Richmond Surgery
Fleet, Hampshire



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Check out our website at
www.richmondsurgeryfleet.com

Welcome to our October/November Newsletter!

As we move into Autumn, things have not slowed down. The Autumn Covid and Flu vaccinations have once again proven to be a great success. Many of you will have received your vaccine by now but, for those eligible that have yet to do so, we still have clinics running so please contact our reception to book an appointment.

We ran two large Saturday clinics on 5th and 12th October in which so many members of staff, and in some cases their family, volunteered to assist. We must also thank all the members of our PPG who came in to help us.

These proved very successful and it was great to see so many of you during the days.

One GP was heard to say that it was a pleasure to see and talk to so many patients without discussing illnesses!!

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!

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Is it too early to talk about next year?

There will be those reading this that remember when the story of Richmond Surgery began with a simple wooden structure on Basingbourne Road.

Well that was 1965. Those that are good at Maths will realise that next year marks our 60th year of serving the Fleet community!

We would love to mark the occasion and are asking for your help. Do you have any photographs of the surgery over the years, especially in those early days? Do you have stories and remembrances you would be willing to share with us? If so, we would love to hear from you.

You can email them to us at frimleyicb.richmondsurgery@nhs.net

Or bring them to reception!



Your GP may utilise an AI system called Heidi to help accurately transcribe your consultation.

What is Heidi?

Heidi is an ambient clinical AI system that allows a clinician to accurately record a consultation within a patients notes. A real time transcription tool, Heidi intelligently sifts through a patient visit, separating pertinent medical details from tangential conversations.

Have we trialed it?

Yes, and have found it to be very accurate and a real time saver.

Why are we using it?

Many matters may be discussed during a consultation and this software reduces the time your clinician spends on admin freeing up more time for them to focus on you, their patient.

Recordings

At the end of a consultation, Heidi will provide written consultation notes which are then uploaded to our clinical system. The recording is then deleted. There is no identifiable data held within Heidi.

Should you wish for this not to be used, please let your GP know at the beginning of the consultation.

Surgery in Numbers

We have seen 3132 patients for their Autumn flu and covid vaccinations…..so far!





We are recruiting for an experienced, enthusiastic and dedicated reception manager to join our busy GP practice on a full-time basis.

Main responsibilities will include;

- Act as primary point of contact in reception for clinicians.
- Oversee the reception team, including hiring, training, and scheduling staff to ensure a professional and welcoming environment.
- Ensure that all visitors are greeted promptly and courteously, addressing inquiries, and ensuring guests feel welcome.
- Manage administrative tasks such as booking appointments, handling phone calls, and maintaining records.
- Ensure that front desk procedures are followed.
- Liaise with different departments to ensure smooth operations and resolve issues as they arise.
- Coordinate routine personnel administration including the monitoring of annual leave, sick etc.
- Hold reception meetings as necessary, possibly out of hours.

About the Candidate

The ideal candidate will have a proven track record of managing a reception team in a healthcare environment, with specific experience in GP practices. Other experience, skills and attributes are required;

- Supervisory or management skills.
- Ability to teach or train others.
- Knowledge of EMIS web desirable.
- Good verbal and written communication skills.
- Experience in managing/supervising and motivating people to achieve results.
- Experience in working in a fast moving and changing environment.
- Able to multi-task effectively.
- Honest, enthusiastic and confident.
- Passionate about patient/customer service and your team.
- Encouraging and supportive.

If you are interested in this positions, please contact us at our usual email address with a copy of your CV. And covering letter
Many thanks



We are recruiting for an Office Administrator to join our administration team.

Main responsibilities will include:

To provide administrative and scanning duties - this will include, but is not limited to:

- Provide support and assistance to the Senior Administrator as required.
- Day to day admin including updating patient records on our clinical system, processing paperwork for clinical outcomes together with patient registrations and deductions.
- Monitor Outlook and respond to email enquiries accordingly.
- Dealing with general patient and secondary care queries.
- Completion of clinical task from GPs and other members of the multi-disciplinary teams.
- Scanning, filing and appropriate workflow each day of post, electronic documents, forms and other documents to the relevant patient, GP or clinical support team.
- Ensuring stationary stock levels are adequate, order/replace as required.

About the Candidate

The ideal candidate will be experienced in administration and have the following skills and attributes;

- Excellent communication both written and spoken,
- Confident IT skills,
- Interpersonal skills,
- The ability to work as a team member or autonomously,
- Knowledge of EMIS web, Docman, ICE and other general practice systems are desirable.
- Experience in working in a fast moving and changing environment.
- Able to multi-task effectively.
- Honest, enthusiastic and confident.

If you are interested in this position, please contact us at our usual email address with a copy of your CV and covering letter. Many thanks

TARGET

Occasionally during the year we close our doors for an afternoon for staff training, you may well have seen or heard on the phone system our notifications. You may well have noted that they fall under the title TARGET.

What does TARGET actually mean?

It stands for Time for Audit, Research, Governance, Education and Training.

As you would expect all clinical staff are required to maintain their training, keeping themselves up to date with any new research, techniques or medication for example. But all other staff in the surgery are also required to keep their CPD (Continuing Professional Development) points up.

Each TARGET afternoon, we select a training package for each member of staff to complete that helps develop their personal knowledge, as well as helping you, our patients.

Examples of past packages include, Safeguarding Children, Dementia Awareness and the Mental Capacity Act.

Once a year we meet with the other members of the Fleet Primary Care Network (You can find out more about them further in this newsletter) and invite speakers to come in to train en masse.

These TARGET afternoons are an essential part of keeping all staff up to date on matters concerning their individual roles.

Our next TARGET afternoon is 19th November 2024.



FLEET PRIMARY CARE NETWORK

Did you know that your surgery is the lead surgery of the Fleet Primary Care Network (PCN)?

Did you know that Dr Sinclair is the clinical lead for the PCN?

Did you know that the PCN is so large and complex that we have a PCN Manager, Mariana Angold and Richmond's Managing Partner Donna Brennan is the PCN Finance Manager?

Do you know what the PCN is? Well let's start there!

Since the NHS was created in 1948, the population has grown and people are living longer. Many people are living with long term conditions such as diabetes and heart disease or suffer with mental health issues and may need to access their local health services more often.

To meet these needs, GP practices are working together with community, mental health, social care, pharmacy, hospital and voluntary services in their local areas in groups of practices known as primary care networks (PCNs).

Each of the 1,250 PCNs across England are based on GP registered patient lists, typically serving natural communities of between 30,000 to 50,000 people (with some flexibility). They are small enough to provide the personal care valued by both people and GPs, but large enough to have impact and economies of scale through better collaboration between GP practices and others in the local health and social care system.

PCNs are led by clinical directors who may be a GP, general practice nurse, clinical pharmacist or other clinical profession working in general practice.

Over 99% of general practices are part of a PCN, who sign up to the Network Contact DES which details their core requirements and entitlements.

The Fleet PCN consists of ourselves, Hart Health and Crondall Surgery. We work closely together on initiatives, most recently the Autumn Covid and Flu vaccinations.



Did you know if you use the NHS App for your approved repeat prescriptions this goes straight to you GP which is much faster.? So if you need an incentive to download and use the App, this is it!

About the NHS App

The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via Google Play or App Store. You can also access the same services in a web browser by logging in through the NHS website

You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England or the Isle of Man.

What you can do with the NHS App

With full access you can:

- order repeat prescriptions and nominate a pharmacy where you would like to collect them.
- book and manage appointments
- view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- book and manage COVID-19 vaccinations
- register your organ donation decision
- choose how the NHS uses your data
- view your NHS number
- use NHS 111 online to answer questions and get instant advice or medical help near you

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Download on the App Store

Take **ANTIBIOTICS** exactly as prescribed, never save them for later, never share them with others.



BECOME AN ANTIBIOTIC GUARDIAN

Keep Antibiotics Working

ANTIBIOTIC GUARDIAN

Keep Antibiotics Working

10 million people could die every year, by 2050, due to drug resistant infections.



We really do appreciate all feedback, good or bad, as it helps us understand what we are doing well or how we might improve. Some examples of recent feedback on the surgery

“From the friendly helpful advice from the receptionist, to the swift response from my GP, I am again reminded of how lucky I am to be a patient here.”

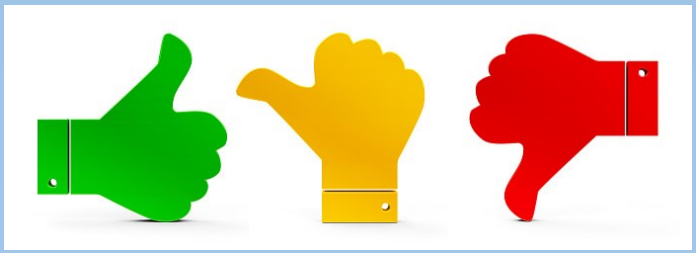
“I telephoned today and spoke to such an efficient and friendly lady. Its just what we need when worried or nervous about something. Thank you so much to her”

“My thanks for what was a prompt and effective service”

“A quickly answered call by a very helpful receptionist resulted in a same day face to face appointment. I made the call at 0800 and was back home with a filled prescription at 0900 when I started the prescribed treatment.”

“The Scottish lady receptionist had a wonderful manner. Extremely kind and reassuring”

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Feedback and Concerns

If you need to raise a formal complaint please be aware that this triggers a lengthy process that requires a number of formal steps to be followed. It uses a number of hours and resources to investigate thoroughly with all relevant staff. Your consideration of this is appreciated.

If you have any feedback or concerns, please put this in writing, either by letter or by email to our Patient Liaison Manager, Lavinia Pollard who will investigate:

frimleyicb.richmondsurgery@nhs.net

Please note that we do not discuss complaints in person or by telephone.

Speaking to a member of staff will not record your complaint or concern and therefore you will still be asked to put your complaint or concern formally in writing BEFORE it can be dealt with.

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

RATE US PLEASE!

We would really like to see any 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

Dr Sinclair & GP Partners

Donna Brennan, Managing Partner

Richmond Surgery
Fleet, Hampshire

Richmond Close

Fleet

Hampshire GU52 7US

Armed Forces veteran friendly accredited GP practice

Dementia Friendly

YELLOW FEVER ZONE VERIFIED CENTRE