Richmond Surgery
Fleet, Hampshire

Armed Forces veteran friendly accredited GP practice

Dementia Friendly



November Newsletter 2026

It has been a busy couple of months here at the surgery with Flu and Covid vaccination clinics in full swing. We would like to thank all of you who came for your injections and the volunteers who helped with the administration and to our staff, PPG and family volunteers who helped with the administration. Thank you to all patients for arriving at their allotted time. This greatly helped reduce queues and waiting times.

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Veterans

Armed Forces veteran friendly accredited GP practice

Richmond Surgery is Proud to be a Veteran Friendly Accredited GP Practice

Honouring service. Supporting health. Caring for our Armed Forces community.

Did You Serve in the Armed Forces?

If you have ever served in the Royal Navy, British Army, Royal Air Force, Royal Marines, or as a Reservist, you are considered a veteran. At Richmond Surgery, we are proud to be a Veteran Friendly Accredited GP Practice, demonstrating our commitment to understanding and supporting the healthcare needs of veterans and their families.

Why Tell Your GP That You Are a Veteran?

Many veterans experience health issues linked to military service, which can arise during or many years after leaving the Armed Forces.

· Specialist NHS Veteran Services

· Physical healthcare support for service-related injuries

· Mental health services and wellbeing support

· Advice from Armed Forces charities and organisations

· Priority NHS treatment in Secondary Care for conditions related to military service (subject to clinical need)

Specialist Services Available to Veterans

Op COURAGE: The Veterans Mental Health and Wellbeing Service - Specialist NHS mental health support for veterans, service leavers, reservists and families.

Op RESTORE: The Veterans Physical Health and Wellbeing Service - Support for physical health conditions related to military service.

Veterans Trauma Network (VTN): Specialist care for complex injuries sustained during service, including musculoskeletal injuries, hearing loss and rehabilitation needs.

How Do I Register as a Veteran?

· Contact our Reception Team

· Mention your service history at your next appointment

· Ask us to record your veteran status on your medical record

This information helps us provide the most appropriate care and support.

We Are Here for You

Whether you left the Armed Forces recently or many years ago, support is available. Recording your veteran status helps us connect you with healthcare services and organisations designed specifically for the Armed Forces community.

Thank You For Your Service

Richmond Surgery Patient Telephone Survey 2026 Results



Following the 2026 NHS GP Patient Survey, Richmond Surgery carried out a focused patient telephone survey to explore patients' experience of contacting the Practice in greater detail.

The Practice was extremely pleased with its overall NHS GP Patient Survey results. Feedback was very positive across the great majority of areas measured, with 78% of respondents describing their overall experience of Richmond Surgery as good, placing the Practice highest within its locality.

Telephone access was the one area where the result was noticeably less positive than Richmond Surgery's other survey findings. 56% of respondents said that they found it easy to get through to the Practice by telephone. Although this result remained higher than other practices within the locality, it stood out when viewed alongside the Practice's otherwise particularly strong results.

We recognise that telephone access remains a challenging area across general practice, particularly during periods of concentrated demand. We therefore felt it was important to explore a greater percentage of our patients' experience in more detail rather than simply viewing the 56% figure in isolation.

The NHS GP Patient Survey provides valuable independent feedback; however, the number of Richmond Surgery patients responding represented only a relatively small proportion of our overall patient population. We therefore wanted to give a much larger number of our patients the opportunity to tell us specifically about their experience of using our telephone service and to establish whether the national survey result was reflected across a broader group. Our Practice survey was designed not simply to ask whether patients were satisfied, but to help us understand when patients telephone, why they are calling, whether difficulties are concentrated around the particularly busy 8.00am period, whether patients with non-urgent enquiries choose to call later in the day, and how well our callback facility is understood and used.

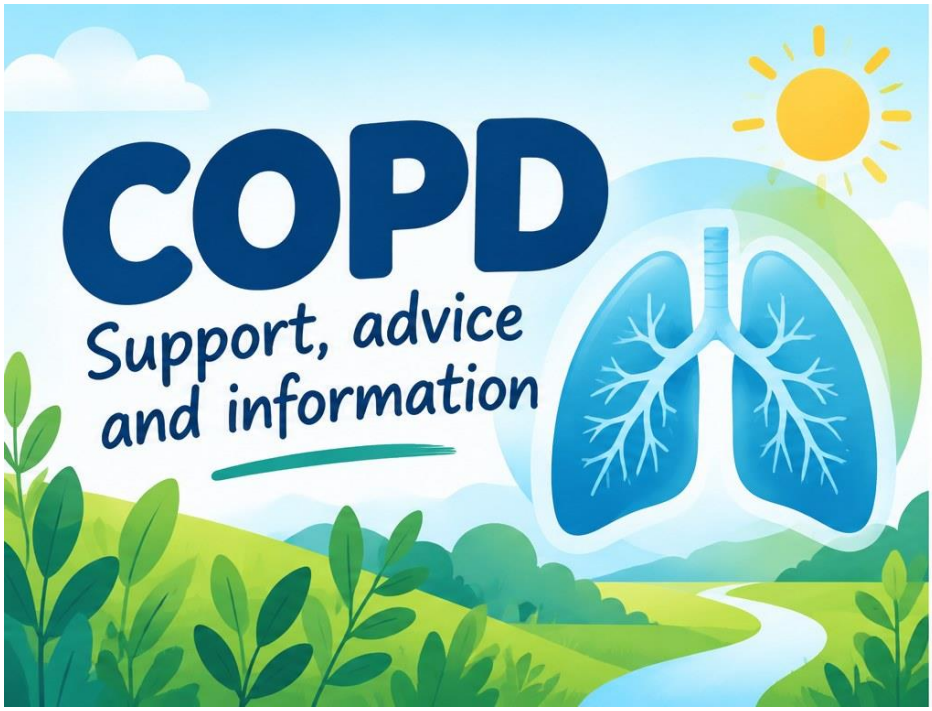
Patients were also invited to provide a brief suggestion about anything they felt could improve their experience. The findings allow us to consider the NHS GP Patient Survey telephone result alongside feedback from a much larger patient group, identify the factors that may influence patients' experience of telephone access, and consider any practical and proportionate opportunities for improvement.

The results are reassuring overall. Nearly three quarters of respondents rated their overall telephone experience as Good or Very Good, and seven in ten described getting through on their most recent occasion as Easy or Very Easy.

The findings also clearly show why the start of the day feels different: more than half of respondents had last called between 8.00am and 9.00am, and appointment or clinical advice was by far the most common reason for calling.

To see the full results Richmond telephone survey[1]

COPD Awareness



COPD awareness: recognise the signs and breathe easier

Getting out of breath during everyday activities or having a cough that never quite clears can be easy to dismiss. But persistent changes in your breathing deserve attention. Raising awareness of chronic obstructive pulmonary disease, or COPD, can help people get the care and support they need sooner.

COPD is the name for a group of lung conditions that cause breathing difficulties, including emphysema and chronic bronchitis. It usually develops gradually, meaning people may not recognise the early signs.

Know the symptoms

Common signs of COPD include:

· Feeling short of breath, particularly when active.

· A persistent chesty cough, often with phlegm.

· Frequent chest infections.

[1] https://richmondsurgeryfleet.com/docs/J82099/Patient_Telephone_Survey_Sept2026_Results_.pdf

· Ongoing wheezing.

If you notice these symptoms, check with the practice for guidance—particularly if you are over 35 and smoke or used to smoke. These signs can have several causes, so getting checked is important. Your GP may arrange a breathing test called spirometry to help assess how well your lungs are working.

Treatment and support can help

Although there is currently no cure for COPD, treatment can help manage symptoms and slow its progression. Inhalers can make breathing easier, while pulmonary rehabilitation—a programme of tailored exercise and education—can help people manage the condition. For people who smoke, stopping is the most effective step to help prevent COPD getting worse, and support is available.

Small acts of understanding matter

Living with breathlessness can make everyday tasks challenging. Allowing someone time to walk at their own pace, offering practical help and listening without judgement can make a difference.

COPD awareness starts with taking breathing problems seriously. If a persistent cough or breathlessness is affecting your daily life, check with the practice for guidance. Getting support sooner can help you manage your symptoms and keep doing the things that matter to you. For more information, visit the NHS COPD Awareness Page[2]

[2] https://www.nhs.uk/conditions/chronic-obstructive-pulmonary-disease-copd/

Diabetes Awareness



Diabetes awareness: know the signs, show your support

Knowing more about diabetes can help us recognise symptoms sooner and better support the people living with it. Awareness starts with understanding the condition—and remembering that everyone's experience is different.

Diabetes causes blood glucose, sometimes called blood sugar, to become too high. In type 1 diabetes, the immune system destroys the cells that make insulin, and people need insulin treatment. In type 2 diabetes, the body does not make enough insulin, or the insulin it makes does not work properly. Both types require care and support.

Know the signs

Diabetes UK highlights four common warning signs, known as the "4 Ts":

· Toilet: needing to urinate more often, particularly at night.

· Thirsty: feeling unusually thirsty.

· Tired: feeling very tired or lacking energy.

· Thinner: losing weight without trying.

These symptoms can occur in both main types of diabetes. Type 1 symptoms can develop quickly, at any age. If you notice these signs in yourself or someone you care for, seek medical advice immediately and ask about a diabetes test.

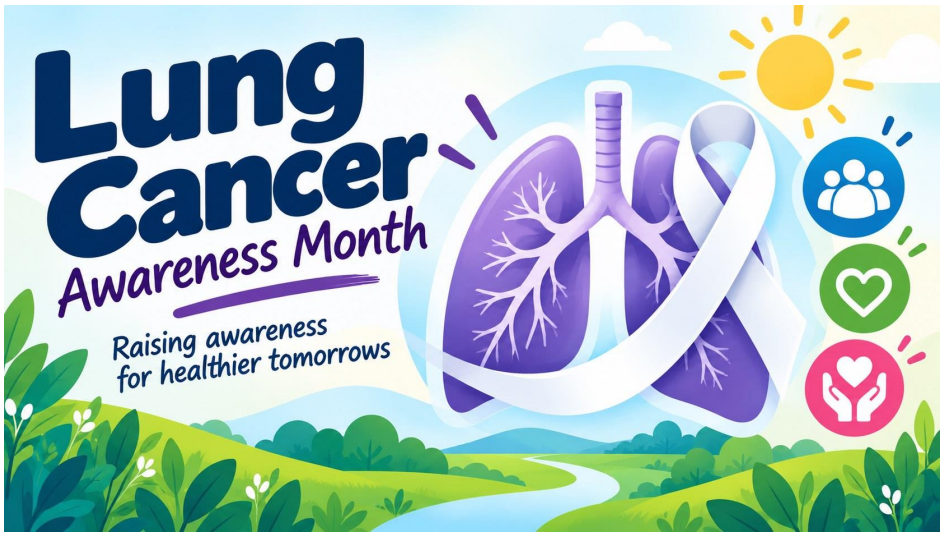
Type 2 diabetes often develops more gradually, and some people notice no symptoms. Other possible signs include blurred vision, recurring thrush and cuts that take longer to heal. If you are concerned, check with the practice for guidance, even if you otherwise feel well.

Understanding makes a difference

Living with diabetes can involve daily decisions about food, activity, medication and monitoring, alongside an emotional burden. Listening without judgement, asking what support would help and avoiding assumptions are simple ways to show you care.

This newsletter's message is simple: learn the signs, take concerns seriously and help make conversations about diabetes kinder and more informed. For further information and support, visit Diabetes UK[3]

Lung Cancer Awareness



November is Lung Cancer Awareness Month, an opportunity to raise awareness of lung cancer, recognise the importance of early detection and encourage everyone to look after their lung health.

Lung cancer can affect anyone, including people who have never smoked. Knowing the signs and symptoms can make a real difference.

[3] https://www.diabetes.org.uk/

Symptoms to look out for include:

- A persistent cough lasting more than three weeks
- A change in a long-standing cough
- Repeated chest infections
- Coughing up blood
- Persistent breathlessness or chest pain
- Unexplained tiredness or weight loss

Early detection can save lives.

If you notice any of these symptoms, please check with the practice for guidance. Most symptoms will have causes other than cancer, but it's always important to get them checked.

If you smoke, stopping is one of the best things you can do for your lung health, and support is available to help you quit.

Let's work together to raise awareness, recognise the signs and encourage early diagnosis.

For more information, visit NHS – Lung Cancer[4].

November Links



13 Nov – World Kindness Day, good BBC article Kindness[5]

14 Nov – World Diabetes Day World Diabetes Day[6]

[4] https://www.nhs.uk/conditions/lung-cancer/
[5] https://www.bbc.co.uk/bitesize/articles/zrx7h4j#zjynb7h

16 Nov – International Day of Tolerance Unesco Site[7]

16 Nov – Odd Socks Day Odd Socks Day[8]

16 – 20 Nov Anti Bullying Week Anti Bullying Week[9]

All Month – Movember, Mens Health Awareness Month Grow a Tash![10]

All Month – Lung Cancer Awareness Month Lung Cancer Awareness[11]

Ordering Repeat Prescriptions

There are three ways you are able to order your repeat prescriptions:

1. Via NHS App
2. Via our online webform
3. Requesting via your pharmacy

Please remember that prescription requests take 3-5 working days, and they can be ordered up to two weeks in advance.

Via the NHS App

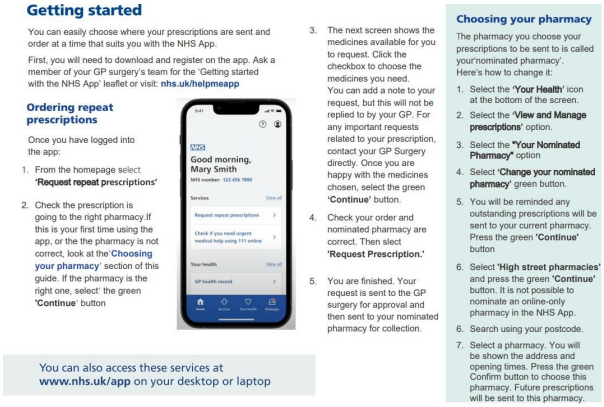
Please see the below photos on how to get set up.





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[6] https://worlddiabetesday.org/
[7] https://www.unesco.org/en/days/tolerance
[8] https://anti-bullyingalliance.org.uk/anti-bullying-week-2026/odd-socks-day
[9] https://anti-bullyingalliance.org.uk/anti-bullying-week-2026/anti-bullying-week-2026
[10] https://movember.com/
[11] https://www.macmillan.org.uk/cancer-awareness/lung-cancer-awareness-month



Getting started

You can easily choose where your prescriptions are sent and order at a time that suits you with the NHS App.

First, you will need to download and register on the app. Ask a member of your GP surgery's team for the 'Getting started with the NHS App' leaflet or visit: **nhs.uk/helpmeapp**

Ordering repeat prescriptions

Once you have logged into the app:

1. From the homepage select **'Request repeat prescriptions'**
2. Check the prescription is going to the right pharmacy.If this is your first time using the app, or the the pharmacy is not correct, look at the'**Choosing your pharmacy**' section of this guide. If the pharmacy is the right one, select' the green **'Continue**' button
3. The next screen shows the medicines available for you to request. Click the checkbox to choose the medicines you need. You can add a note to your request, but this will not be replied to by your GP. For any important requests related to your prescription, contact your GP Surgery directly. Once you are happy with the medicines chosen, select the green **'Continue'** button.
4. Check your order and nominated pharmacy are correct. Then slect **'Request Prescription.'**
5. You are finished. Your request is sent to the GP surgery for approval and then sent to your nominated pharmacy for collection.

You can also access these services at **www.nhs.uk/app** on your desktop or laptop

Choosing your pharmacy

The pharmacy you choose your prescriptions to be sent to is called your'nominated pharmacy'.
Here's how to change it:

1. Select the '**Your Health**' icon at the bottom of the screen.
2. Select the **'View and Manage prescriptions**' option.
3. Select the **"Your Nominated Pharmacy"** option
4. Select **'Change your nominated pharmacy**' green button.
5. You will be reminded any outstanding prescriptions will be sent to your current pharmacy. Press the green **'Continue'** button
6. Select **'High street pharmacies'** and press the green **'Continue'** button. It is not possible to nominate an online-only pharmacy in the NHS App.
6. Search using your postcode.
7. Select a pharmacy. You will be shown the address and opening times. Press the green Confirm button to choose this pharmacy. Future prescriptions will be sent to this pharmacy.

Via Our Online Webform

If your medication is not available via your app (not on repeat), please visit our website www.richmondsurgeryfleet.com[12] and navigate to the green repeat prescription button. This will lead you to a separate page; select the webform, fill in the information, and click submit.

This request comes directly to our prescriptions team.

Requesting Via Your Pharmacy

You can call your nominated pharmacy to place your medication request.

Change Of Personal Information



[12] https://www.richmondsurgeryfleet.com

Your medical record is more than just notes on a screen — it helps us give you safe, effective care. When information is missing or out of date, it can lead to delays, confusion, or even the wrong decisions being made.

Please let us know if anything has changed including:

- Your Name
- Mobile Phone
- Email Address
- Home Address

To do this, please either, email us at frimleyicb.richmondsurgery@nhs.net[13] or alternatively, please come into the surgery to complete a Change of Name or Address Form.

Please remember not to send any clinical emails to this, or our secretaries, email address.

Patient Participation Group



Your Patient Participation Group (PPG)

Did you know that every GP surgery in England must have a Patient Participation Group? Richmond Surgery's PPG has been here for many years, but were you aware of it? We are

[13] mailto:frimleyicb.richmondsurgery@nhs.net

volunteers, all patients at the Surgery, and our job is simple: to see the Surgery — and the wider NHS — through patients' eyes, and to help make things work better for us all.

It's also worth noting that the directive for PPG structure was set so all patients are PPG members by default, and that the activities are managed by a small sub-set, who form a committee. We hope to evolve to this model over time.

Here's an update of where we're at currently:

Our Membership has grown since the September Newsletter, there are now seven of us, out newest member is John Featherstone, a retired GP and Berkshire Hospitals NHS governor, we hope that John will bring additional insight to the Group with his experience of working "on the inside".

The new Health Hub was installed in the waiting area, at the end of August, it's behind the screens, replacing the old blood pressure machine and three of the PPG members helped with the inauguration of the system which we have called MIA, which stands for Monitoring, Information and Assessment.

MIA incorporates a touch screen and can also take height and weight measurements. MIA is available now and will be used in the coming weeks for certain clinics, amongst them the regular diabetic and asthma clinics, and patients will be encouraged to take their blood pressure before seeing a clinician for their consultation, thus saving time in the clinic and allowing for more appointments to be issued. MIA is very discreet - the results are sent electronically to the patient's record and are confidential to the practice team. PPG members will be on hand at some of the clinics to assist and guide patients who have not used MIA before.

Flu and Covid Clinics, whilst there were individual appointments during October for Flu and Covid vaccinations, there were also two special clinics on Saturday 3rd and 10th of October, when patients had pre-booked appointments. Those of you who attended will have been greeted by members of the PPG before passing down the corridor for your jabs. A total of 994 patients were vaccinated on 3rd October – an all-day clinic and 380 on 10th – a half day. Most patients arrived at their appointed time, and many commented upon the smooth and efficient running of both sessions, with no "around the block" queues this year.

The Suggestions Box which is located beneath the TV monitor screen, is checked at least weekly by the PPG, and suggestions are shared and reviewed with the Practice Management team. In early October, two patients asked if online apps – "Patient Triage" and "Healthier Together" could be modified to ask the questions in the forms, more inclusive.

The PPG Secretary contacted both patients to acknowledge receipt of their suggestions and passed the requests onwards to the practice.

Both apps are provided by the NHS to Richmond Surgery, and although the PPG thought that it may take a little while before we knew if the suggested changes can be incorporated, “Patient Triage” was updated before the middle of October and the practice notified the patient of this.

Liaison with other Patient Groups. On a quarterly basis along with around 50 others from Hampshire PPGs, Richmond PPG members participate in two meetings one is with the Hampshire and Isle of Wight Integrated Care Board (HIOW ICB), and the other is a grouping of around 15 other PPGS in north Hampshire. It’s at these meetings where they learn about changes and developments within the NHS that may affect Richmond surgery. This year, Richmond Surgery PPG has also made contact with two other local Patient Groups and have participated in each other's meetings, so that we can learn from best practice and share knowledge with each other. We aim to broaden our relationships with other Groups in the coming year.

The PPG Noticeboard in the waiting area is expected to be up and running during November and we hope that our notices, which will have embedded links and QR codes where possible, will be of interest to all of you.

A Patient Information Leaflet has been available to new and existing patients for several years, but it had become a little dated and so the PPG, working with the Practise Lead are revamping it; the revised Leaflet contains lots of useful information from how to contact the Practice, how to make and cancel appointments, details of local pharmacies, guides to health apps including the NHS App and of course details about the clinical and management and back-office teams that keep the practice running.

The new Leaflet will be published in November and will be available through the Richmond surgery website and there will be hard copies available in the waiting area, to read whilst waiting for your appointment or to take away and read at home.

New Members. The PPG currently mainly comprises retired people and we are keen to attract some new members; we would welcome some younger ones; perhaps patients in their late teens or early 20s, and some members with young children so that we can get a more balanced view of the surgery and its patient base.

We meet every six weeks for a couple of hours or so each time, and keep in touch with each other and other PPGs in between.

To find out more, complete the short form on our PPG page[14] and tick the box saying you’d like to play a more active role — or simply email us at RichmondSurgeryPPG@gmail.com[15].

[14] https://www.richmondsurgeryfleet.com/patientgroup
[15] mailto:RichmondSurgeryPPG@gmail.com

Facebook



Follow Us on Facebook

Did you know we have a Facebook page? We regularly share practice updates, health advice, service information, and important announcements.

Following our page is a simple way to stay up to date with the latest news from the practice.

Please note, our Facebook is for information and updates only. For appointments, prescriptions, or urgent medical matters, please use the appropriate practice channels or call NHS 111.

Search for us on Facebook or follow the link provided to keep informed.

www.facebook.com/richmondsurgery[16]

[16] https://www.facebook.com/richmondsurgery

Compliments, Complaints and Feedback



If you have any concerns you wish us to investigate or wish to feedback negatively, please be aware that the internal formal processes involve several lengthy steps and therefore may take a considerable amount of time and work, both with management and the GP Partners before you receive a response. We respectively ask therefore that you carefully consider if your concern is significant to warrant the level of investigatory work and delays to both Richmond and yourself.

If you have any feedback or significant concerns, please put this in writing, either by letter or email to our Patient Liaison Manager, Lavinia Pollard, who will investigate: frimleyicb.richmondsurgery@nhs.net[17].

You can also use our website: Feedback - RICHMOND SURGERY[18]

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.

We really do appreciate all feedback, good or bad, as it helps us understand what we are doing well and what we need to improve.

"I would simply like to say thank you to all the wonderful staff and to Dr Sinclair in particular! I fully appreciate the huge workload you are all under and the time constraints you must have throughout your day. Despite this, Dr Sinclair has been outstanding with trying to help me resolve my issue and at no point have I felt rushed or not listened to! Having conversations with friends all around the country, I feel very lucky to be a patient at Richmond Surgery!"

"I had a blood test at the surgery on Friday which was handled excellently as usual."

[17] mailto:frimleyicb.richmondsurgery@nhs.net
[18] https://www.richmondsurgeryfleet.com/feedback



Armed Forces Veteran friendly accredited GP practice

SUPPORTING OUR VETERANS

Veterans. Families. Our Community.

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ROYAL NAVY · ARMY (BRITISH ARMY) · ROYAL AIR FORCE · ROYAL MARINES · RESERVISTS

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SPECIALIST SERVICES AVAILABLE TO VETERANS

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