Richmond Surgery
Fleet, Hampshire



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Check out our website at
www.richmondsurgeryfleet.com

Welcome to our Spring Newsletter!

As I write this in a short sleeve shirt and in 17 degrees of heat it looks like spring may have finally arrived! Easter will soon be here and so will the covid spring boosters! The eligibility for this years booster is somewhat reduced and, if you are eligible, you will have already have received a message from us with a booking link.

If you received your invitation but are yet to book, please call our reception team who will be happy to book you an appointment.

As always, we have been very busy in the surgery with a lot of recruitment and restructuring taking place behind the scenes. Reading further through this newsletter you will read about the changes to our Reception Care Navigator team and the addition of our first apprentice.

We are about to trial a new clinical recall system which is mentioned briefly herein but we will look to provide more details in our next newsletter.

We also talk about why you receive messages post appointment asking you to rate us.

You will no doubt have seen a lot in the news recently about the changes going on in the NHS but don't worry, Richmond Surgery will be here to look after you.

Richmond Surgery, 60 years of serving the local community!

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

or complete the form on our website. Thank you!

Taking your bra off at the end of the day feels great. And so does getting your breast screening sorted!



Breast cancer is the most common type of cancer in women in the UK, and the chance of getting it increases as you get older. According to Cancer Research, one in seven women in the UK will develop breast cancer during their lifetime.

Regular breast screening is one of the best ways to spot a cancer that is too small to feel or see yourself – it is estimated to save around 1,300 lives each year in this country alone.

Anyone registered with a GP as female aged from 50 up to their 71st birthday will be invited for NHS breast screening every 3 years. You'll automatically be sent a letter inviting you for your first breast screening between the ages of 50 and 53.

As with most cancers, finding breast cancer early can make it more likely that treatment will be successful. Due to screening, early diagnosis and improved treatment the chances of survival for breast cancer is generally good.

Generally for women with breast cancer in England:

- Around 95 out of every 100 women (around 95%) survive their cancer for 1 year or more after diagnosis
- Around 85 out of every 100 women (around 85%) will survive their cancer for 5 years or more after diagnosis
- Around 75 out of every 100 women (around 75%) will survive their cancer for 10 years or more after diagnosis

Remember, breast screening can detect cancer long before you can even feel it. Or, more likely, put your mind at rest.

So when you're invited, save the date, it could save your life.

More details about breast screening can be found on the NHS website www.nhs.uk

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NHS
nhs.uk

What a Reception!

Have you seen or spoken to our Reception Care Navigator team recently? There has been a number of changes with a few new faces in there.

The first big change, which we are absolutely delighted to announce, is the appointment of our new reception manager, Ashlie. Many of you will know Ashlie from seeing her on our front desk where she has made a significant mark over the last 18 months.

Ashlie started her new role on 3rd March and has really hit the ground running. Everyone at Richmond wish her every success in her new role.

The appointment of a new manager is not the only change happening within the team. We would like to announce the appointment of the following new members of staff:

Mary

Emma

Karleigh

Jayne

They have all fitted in brilliantly with the existing team and it is great to see them working side by side.

Our Reception Care Navigator team do an amazing job in a role that can be very difficult at times. We would ask that all our patients always remain courteous to them, they are here to help you and will do their very best to do so.

Surgery in Numbers

Did you know we currently have 15,222 registered patients here at the surgery?



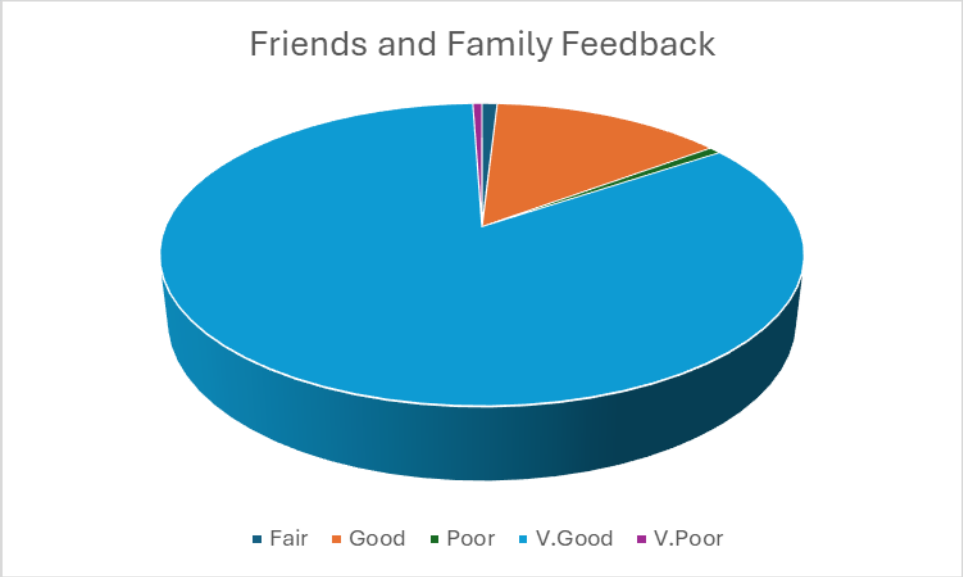
Friends and Family Feedback

After an appointment with us you will often receive a text asking for feedback, you may be wondering why and what happens to the feedback you give?

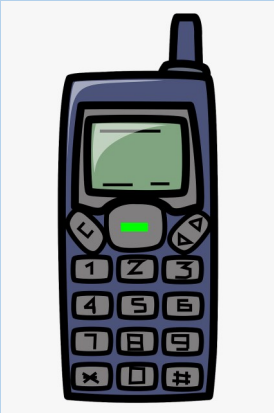
We are obliged by the NHS to collect data from patients who have used our services each month. We submit the Friends and Family Feedback Test data to NHS England.

As the data comes to us we review the information received from you, our patients and, where improvements need to be made, we endeavour to do so.

We are thrilled to say that our latest return showed that, of those that expressed an opinion, an overwhelming majority of 98% of the feedback was either good or very good.



Thank you so much for your positive comments, they really do mean the world to us!



The NHS App is no longer accessible as a mobile app for anybody using older devices. Patients using the following operating systems will no longer be able to access the NHS App via the mobile app:

- iOS 12, 13 & 14 *(iOS 13 &14 can be updated to iOS15)*
- Android 6
- Android 7

This change is following a recent redesign of the NHS App, which now operates as a native app, improving its functionality and structure. As part of this transition, users are being moved off the old legacy application onto the new version.If you cannot use the NHS App on a mobile device, you can log in through the NHS website. You can then access services on your desktop, laptop computer, mobile or tablet using a web browser.

MEDLINK

We are trialling a new automatic recall system called Medlink. Patients with long term conditions and various medication requirements will, during their birth month, receive a text message, and/or an email, from us with a link to a form that is to be completed and submitted to us.

Once the form has been received and clinically reviewed you will be advised as to next steps.

The system has been built by GPs and currently is active in over 200 surgeries reaching 2 million patients!

We believe that, by automating the system, we will be able to provide improved management of long term conditions.

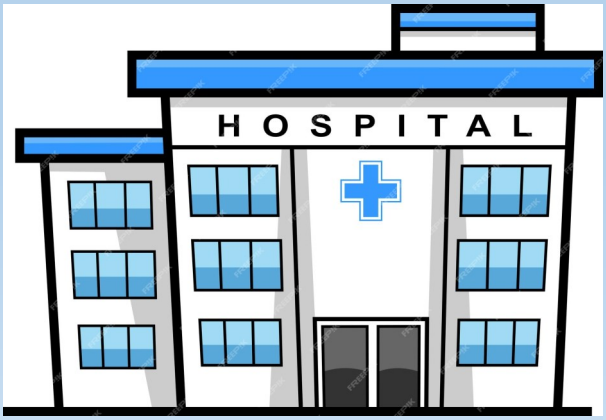
We are not a walk in service!

We would ask all patients to note that we do not offer a walk in service. Please do not attend the surgery if you do not have an appointment.

NHS 111 can help if you think you need medical help right now but you're not sure what to do.

If you need to go to A&E, NHS 111 can book an arrival time so they know you are coming. An arrival time is not an appointment but helps to avoid overcrowding.

In cases of emergency call 999 or go to A&E Straight away.



We have ourselves an apprentice

We recently teamed up with a charity in Basingstoke to recruit our first apprentice under the National Apprenticeship Scheme.

What is an apprenticeship?

An apprenticeship is a qualification that combines real work with training and study. Unlike college or university, an apprentice will apply what they learn directly on the job, gaining hands-on experience and skills.

Apprenticeships can take between 1 and 6 years depending on the type of apprenticeship and the level chosen. Employers allocate a portion of an apprentice's working week to their coursework and an apprentice will have regular meetings with their allocated tutors.

The business will also hold regular review meetings with the tutor to discuss progress both in the workplace and of the course.

Toward's the end of the apprenticeship there will be an end point assessment and, all being well, they will attain a nationally recognised qualification!

Our Deputy Practice Manager, David, has a great deal of time for apprenticeships having set up a scheme in his previous role in London. He says "it is a great way for young people to get real life experience of a working environment which, with the end qualification, can set them on a path for their working life." For employers he says, "you get the opportunity to shape a young person's life. With the right candidate, hard work and a fair bit of patience, you have a well rounded employee that can make a real difference to your business. I love seeing what our London apprentices have gone on to achieve and am proud to think I played even a small part in that success."

Our Apprentice, Lola, started in February and is currently a month into her 18-month Business Administration Level 3 apprenticeship. Whilst the scheme is new to the surgery, everyone has embraced it and we are all dedicated to ensuring Lola's successful completion of her qualification.

WELCOME TO CARERS AWARENESS TRAINING



FHFT Education Academy

Learn more about your duty to recognise unpaid carers, involve them in care decisions and signpost them to support.

FREE VIRTUAL EVENT

Dates & times

2nd of April OR 4th of June

09:30 - 11:30





More information

To understand your obligations better, including the legal requirement, please attend one of the carer awareness training sessions run by Action for Carers and The Princess Royal Trust for Carers in Hampshire. Open to all staff.

The 2 hour workshop includes:

- Insight into carers' lives, their need for equality of opportunity and support.
- Carer Act 2014 ,Children & Families Act and carers
- Understanding of how to establish effective relationships with carers and an appreciation of their role.
- Safeguarding
- Role of NHS staff in recognition of carers and signposting to carer support services.
- Practical ways that you can support unpaid carers in your clinical areas at FHFT



How to book?

Click here or scan on the QR codes below

After booking through our system, you will receive an automated email confirming your slot.

For booking enquiries please email:
fhft.educationacademy@nhs.net



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

Get it on Google play

Download on the App Store

Princess Royal Trust
for Carers in Hampshire

Fleet Carers Group

Do you help look after someone with a care need? Would you like to connect to other carers?
If so come along to our informal coffee meetings once a month.





The group takes place on the last Thursday of each month 12pm-2pm at All Saints Church Community Centre, Church Road, Fleet. GU51 4NB

For further information, please call 01264 311680 or email: info@carercentre.com

If you care, we care.

Charity No 1040518 Company No 2955846

CARERS TRUST



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:

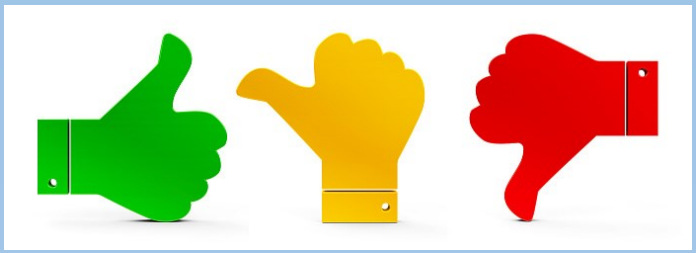
“Just wanted to say what a great service I received from Richmond Surgery this week. Phoned to book a psa test on Monday morning and was taken through the booking process quickly and efficiently. I was telephoned later that day to offer an appointment and the test was done the next day.”

“This morning, I used the triage portal at 8:00 am. By 9:25 my doctor had called me and by 11:45 I was having a blood test. I was delighted to receive a call so quickly and after being asked to book a blood test to be able to get one on the same day. Thank you!”

“The experience of our phlebotomy service was: “very good”. The Nurse was great at talking and reassuring my anxious son who needed a blood test. She spent time chatting to make him feel at ease before discussing procedure.”

“I would like to thank you for looking after myself and my family for many years now.”

“Your receptionists are focused, friendly, personal and keep smiling!”



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