Richmond Surgery
Fleet, Hampshire

Patient Information

Richmond Close
Fleet
Hampshire
GU52 7US
Tel: 01252 811466

General Email:
frimleyicb.richmondsurgery@nhs.net

Secretarial Email:
frimleyicb.richmondsurgery-secretary@nhs.net

Website: www.richmondsurgeryfleet.com

June 2026

The Partners

Dr Michelle Sinclair (Female) Senior Partner—MB BS (London 1992), MRCGP, DRCOG, DFFP.
Minor Surgery, Maternity, Child Health and Contraceptive Services.

Joined the Practice in 1998

Dr Edward Hatley (Male) - MB BS (London 2001) MRCGP
Minor Surgery, Maternity, Child Health

Joined the Practice in 2011

Dr William Gossage (Male) - MB BS (London 2002), MRCGP, MRCS (Ed) MSc(Sports Med)

Joined the Practice in 2015

Dr Pras Lingham (Male) - BSc MBBS MRCS MRCGP DOccMed PgDip (Dermatology)
Special interests in dermatology, minor surgery and joint injections.

Joined the Practice in 2016

The Practice Team

Managing Partner	Donna Brennan is responsible for the overall management of the Practice.
Management Support Team	David Fry (Deputy Practice Manager), Lavinia Pollard (HR & Patient Liaison), Vicky Swait, Ashlie Horn
Medical Secretaries	Linda Boardman, Kellie Tournoff, Melissa Jasper
Administration Team	Jackie Lockwood, Lola Thornton, Hayley Woodhouse
Care Coordinators	Kristika Shrestha, Christianna Pollard, Natalie Soane
Reception Manager	Ashlie Horn
Patient Service Coordinators	We have a team of 15 part-time Patient Service Coordinators

The Clinical Support Team

Physician Assistant	Dan Clark
Nurse Manager and Infection Control Lead	Vicky Swait (RGN)
Nurses	Lynda Orchard, Louise Lawson-Syer, Samantha Adams
Healthcare Support Workers	Magda Oliszewska, Deborah Hewison

The Nursing Team provide the following:

- Immunisations and vaccinations
- A variety of health checks
- Dressings/removal of stitches
- Asthma, Diabetic, CHD and COPD clinics
- Blood pressure readings and ECGs
- Blood tests
- INR Clinic

Our Mission Statement

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

What does this mean?

Personal GP list based care means that you will only see the GP with whom you are registered, except in special circumstances. We offer this level of service because we believe that continuity of care is of the utmost importance for patients and doctors. However, in order to accommodate the changing demands on General Practice and address the difficulties in recruiting GPs, Richmond Surgery also offers appointments with a range of clinicians based in the surgery including Physician Associates, Mental Health Practitioners and Musculo-Skeletal Practitioners, all of whom are able to see patients directly and work closely with the GPs.

We work hard to maintain the partnership model because we feel that it offers the highest level of care for patients and the most efficient use of NHS resources.

The other members of our clinical team include our Practice Nurses, Health Care Assistants and Phlebotomist. We are all supported by our non-clinical team members, the Managing Partner, Secretaries, Receptionists, Care Coordinators and Admin Staff, without whom we would not be able to deliver our high quality service.

How does this work?

Our core opening hours are 0800-1830 Mondays to Fridays (excluding Bank Holidays), but some appointments are additionally provided on weekends, both to our own patients and those registered at other practices in Fleet.

For GP appointments we offer a mixture of "book ahead" and "book on the day" appointments each day. These may be "face to face" or telephone consultations, depending on need.

Although all the partners work full time, there will be days when we are not available for patient consultations. If your GP is unavailable and you need to consult with a health professional, you will be offered a range of options to help address your problem. Our reception team are trained in care navigation and with some basic information about your problem, will be able to help you access the care you need in an appropriate and timely manner.

We do not tolerate any violent, threatening or any form of abusive behaviour.

We operate on a zero tolerance policy. Such behaviour may result in your removal as a registered patient through the appropriate authority.

Surgery Consultations

Surgery Hours

Monday to Friday 8am-6.30pm

Extended Access Clinic: Every Tuesday & Thursday from 1830—20:00 with our nurses. There appointments are pre-booked appointments only.
Our GP Partners and Physician Associate also participate unless otherwise notified.

The Surgery is closed on Saturdays, Sundays and Bank Holidays

Making Appointments

Some appointments are available to book online. You will need to register for this service - you can download the documentation from our website.

You can also speak to our patient service coordinators on 01252 811466 during surgery hours to schedule your appointments. You will be offered the first available appointment. You may also make an appointment for *up* to 4-6 week ahead with your own GP.

You can also complete an e-triage by going to our website www.richmondsurgeryfleet.com.

Telephone Consultations

Many problems can be dealt with via a telephone consultation with a GP. Our Patient Service Coordinators will book you a consultation slot with a Locum GP, Physician Assistant or your own GP subject to availability.

Home Visits

We have a paramedic visiting service. Please bear in mind, this is for urgent requests only and there is a limited capacity.

Repeat Prescriptions

If your doctor agrees, you may obtain repeat prescriptions for long term medication. You can request via the NHS app, or using our online webform.

You may also make a written request or send your computer script printout which should be posted enclosing a stamped addressed envelope.

Please allow a **MINIMUM** of **THREE to FIVE** working days notice.

Telephone and email prescription requests are not accepted.

If you are unable to keep your appointment, **please** ensure you cancel it. Someone else may need that appointment.

AccuRx E-Triage

Our e-triage system is an online consultation tool that allows you to submit medical and admin request directly to the team. Your requests are triaged and allocated to the relevant team members.

This service is for patients over the age of 16.

Healthier Together

Healthier Together is for young people under the age of 16.

Launched in 2013, the Healthier Together programme supports parents and carers in caring for an unwell child by providing clear, consistent advice from health and social care professionals. The Healthier Together app was introduced in 2022, offering easy access to trusted information alongside the website.

https://frimley-healthiertogether.nhs.uk

Pharmacy First

The Pharmacy First Service allows patients to speak to pharmacists for minor illness or urgent repeat medicine supplies. Most pharmacies can help you with seven common conditions without needing a GP appointment:

- Sinusitis
- Sore Throat
- Earache (Children)
- Infected Insect Bites
- Impetigo
- Shingles
- Urinary Tract Infections (Women)

Pharmacies also offer free blood pressure readings and contraceptive service.

Pharmacies

Please see a list of local pharmacies to us:

Wellbeing Pharmacy
Within Richmond Surgery
Tel: 01252 447001

Wellbeing+ Pharmacy
5 Linkway Parade, Gu52 7UL
Tel: 01252 615582

Church Crookham Pharmacy
157 Aldershot Road, GU52 8JS
Tel: 01252 621098

Boots
225-227 Fleet Rd, GU51 3BN
Tel: 01252 613698

Superdrug
Unit B, Hart Centre, GU51 3LA
Tel: 01252 812691

Morrisons
Elvetham Heath Way, GU51 1GY
Tel: 01252 625821

NHS App

The NHS App is a simple and secure way to access a range of NHS services from your smartphone, tablet, or computer, at a time that suits you.

Using the NHS App, you can:

- Order repeat prescriptions and choose where they are sent.
- Book, check, and cancel appointments (where available).
- View parts of your GP health record, including medications, allergies, and test results.
- Access NHS services such as NHS 111 online and trusted health information.
- Receive messages and updates from your GP practice and other NHS services.
- Manage healthcare on behalf of a family member or someone you care for, where appropriate access has been granted.

The NHS App is free to download and use. It is available on both Apple and Android devices, and can also be accessed through a web browser.

Using the NHS App can help you manage your healthcare more conveniently, reducing the need to contact the practice for routine requests and allowing our team to focus on patients who need additional support.

Proxy Users

We understand that some patients may need support managing their healthcare. Proxy access allows a trusted person, such as a parent, family member, carer, or legal representative, to access GP online services on behalf of another patient, with the appropriate consent and safeguards in place.

Depending on the circumstances, proxy access may allow the nominated individual to:

- Book and manage appointments.
- Order repeat prescriptions.
- View parts of the patient's GP health record.
- Receive communications from the practice through online services.

Proxy access can be particularly helpful for:

- Parents or guardians managing a child's healthcare.
- Carers supporting someone with a long-term condition, disability, or frailty.
- Individuals who need assistance accessing or managing their healthcare online.

All requests for proxy access are carefully considered to ensure patient confidentiality and comply with NHS guidance and data protection requirements. The level of access granted will depend on the patient's wishes, age, capacity, and individual circumstances.

If you require any help with your NHS app, our PPG will be happy to assist. Please enquire via frimleyicb.richmondsurgery@nhs.net

Ordering repeat prescriptions with the NHS App



Step-by-step instructions for patients

NHS App

Getting started

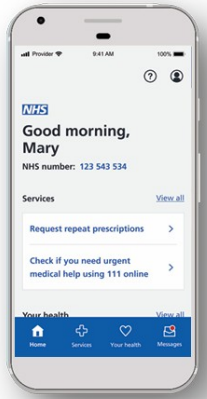
You can easily choose where your prescriptions are sent and order at a time that suits you with the NHS App.

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/nhsapp**

Requesting repeat prescriptions

Once you have logged in to the app:

1. Select **Request repeat prescriptions** on the homepage. You can also find this option on the 'Services' page of the app.
2. If you have already chosen a 'nominated pharmacy' where you want to collect prescriptions, the next screen will ask you to check the pharmacy name and address. Select **Continue** if that is where you would like to collect this prescription.
3. The next screen shows the medicines you can request. Choose the medicines you need and select **Continue**.
4. Check the details and select **Request prescriptions** to complete your request.
5. You are finished. Your request is sent to the GP surgery 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 to collect your prescriptions from is called your 'nominated pharmacy'. Here's how to change it:

1. Select **View and manage prescriptions** on the homepage. You can also find this option on the 'Your health' page of the app.
2. Select **Nominate a pharmacy**. If you already have nominated a pharmacy this option will be labelled **Your nominated pharmacy**.
3. Select **Change your nominated pharmacy.**
4. Select **High street pharmacy**. It is not possible to nominate an online-only pharmacy in the NHS App..
5. Search using your postcode and select a pharmacy.

Viewing your orders

1. Select **View and manage prescriptions** on the homepage. You can also find this option on the 'Your health' page of the app.
2. Select **Status of your requests** to track your current requests or **Your confirmed prescriptions** to view approved orders.



Help and support

If you have any problems using the NHS App, you can:

- go to 'Help' in the top right-hand corner of the app
- visit nhs.uk/nhsapp

Download on the App Store

GET IT ON Google Play

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Google Play and the Google Play logo are trademarks of Google LLC.

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Surgery Clinics

Diabetic Clinic

These are held every Tuesday and Thursday afternoon. All aspects of your diabetes will be discussed and reviewed and your doctor may refer you to the Dietician at the Hospital for advice on diet.

Asthma Clinic

Help is available from the Practice Nurse where a full range of appropriate treatment is provided. Just ask for an appointment with the nurse.

MSK & Physio Clinics

Specialist Orthopaedic Practitioners are available for appointments at Richmond Surgery on a variety of days to provide an initial physiotherapy assessment. Appointments can be booked directly by patients via online services. No GP referral required.

At your appointment with the Specialist Orthopaedic Practitioner, you will be assessed and any ongoing treatment will be discussed with you. If the Specialist Orthopaedic Practitioner decides you do need physiotherapy, they will refer you for the treatment.

Health & Wellbeing Practitioner

Available for pre-booked appointments on Tuesdays and Thursdays.

Mental Health Practitioner

A referral can be made to the Mental Health Practitioner and you will be contacted and seen at Richmond Surgery. Appointments are on Wednesdays and the appointments are not run by Richmond Surgery.

Contraceptive Services

These are provided in surgery hours. Please speak with reception for further information.

Cervical Smear Tests

Routine smears are carried out by our Practice Nurses by appointment. The NHSE recommend a smear every 3 years up to the age of 50 and every 5 years between 50-64. The NHSE runs a computerised system and you will be recalled. If you think you are overdue, please contact the surgery.

Flu Vaccination

Free vaccines are offered in the Autumn to all patients over the age of 65, pregnant ladies, carers and other 'at risk' patients. Speak to the nurses if you think you may be 'at risk'.

COVID Clinics

Currently running in Spring and Autumn, we will contact eligible patients to attend. Please note, eligibility does change each year.

Travel Advice, Vaccinations and Adult Immunisation

Please ask at reception for information about a Private Travel Clinic availability.

NHS free travel vaccines can be provided by our nursing team.

What is a summary care record?

If you are registered with a GP practice in England, you will have a Summary Care Record (SCR) unless you have chosen not to have one. Your SCR contains the following basic information:

the medicines you are taking | your allergies | bad reactions you may have to certain medicines

It also includes your name, address, date of birth and unique NHS Number which helps to identify you correctly.

An SCR is used in a number of healthcare settings and will provide healthcare professionals with any information they would not otherwise have. For example, when you are visiting an urgent care centre or being admitted to a hospital, staff could view your SCR and check which medications you are on and any allergies you may have.

Only authorised healthcare professionals directly involved in your care can access your SCR. Your SCR will not be used for any other purposes.

In addition, the healthcare professional must seek your permission if they need to look at your SCR. If they cannot ask you because you are unconscious or otherwise unable to communicate, they may decide to look at your record because doing so is in your best interest.

You can choose to opt out of having an SCR at any time. If you do opt out, you need to let your GP practice know by filling in an opt-out form. If you are unsure whether you have already opted out, you should talk to the staff at your GP practice.

If you change your mind, simply ask your GP to create a new SCR for you.

For more information about Summary Care Records visit NHS Digital's website. https://digital.nhs.uk/services/summary-care-records-scr

Patients can ask to view or add information to their SCR by visiting their GP practice.

For more patient information see https://www.nhs.uk/using-the-nhs/about-the-nhs/your-health-records/

Local Services

Fleet Community Nursing Team

The Community Nursing Team is comprised of community nurses (based at Fleet Medical Centre) and health visitors (based in Fleet Community Hospital).

The Community Nurses provide nursing care at home; they can help, advise, and support the families caring for the sick or elderly. Please phone: 0300 003 0050.

Hampshire Healthy Families works with families with children between the ages of 0-19.

https://ww.hampshirehealthyfamilies.org.uk

Midwives are available to give advice on all aspects of pregnancy. They contribute to the Antenatal Clinic and have a statutory duty to visit every new mother after the birth. They hold Antenatal and Booking Clinics at Hart Health Partnership. Please contact them directly on: 01252 619000. No antenatal clinics are held at Richmond Surgery.

Notification of Pregnancy

Please go to fhft.nhs.uk/maternity to notify the NHS of your pregnancy.

Rights and Responsibilities

As a patient you have the right to be treated with courtesy and respect and with complete confidentiality. You have a responsibility to ensure that appointments are kept or cancelled if necessary

As a Practice we have a responsibility to ensure that we provide the best possible service to our patients. The doctors and staff have the right to be treated with courtesy and respect.

General Data Protection Regulation May 2018

An individual is entitled to any personal data of which that individual is the data subject. To obtain access to your medical records please contact the surgery.

New Patients

New patients are allocated to a Registered GP. We run Registered Patient Lists (some surgeries run Pooled Patient Lists). In the event of your GP being absent, you will be triaged to another healthcare professional or service.

Did you know that 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 use the following link:

www.facebook.com/richmondsurgery/

Non-NHS Work

Any letters, forms for completion or signature, medical examinations for special purposes, fitness for sport, fitness to travel etc. will incur an "up front" fee, as the work is outside the Doctors' NHS contract.

A list of our current fees is at our reception desk, and is also published in the newsletter folder in the waiting room.

Reception Tel: 01252 811466

General Enquiries Email: frimleyicb.richmondsurgery@nhs.net

Secretaries Tel: 01252 811477

Secretaries
Email: frimleyicb.richmondsurgery-secretary@nhs.net

Website: www.richmondsurgeryfleet.com

Facebook: www.facebook.com/richmondsurgery

Patient Participation Group (PPG)

The Patient Participation Group (PPG) serves as a valuable platform for patients to provide constructive feedback and share suggestions to enhance the services offered by our practice. Led by dedicated volunteers, this group acts as the voice of our patients, fostering communication between the community and the surgery. In addition, the PPG organizes various activities such as the newsletter and health talks to promote engagement and education.

If you are interested in becoming a part of our group, we invite you to complete an application form which can be found on our website: www.richmondsurgeryfleet.com/patientgroup.

Your application will be carefully considered by our PPG chairman and fellow members. We value the input and perspectives of our patients, and by joining the PPG, you can actively contribute to shaping the future of our healthcare services.

CALL 111 when it's less urgent than 999

Out of Hours Service

Calls to 111 are free.

This service is available 24 hours a day every day and should be used when:

- You need medical help fast but ***it is NOT a 999 emergency***
- You don't know who to call for help
- You need health advice or reassurance about what to do

Comments or complaints

Any comments or complaints concerning the Practice should be directed either to:

The Patient Liaison Manager

Email: frimleyicb.richmondsurgery@nhs.net

Post: Richmond Surgery, Richmond Close, Fleet, Hampshire GU52 7US

Website: www.richmondsurgeryfleet.com/feedback

Hampshire and Isle Of Wight Integrated Care Board

Website: https://www.hantsiow.icb.nhs.uk/icb

Email: hiowicb-hsi.patientexperience@nhs.net

Phone: 0300 561 2561

Fleet Primary Care Network (PCN)

Richmond Surgery is the lead Practice for Fleet PCN.

Hart Health Partnership & Crondall New Surgery are also members of the Fleet PCN.

Armed Forces veteran friendly accredited GP practice

Dementia Friendly



Richmond Surgery was founded in 1965; we used to operate out of a wooden structure in Basingbourne Road. We moved into our current building in the 1980s.



We have recently celebrated providing 60 years of care to our patients. It has been a privilege to support you through the decades, and we are grateful for the trust you have placed in our practice over the years .