team is just one way you can access health and care services near you. It's important you choose the right service, at the right time, so we can help as many patients in our area as possible.

Health and care services are busier than ever and can become overwhelmed at peak times. By selecting the right service, you'll receive the help you need in the most effective way and support others to be able to access the care they need too. Remember if you're not sure what to do go to NHS 111 online first.

## Other options include:

Frimley Healthier together website or app – for advice and support to look after your unwell child;

NHS 111 online – if you have an urgent medical problem or you're not sure what to do;

Pharmacy - minor illnesses such as coughs, colds, tummy trouble, aches and pains;

GP Practice – common medical conditions, persistent symptoms, long-term conditions and referral to specialist treatment;

Bracknell Minor injury unit –for urgent non-life threatening medical attention for sprains and strains, suspected broken limbs, minor head injuries, skin infections, and minor burns;

A&E and 999 – always go to A&E or dial 999 for medical or mental health life threatening emergencies such as choking, severe bleeding, fits that won't stop, feelings of self-harm or suicide.

## Your GP Practice may have the following expert roles at your surgery

(Not all surgeries have all these practitioners)

## Care Navigation Team (previously known as Receptionists)

Reception team can help by:

- getting you an appointment with the right clinician
- identifying services you can access with a GP referral
- making appointments for new kinds of care or services

## Nurses

Nurses can help by:

- providing vaccinations and injections
- supporting you with long-term conditions
- providing family planning and sexual health advice

## Clinical Pharmacist

Clinical Pharmacists can help by:

- reviewing your medicines
- agreeing and making changes to your prescriptions
- advising about medicines and possible side effects

Continued on page 4...



## From page 3/....

### Pharmacy Technician

Pharmacy Technicians can help you by:

- showing you how to use your medicines
- supporting Clinical Pharmacists to review your existing medication
- advising you on your lifestyle choices

### Paramedic

Paramedics can help you by:

- assessing and treating certain health conditions
- attending home visits
- ordering tests and interpreting results

### Physiotherapist

Physiotherapists can help by:

- diagnosing and treating muscular and joint conditions
- advising on how to manage your condition
- referring you on to specialist services

### Mental Health Therapists and Practitioner

Mental Health Therapists and Practitioners can help by:

- carrying out assessments
- providing advice and support to manage your condition
- supporting you to access mental health services and community resources

### Physician Associate

Physician Associates can help by:

- diagnosing and treating certain health conditions
- arranging tests and analysing results
- performing physical examinations

### Occupational Therapist

Occupational Therapists can help by:

- providing rehabilitation for you to stay well at home

- empowering you to make improvements in your day-to-day life
- supporting you to take control of your health and wellbeing

### Dietitian

Dietitians can help by:

- diagnosing and treating nutritional conditions
- helping you to make changes to prevent and support long-term conditions
- supporting you to maintain a healthy weight

### Social Prescribing Link Worker

Social Prescribers can help you by:

- supporting you to manage your health and wellbeing
- giving you time to focus on what matters to you
- helping you to access local support services and activities

### Health and Wellbeing Coach

Health and Wellbeing Coaches can help by:

- providing coaching support to help you manage your condition
- working with you to identify your health and wellbeing goals
- signposting you to helpful resources and groups

### Care Coordinator

Care Coordinators can help by:

- preparing you for upcoming conversations about your health and care
- monitoring your needs and responding to any changes
- supporting you to understand and manage your care

### Healthcare Assistant

Healthcare Assistants can help by:

- monitoring your blood pressure
- taking blood samples
- providing healthy living advice, such as stopping smoking and weight loss

Frimley Health and Care



**NHS**

# Know where to go when feeling unwell

## Visit [111.nhs.uk](https://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





# Asthma

## Asthma Treatment

There's currently no cure for asthma, but treatment can help control the symptoms so you're able to live a normal, active life. Inhalers, which are devices that let you breathe in medicine, are the main treatment. Tablets and other treatments may also be needed if your asthma is severe. You'll usually create a personal action plan with a doctor or asthma nurse. This includes information about your medicines, how to monitor your condition and what to do if you have an asthma attack.

### Inhalers can help:

- relieve symptoms when they occur (reliever inhalers)
  - stop symptoms developing (preventer inhalers)
- Some people need an inhaler that does both (combination inhalers).

### Reliever inhalers

Most people with asthma will be given a reliever inhaler. These are usually blue. You use a reliever inhaler to treat your symptoms when they occur. They should relieve your symptoms within a few minutes. Tell a GP or asthma nurse if you have to use your reliever inhaler three or more times a week. They may suggest additional treatment, such as a preventer inhaler. Reliever inhalers have few side effects, but they can sometimes cause shaking or a fast heartbeat for a few minutes after they're used.

### Preventer inhalers

If you need to use a reliever inhaler often, you may also need a preventer inhaler. You use a preventer inhaler every day to reduce the inflammation and sensitivity of your airways, which stops your symptoms occurring. It's important to use it even when you do not have symptoms. Speak to a GP or asthma nurse if you continue to have symptoms while using a preventer inhaler.

Preventer inhalers contain steroid medicine. They do not usually have side effects, but can sometimes cause:

- a fungal infection of the mouth or throat (oral thrush)
- a hoarse voice
- a sore throat

You can help prevent these side effects by using a spacer, which is a hollow plastic tube you attach to your inhaler, as well as by rinsing your mouth after using your inhaler.

### Combination inhalers

If using reliever and preventer inhalers does not control your asthma, you may need an inhaler that combines both. Combination inhalers are used every day to help stop symptoms occurring and provide long-lasting relief if they do occur. It's important to use it regularly, even if you do not have symptoms. Side effects of combination inhalers are similar to those of reliever and preventer inhalers.

### Tablets

You may also need to take tablets if using an inhaler alone is not helping control your symptoms.

### Leukotriene receptor antagonists (LTRAs)

LTRAs are the main tablets used for asthma. They also come in syrup and powder form. You take them every day to help stop your symptoms occurring. Possible side effects include tummy aches and headaches.

### Theophylline

Theophylline may also be recommended if other treatments are not helping to control your symptoms. It's taken every day to stop your symptoms occurring. Possible side effects include headaches and feeling sick.

### Steroid tablets

Steroid tablets may be recommended if other treatments are not helping to control your symptoms.

They can be taken either:

- as an immediate treatment when you have an asthma attack
- every day as a long-term treatment to prevent symptoms – this is usually only necessary if you have very severe asthma and inhalers do not control your symptoms

Long-term or frequent use of steroid tablets can occasionally cause side effects such as:

- increased appetite, leading to weight gain
- easy bruising
- mood changes
- fragile bones (osteoporosis)
- high blood pressure

You'll be monitored regularly while taking steroid tablets to check for signs of any problems.

### Other treatments

Other treatments, such as injections or surgery, are rarely needed, but may be recommended if all other treatments are not helping.

### Injections

For some people with severe asthma, injections of medicines called biologic therapies are given every few weeks. These can help to control the symptoms. They are not suitable for everyone with asthma and can only be prescribed by an asthma specialist. The main side effect is discomfort where the injection is given.

### Surgery

A procedure called bronchial thermoplasty may be offered as a treatment for severe asthma. It works well and there are no serious concerns about its safety. You will be sedated or put to sleep using a general anaesthetic during a bronchial thermoplasty. It involves passing a thin, flexible tube down your throat and into your lungs. Heat is then used on the muscles around the airways to help stop them narrowing and causing asthma symptoms.

**Continued on next page...**



## Asthma continued from previous page...

### Complementary therapies

Several complementary therapies have been suggested as possible treatments for asthma, including:

- breathing exercises – such as techniques called the Papworth method and the Buteyko method
- traditional Chinese herbal medicine
- acupuncture
- ionisers – devices that use an electric current to charge molecules of air
- manual therapies – such as chiropractic
- homeopathy
- dietary supplements

There's little evidence to suggest many of these treatments help.

There's some evidence that breathing exercises can improve

symptoms and reduce the need for reliever medicines in some people, but they should not be used instead of your medicine.

### Work-related asthma

If you seem to have occupational asthma, where your asthma is linked to your job, you'll be referred to a specialist to confirm the diagnosis. If your employer has an occupational health service, they should also be informed, along with your health and safety officer. Your employer has a responsibility to protect you from the causes of occupational asthma.

It may sometimes be possible to:

- substitute or remove the substance that's triggering your asthma from your workplace
- redeploy you to another role within the company
- provide you with protective breathing equipment

For more information about Asthma including videos showing how to use your inhaler, visit [www.asthma.org.uk](http://www.asthma.org.uk).

## App gives traffic light guidance on childhood illness

Parents, carers, and young people can now get easy access to NHS traffic light guidance on a range of childhood illnesses, by downloading the new **Frimley Healthier Together** app.

It is anticipated that this app can help to reduce the number of patients going to GP surgeries or Accident & Emergency departments with minor (green) ailments by supporting carers with advice when caring for their ill child.

The app shows:

- ◇ What amber and red-flag signs to look out for
- ◇ Where to seek help if required
- ◇ What to do to keep a child comfortable
- ◇ How long a child's symptoms are likely to last.

The app also uses push notifications to prompt monitoring of the child's condition against red and amber symptoms to the phone the app is registered to.

Complementary to the [Frimley Healthier Together](http://FrimleyHealthierTogether) website, the app can be downloaded from your app store of choice by searching "Healthier Together" <https://bit.ly/FHTApp>

Help us spread the word about this app

by posting on your personal and public profiles – and together we can help manage childhood illnesses more effectively.

Check us out on Facebook @NHSFrimleyHealthierTogether and @Frimley.HealthierTogether on Instagram.

**Download** 

our **FREE** app today!

- NHS traffic light symptom checker
- Advice on how long a child's symptoms may last
- Signposting to local support services

  Search: "Healthier Together"

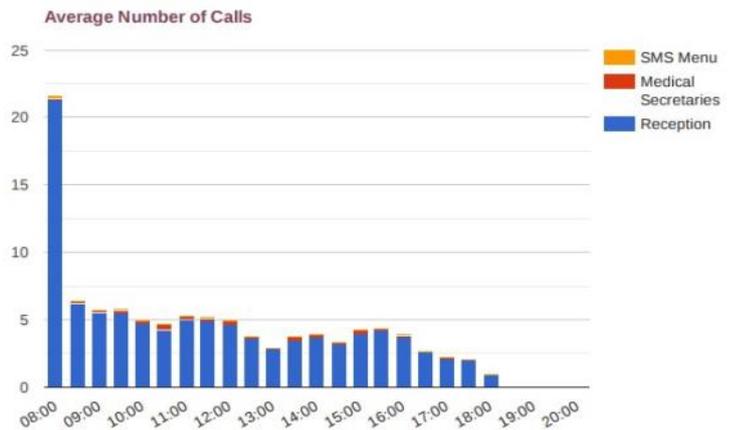
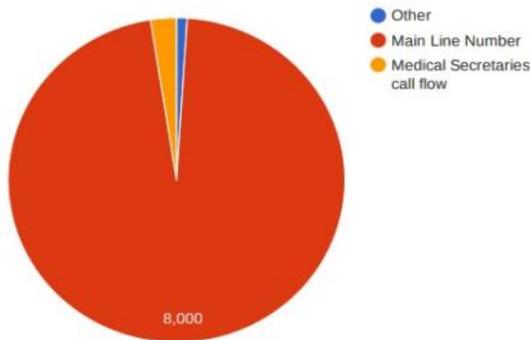
**Frimley-HealthierTogether.nhs.uk**

**Healthier Together**  
Improving the health of babies, children and young people throughout Frimley



# Richmond Surgery Call Summary for January 2023

Total Inbound Calls during January 2023: 8,290  
 Calls That Queued: 6,195  
 Average Queue Time Answered 4m 6s



## "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**

**Have you changed your mobile phone number? Changed your address? Don't forget to let us know, we may need to get in touch! Thank you.**

**We are here to help you.**  
 Thank you for treating us with respect.



# GP PATIENT SURVEY

# Headline findings: July 2022

## About the survey

720,000 responses received<sup>1</sup>

293,000 took part online

Includes data on:

- 427,000 patients with a long term condition, disability, or illness
- 143,000 carers
- 83,000 smokers



720,000

## Overall experience of GP practice:

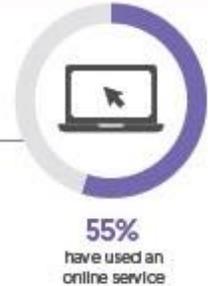
The majority of patients had a good overall experience of their GP practice (83% in 2021 and 82% in 2020)



This year's survey was conducted from 10 Jan to 11 Apr 2022. This was after a rise in Covid-19 cases in Dec 2021 but as restrictions were being eased. The 2021 survey took place during the third Covid-19 lockdown. This wider context should be taken into account when looking at results over time.

## Access:

More than half of patients have used a general practice online service in the past 12 months, to book appointments, order repeat prescriptions, access medical records, or have an online consultation or appointment (44% in 2021)



## Rating of care at last appointment:

The majority of patients say the healthcare professional they saw was good at...



listening to them (89% in 2021 and 88% in 2020)<sup>2</sup>



giving them enough time (89% in 2021 and 86% in 2020)<sup>2</sup>



treating them with care and concern (88% in 2021 and 87% in 2020)<sup>2</sup>

90% were involved as much as they wanted to be in decisions about their care and treatment (93% in 2021 and 93% in 2020)<sup>2</sup>

93% say they have confidence and trust in the healthcare professional they saw (96% in 2021 and 95% in 2020)<sup>2</sup>

91% say their needs were met at their last appointment (94% in 2021 and 94% in 2020)<sup>2</sup>



## Type of appointment:

The type of appointment patients received when they last tried to make a general practice appointment.

	2020	2021	2022
Phone appointment	10%	47%	49%
At their GP practice	85%	48%	46%
Another general practice location	4%	3%	3%
Online appointment	Less than 0.5%	3%	2%
Home visit	1%	Less than 0.5%	Less than 0.5%

## Making an appointment:

51% saw or spoke to someone at a time they wanted to or sooner (59% in 2021 and 58% in 2020)<sup>2</sup>

53% who wanted a same day appointment got one (60% in 2021 and 63% in 2020)<sup>2</sup>

56% say they had a good experience of making an appointment (71% in 2021 and 65% in 2020)<sup>2</sup>

84% of patients needed a general practice appointment in the last 12 months. Of these patients:

- 55% Avoided making an appointment<sup>2,4</sup>
  - 26% Avoided because they found it too difficult<sup>2,4</sup>
  - 20% Avoided because they were worried about the burden on the NHS<sup>2,4</sup>
  - 12% Avoided because of the risk of catching COVID-19<sup>2,4</sup>
  - 9% Avoided for another reason<sup>2,4</sup>
  - 8% Avoided because they didn't have time<sup>2,4</sup>

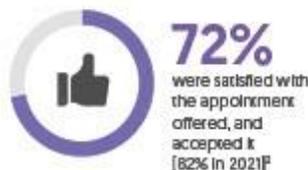
## Choice and satisfaction with appointment offered:

31% Offered a choice of time or day<sup>2,4</sup>

22% Offered a choice of type of appointment<sup>2,4</sup>

13% Offered a choice of place<sup>2,4</sup>

7% Offered a choice of healthcare professional<sup>2,4</sup>



## Isolation

12% said they felt isolated from others in the last year (15% in 2021 and 7% in 2020)



[www.gp-patient.co.uk](http://www.gp-patient.co.uk)

See reports which show the results broken down by ICS, PCN, and GP practice.

Use the analysis tool to look at the survey results across years, and to analyse and compare results for specific groups of patients (e.g. by age, ethnicity, and more)



	<p>Hangover, Grazed Knee, Sore Throat, Upset Tummy, Pain or Headache</p>	<p><b>Treat Yourself!</b> Keep a well stocked medicine cabinet!</p>
	<p>Cough, Earache, Headache, Runny Nose, Diarrhoea, Bites and Stings, Minor Burns and Scalds, Head Lice, Emergency Contraception, Quitting Smoking</p>	<p><b>Ask Your Pharmacist</b> Pharmacists are trained experts in using medicines safely</p>
	<p>Itches, Sprains Minor Cuts/Injuries Persistent Coughs, Colds, Persistent Infections</p>	<p><b>See our Minor Illness Nurse</b> The Minor Illness Clinic 5 days per week (extra clinics Dec-Apr)</p>
	<p>Suspected Urine Infections</p>	<p><b>No appointment needed</b> Bring a sample to the surgery for testing. A member of our nursing team will contact you.</p>
	<p>Medication Queries Medical Updates &amp; Reviews  When all 'on the day' emergency appointments are gone</p>	<p><b>Discuss with your GP</b> Book an advanced telephone consultation with your GP for updates and reviews  <b>Discuss with a GP</b> A telephone triage consultation in the first instance with your GP, or the Duty GP</p>
	<p>Over 18s For <u>New</u> GP Medical Consultations / Concerns</p>	<p><b>Electronic Patient Triage</b> Online GP consultation (response by 6pm the following working day) <a href="http://www.richmondsurgeryfleet.com">www.richmondsurgeryfleet.com</a></p>
	<p><b>OUT OF HOURS</b> Unwell Worried, Uncertain, Need advice</p>	<p><b>RING 111</b> <b>NHS Direct</b></p>
	<p>Blackouts, Blood Loss, Choking, Chest Pain, Acute Confused State, Life Threatening Emergency, Severe Allergic Reactions, Severe Burns or Scalds</p>	<p><b>Ring 999</b> <b>or</b> <b>Go to A &amp; E</b></p>
<p><b>Fleet Locality Extended Access</b> For routine GP and Nurse appointments outside of core hours. See our website for more information or ask reception.</p>		



## Vacancy – An exciting opportunity has arisen to join Richmond Surgery

### Reception/Care Navigator

#### Job description

With 14,750 registered patients, Richmond Surgery is the lead practice for the Fleet Primary Care Network. We operate from a purpose build premises based in a quiet suburb of Fleet, Hampshire with planning permission for an extensive 3rd floor development. As a business we are inventive and forward thinking, CQC rated Good and reviewed well on NHS Choices. We are a busy surgery, with a 24 hour Pharmacy on site, yet all our teams both clinical, admin and pharmacy are supportive, friendly and work very closely together to ensure the provision of excellent service to our patients. If excellent customer service appeals to you, then please read on.

Due to our forthcoming expansion at the surgery and the recent introduction of a new patient care triaging system, we are looking for individuals who would like to join our Reception Care Navigator Team to provide our patients with a confidential, caring and understanding service, assisting them to reach the most appropriate clinical practitioner or team to assist with their ailment or query. Utilising our Physician Associates, Mental Health and Wellbeing Practitioners, GP Partners, Locum GPs, MSK practitioners, experienced Nursing Team or our extended multidisciplinary teams you will listen to the needs of our patients and triage them accordingly. This is an exciting time for Richmond Surgery and our Reception Care Navigators as we work with our new system to improve patient access and experience. No prior knowledge is required as full support and ongoing training is a given at Richmond Surgery. As a business we are committed to supporting all our staff not only with ongoing training and opportunities to progress, but with their welfare and happiness.

You will join our existing, hard working and committed team who also manage a variety of other clinical admin duties. You will be resilient, professional and caring, enjoy the challenge of learning and have an interest in the medical profession.

Working part time days that comprise a mix of morning and afternoon sessions. We anticipate hours being in the region of 16- 24 per week.

We are a GMS Practice with four full time GP Partners, a Managing Partner with a Management Support Team, six nursing team members, three Physician Associates, in house MSK Practitioners, Care Coordinators, with back of house excellent admin/secretarial teams. Our clinical system is EMIS Web and Docman.

If you are interested in applying please ensure you provide your CV with a brief covering letter telling us why you have applied for this position and what interests you about it. Please provide both to ensure we have all your information to assist us with shortlisting. Our full remuneration package will be advised if you are successful for interview.

Job Types: Part-time, Permanent, Day shift, 16-22 hours per week.

#### Benefits:

Company events  
Company pension  
Cycle to work scheme  
Discounted or free food  
Employee discount  
On-site parking  
Sick pay  
Email: [frimleyicb.richmondsurgery@nhs.net](mailto:frimleyicb.richmondsurgery@nhs.net)

### P/T Secretary/Administrator

Working Hours: 13.30-17.30 preferred five days pw, will consider four days pw.

Pay Scale: Competitive. Dependent on experience.

Reports to: Managing Partner

For more information and a job description please contact Lavinia Pollard — see details below.

To apply for any current vacancy: please send your CV with a covering letter as to why you are applying for this position to:

Lavinia Pollard, HR Manager  
Email: [frimleyicb.richmondsurgery@nhs.net](mailto:frimleyicb.richmondsurgery@nhs.net)



- ▶ **Ask** Do you smoke?
- ▶ **Advise** There is **free** help to quit and it's easier to quit with support
- ▶ **Act** Text **QUIT** to **66777**

 [smokefreehampshire.co.uk](http://smokefreehampshire.co.uk)  
01264 563039

  
smokefree  
HAMPSHIRE  
YOUR STOP SMOKING SERVICE



# Reminder to all parents of children over 16 years of age

**People aged 16 or over are entitled to consent to their own treatment. This can only be overruled in exceptional circumstances.**

Like adults, young people (aged 16 or 17) are presumed to have sufficient capacity to decide on their own medical treatment, unless there's significant evidence to suggest otherwise. Children under the age of 16 can consent to their own treatment if they're believed to have enough intelligence, competence and understanding to fully appreciate what's involved in their treatment. This is known as being Gillick competent. Otherwise, someone with parental responsibility can consent for them.

This could be:

- the child's mother or father
- the child's legally appointed guardian
- a person with a residence order concerning the child
- a local authority designated to care for the child
- a local authority or person with an emergency protection order for the child

## Parental responsibility

A person with parental responsibility must have the capacity to give consent.

If a parent refuses to give consent to a particular treatment, this decision can be overruled by the courts if treatment is thought to be in the best interests of the child.

By law, healthcare professionals only need one person with parental responsibility to give consent for them to provide treatment.

In cases where one parent disagrees with the treatment, doctors are often unwilling to go against their wishes and will try to gain agreement.

If agreement about a particular treatment or what's in the child's best interests cannot be reached, the courts can make a decision. In an emergency, where treatment is vital and waiting for parental consent would place the child at risk, treatment can proceed without consent.

## When consent can be overruled

If a young person refuses treatment, which may lead to their death or a severe permanent injury, their decision can be overruled by the Court of Protection. This is the legal body that oversees the operation of the Mental Capacity Act.

**Above from NHS website**



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](mailto:enquiries@andovermind.org.uk)



RELAX & UNWIND

ONLINE  
STRETCH  
AND  
RELAXATION



Only  
£3.50  
per class

FREE TRIAL CLASS

MONDAYS 7PM

CONTACT OUR FRIENDLY TEAM TO BOOK  
01252 957 430  
[CLASSES@RHL.ORG.UK](mailto:CLASSES@RHL.ORG.UK)



Registered charity 1105381

[www.rhl.org.uk](http://www.rhl.org.uk)



## 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](#).



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

## Alzheimer Café UK



Farnborough Branch

All in the same boat

17th February 2023, 6.30 - 8.30 pm

Topic - with Dr Gemma Jones  
Understanding Denial

Alzheimer Cafés provide dementia-related education in a café-like setting for people with dementia (any type), their family, friends, professionals, and for anyone else interested in dementia.

**NEWCOMERS ARE WELCOME!** No advance registration required

**When:** the **third Friday** of each month (except August)

**Where:** St. Peter's Parish Centre, 60 Church Avenue, Farnborough, GU14 7AP

For more information about the cafés:

**Phone:** Farnborough Alzheimer Cafe: 07938 175 002

**Email:** [alzheimercafe@hotmail.co.uk](mailto:alzheimercafe@hotmail.co.uk)

**Website:** [www.alzheimercafe.co.uk](http://www.alzheimercafe.co.uk)

Since 2000, the Farnborough Café has been the flagship Café of the charity Alzheimer Café UK (CIO), Charity Number 1165335

Topics are subject to change at short notice

**Help us stay safe: please stay home if you feel ill in any way!**

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](mailto:CLASSES@RHL.ORG.UK)

[www.rhl.org.uk](http://www.rhl.org.uk)





## Chaperone Available

The following members of our staff are qualified, so that arrangements can be made, trained chaperones:

**Jan Fulcher** - Reception Manager  
**Lavinia Pollard** - HR 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 NEW EMAIL ADDRESSES

General admin enquiries: [frimleyicb.richmondsurgery@nhs.net](mailto:frimleyicb.richmondsurgery@nhs.net)  
Medical Secretaries: [frimleyicb.richmondsurgery-secretary@nhs.net](mailto: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](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 our Patient Liaison Manager, Lavinia Pollard who will investigate and respond:

[frimleyicb.richmondsurgery@nhs.net](mailto: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](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**



when it's less urgent than 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](http://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](http://www.nhs.uk/service-search/find-a-dentist)

Знайти оптометриста: [www.nhs.uk/using-the-nhs/nhs-services/opticians](http://www.nhs.uk/using-the-nhs/nhs-services/opticians)

### **Кабінет лікаря сімейної медицини або медичний заклад**

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/](http://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/)

### **Лікування, довготривала медична допомога та доступ до фахівців лікарні**

### **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/](http://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](http://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](http://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](mailto: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](http://www.bybsurrey.org)  
or email us at [BeYourBest@surreycc.gov.uk](mailto:BeYourBest@surreycc.gov.uk).