Richmond Surgery
Fleet, Hampshire

Armed Forces veteran friendly accredited GP practice

Dementia Friendly



Spring Newsletter 2026

Happy New Year to all our patients.

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Welcome to Our New Team Members

We're pleased to introduce the newest members of our practice team.

Over the past few weeks, several new colleagues have joined us across our clinical and administrative services. Each brings valuable experience, skills, and enthusiasm, and we're delighted to have them on board.

Please join us in giving them a warm welcome. We're confident they will be a great addition to the team and look forward to the positive contribution they will make to your care.

We welcomed Hayley to our Administration Team; Vanessa, Talisha and Dawn to our Reception Care Navigation team, as well as Samantha who will be joining our Nursing Team in March.



Farewell and Best Wishes

We would like to let our patients know that a valued member of our team will soon be leaving the practice.

After dedicated service and commitment to our patients and colleagues, our Nurse Rachel will be moving on to a new chapter.

Rachel began working with us in 2022 and during her time with us, she has made a meaningful contribution to the practice and been a friendly, familiar face to many of you. Her

professionalism, compassion, and hard work will be greatly missed by both patients and staff alike.

We are very grateful for everything she has done for our practice community and we wish her every success and happiness in her future endeavours.

Please join us in thanking her for their service and wishing her all the very best.



Spring COVID Boosters

With the weather getting (hopefully) less dreary and bouts of sunshine peaking through, we will soon be offering the S**pring COVID-19 booster** to help protect those most at risk from serious illness.

COVID-19 continues to circulate year-round, and immunity can fade over time. A spring booster helps refresh protection, reducing the risk of severe infection, hospital admission, and complications.

Eligible patients will be contacted by the Practice once we have arranged our clinics.

Ordering Repeat Prescriptions

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

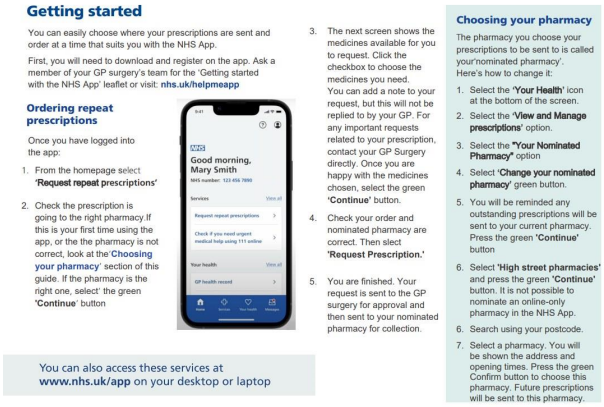
1. Via NHS App
2. Via our online webform

3. Requesting via your pharmacy

Via the NHS App

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



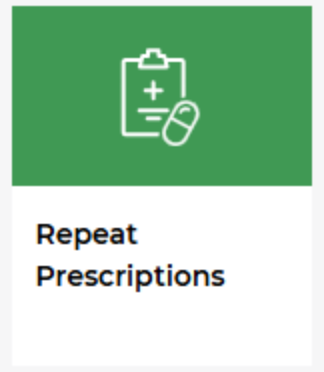


Via Our Online Webform

If your medication is not available via your app (not on repeat), please visit our website www.richmondsurgeryfleet.com[1] 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.

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



Requesting Via Your Pharmacy

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

MMRV

We're pleased to let you know that from this year, children will be offered the **MMRV vaccine** at their new **18-month immunisation appointment**.

The MMRV vaccine provides protection against **measles, mumps, rubella and chickenpox** in a single injection. This replaces the separate MMR and chickenpox vaccines previously given, helping to reduce the number of injections your child needs while ensuring they remain fully protected.

Your child will be invited for their 18-month appointment automatically when they become eligible. This visit is an important opportunity to keep your child's immunisations up to date and protect them against these highly infectious illnesses.

If you have any questions about the MMRV vaccine or your child's appointment, please contact the practice team who will be happy to help.





Change Of Personal Information

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[2] or alternatively, please come into the surgery to complete a Change of Name or Address Form.



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

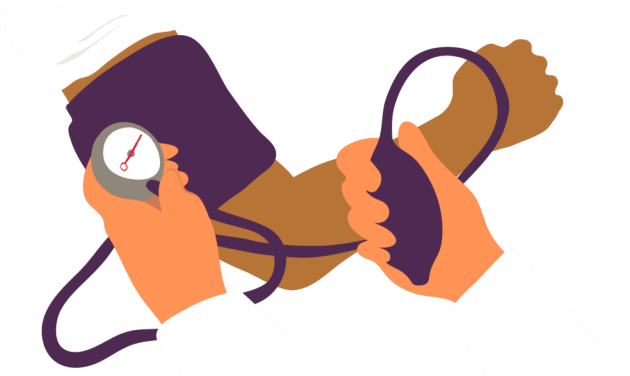
Blood Pressure

Blood pressure readings play an important role in helping us monitor and manage your health. We may contact you to request readings when they are needed.When submitting your readings, please follow these guidelines:

- Only send blood pressure readings when we have specifically requested them.
- Submit **one morning reading and one evening reading per day only**
- Provide **either 4 days or 7 days of readings**, depending on what we have asked for.
- Readings that exceed the requested number of days, or include multiple readings in the morning or evening, cannot be accepted.

If you are unable to use the online link provided, we can also accept handwritten readings or readings sent by email to **frimleyicb.richmondsurgery@nhs.net**.

Thank you for helping us ensure your blood pressure is monitored accurately.



On the topic of Blood Pressure...

Did you know that Pharmacies can help you take your blood pressure if you do not have access to a machine at home?

Blood pressure is an important indication of your health, as having high blood pressure can increase your risk of:

- Heart Disease
- Heart Attacks
- Strokes
- Heart Failure

- Kidney Disease
- Vascular Dementia

We often send out blood pressure diaries to get an overall understanding of your blood pressure.

Pharmacies are able to help you take your blood pressure if you do not have a machine at home. If you go to the pharmacy for a reading, the results are also passed to us.

Contraception Service



We would like to advise you that Pharmacies, including the on-site Wellbeing Pharmacy, who work very closely with us, provide a free contraceptive service, which includes emergency contraception.

You can bypass the need for an appointment with your GP, and go directly to the Pharmacy.

Patients who access the Pharmacy service are notified to your GP so that your medical records remain up to date.

PPG

The Patient Participation Group allows patients to feedback constructive comments and suggestions for improvements to services provided by the practice. It is run by volunteers who give up a bit of their time to be the voice of the patients to the surgery.

If you would like to apply to join our PPG, please use the link below to apply: Patient Group - RICHMOND SURGERY[3]



Zero Tolerance

We are committed to providing a safe and respectful environment for our patients and staff.

In light of an event that took place at Hart Health Partnership in January, we wanted to remind you that we operate a zero tolerance policy towards abusive, threatening, or aggressive behaviour, including verbal abuse.

Any such behaviour may result in removal from the practice list and, where appropriate, further action.

We thank you for your understanding and cooperation.

All staff deserve to feel safe, and should not be abused or attacked at their place of work.



Facebook

Follow Us on Facebook

[3] https://www.richmondsurgeryfleet.com/patientgroup

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[4]



Statistics

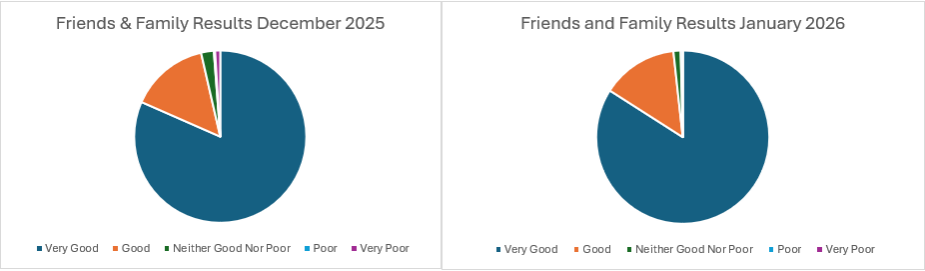
After an appointment with us you will often receive a text asking for feedback; you may be wondering why and what happens to the feedback you give?

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.

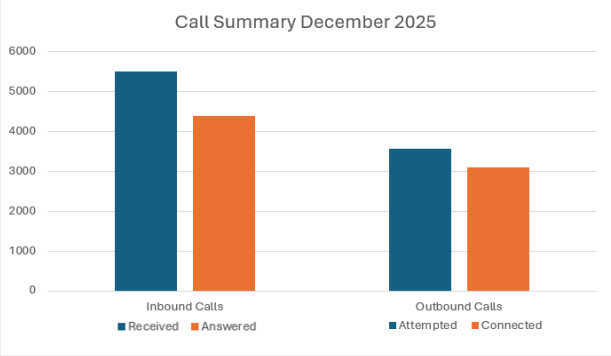
As the data comes to us we review the information received from you, our patients and, where improvements need to be made, we endeavour to do so.

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

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



We know that December can be an extremely busy time for everyone. We received 5,494 inbound calls and we answered 4,381.



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[5].

You can also use our website: Feedback - RICHMOND SURGERY[6]

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 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.

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.



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

Rethink Mental Illness

RARE DISEASE DAY®

BRAIN TUMOUR AWARENESS MONTH

TARGET OVARIAN CANCER





ONLINE TRIAGE

CONTACT US ONLINE WITH PATIENT TRIAGE

If you need help with a non-urgent medical or admin request, you can now contact us online.

HEALTHIER TOGETHER

WORRIED ABOUT YOUR CHILD ?

Visit the Healthier Together website or download the App from the App Store or Google Play

Visit the Website | Download on the App Store | GET IT ON Google Play

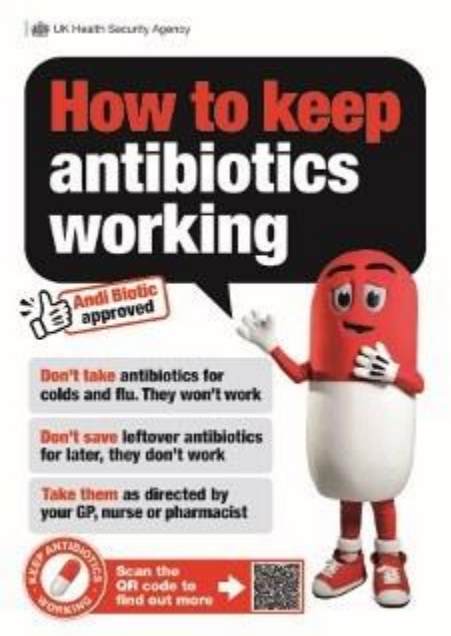


Use 111

If you need urgent medical help but you're not sure where to go, use 111 to get assessed and directed to the right place for you.

Call, go online or use the NHS App.

111 Help us help you




Did you know?
Why the NHS needs GP partners
GP BUSINESS PART 3
GP partners...
... have a sense of ownership
... aren't faceless management
... are approachable & accountable
... have knowledge of local community
... are all leaders in their field
... provide long-term stability & continuity
GP surgeries...
... are mostly run by GP partners
... are efficient by design & necessity
... can innovate rapidly for patient benefit
... deal with 1.5 million NHS patients daily
Derby & Derbyshire LMC