Richmond Surgery
Fleet, Hampshire

Armed Forces veteran friendly accredited GP practice

Dementia Friendly



Summer Newsletter 2026

Welcome to our latest Newsletter. I hope you will find what follows interesting and informative.

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Stroke Awareness

Last August, our colleague experienced a serious stroke while on holiday, which led to an extended hospital stay both abroad and in the UK. The stroke affected his balance, speech, vision, and mobility, requiring intensive medical care and rehabilitation. Following initial treatment overseas, he was transferred back to the UK where he began a structured recovery programme including physiotherapy, occupational therapy, and speech support.

Since returning home, he has continued his rehabilitation with both NHS and private support, alongside making significant lifestyle changes to aid recovery. While progress has been steady, challenges such as fatigue and mobility limitations remain. His experience highlights both the sudden impact a stroke can have and the importance of ongoing recovery, support, and awareness of stroke symptoms.

Recovery is a marathon not a sprint and will continue for sometime yet

We are sure you will have seen the NHS campaign "Think FAST", we have advertised it ourselves.

Face – has the face dropped

Arms – Can the patient lift their arms

Speech – is their speech slurred

Time – time to call an ambulance

Elsewhere it is slightly different "BEFAST" and we think that is more appropriate.

Balance – can they stand or sit without becoming unbalanced

Eyes – are their eyes flickering

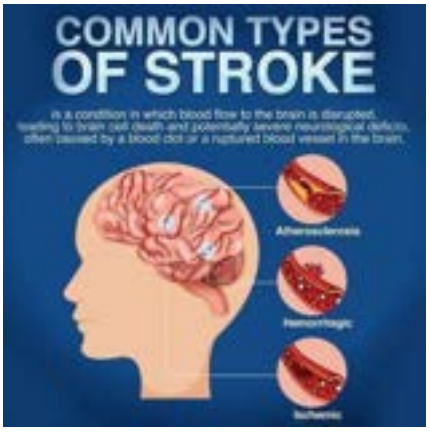
Did you know that there is a "golden window" to have lifesaving treatment to give the best chance of recovering from a stroke? It is 31 minutes – **BEFAST**
Every day, another 240 people wake up to the catastrophic impact of a stroke.

Strokes can affect anyone at any age and the impact can last a lifetime.

If you are showing any symptoms, please call 999 immediately, every minute counts!

Remember: BEFAST





A stroke can happen to anyone, but there are some things that increase your risk of a stroke. It's important to know what the risk factors are, and do what you can to reduce your risk.

Stroke risk factors

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Your age

As we get older, our arteries naturally become narrower and harder. They are also more likely to become clogged with fatty material, known as atherosclerosis.

Medical conditions

Certain medical conditions can increase your risk of stroke. Find out more about each condition, diagnosis and treatment here:

- High blood pressure[1] is the single biggest risk factor for stroke.
- Diabetes[2] can damage blood vessels, which can lead to clots forming.
- Atrial fibrillation[3] can lead to a clot forming in your heart, causing a stroke.
- High cholesterol[4] can make your arteries more likely to get clogged up.

Lifestyle factors

Certain things you might do in everyday life like smoking or eating unhealthy food can increase your stroke risk. It's never too late to make a change.

Stroke Association | Strength through support[5]

how_to_reduce_your_risk_of_stroke_guide.pdf[6]

Family history

If a close relative (parent, grandparent, brother or sister) has had a stroke, your risk is likely to be higher. Speak to your GP if you have close relatives with stroke or heart attack, as some kinds of high cholesterol can run in families.

Your ethnicity

Strokes happen more often in people who are black African or Caribbean, or from South Asian families. If you're black or South Asian, you may need to get checked at an earlier age for diabetes, especially if you have any risk factors like being overweight. Contact your GP surgery to ask for a health check.

Resources

[1]https://www.stroke.org.uk/stroke/managing-risk/high-blood-pressure
[2]https://www.stroke.org.uk/stroke/managing-risk/diabetes
[3]https://www.stroke.org.uk/stroke/managing-risk/atrial-fibrillation
[4]https://www.stroke.org.uk/stroke/managing-risk/high-cholesterol

Stroke Awareness Month

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

May is stroke awareness month. Stroke Awareness Month takes place every May to raise awareness of the devastating impact of stroke. It also highlights the importance of providing vital support for stroke survivors and those who care for them. A stroke happens when the blood supply to part of the brain is cut off, killing brain cells. Damage to the brain can affect how the body works. It can also change how you think and feel. The effects of a stroke depend on where it takes place in the brain, and how big the damaged area is. For more information please see the stroke association website Stroke Association | Strength through support[7]

[5]https://www.stroke.org.uk/
[6]https://www.stroke.org.uk/how_to_reduce_your_risk_of_stroke_guide.pdf
[7]https://www.stroke.org.uk/

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.

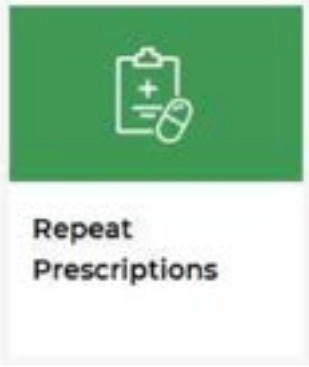




Via Our Online Webform

If your medication is not available via your app (not on repeat), please visit our website www.richmondsurgeryfleet.com[8] 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.

Unable to Attend

Please let us know if you are no longer able to make your appointment.

More than 15 million general practice appointments are being wasted each year because patients do not turn up and fail to warn surgeries that they will not be attending.

There are around 307 million sessions scheduled with GPs, nurses, therapists and other practice staff every year and 5% – one in twenty – are missed without enough notice to invite other patients. That works out as around 15.4 million missed slots.

Of these, around 7.2million are with busy family doctors, which adds up to more than 1.2 million GP hours wasted each year – the equivalent of over 600 GPs working full time for a year.

Each appointment costs an average of £30, putting the total cost to the NHS at more than £216million pounds on top of the disruption for staff and fellow patients that would pay for:

- The annual salary of 2,325 full time GPs
- 224, 640 cataract operations
- 58,320 hip replacement operations
- 216,000 drug treatment courses for Alzheimer's
- The annual salary of 8, 424 full time community nurses

You can cancel your appointment by calling us or using the form on our website.

Many thanks for your assistance.

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[9] 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.



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.

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



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.

Nurse Louise's Monthly Health Awareness Campaign

This year, our wonderful nurse Louise is leading a monthly health awareness campaign to help keep our patients informed, supported, and empowered to make positive lifestyle choices.

Each month will focus on a different health topic, offering helpful advice, resources, and small steps you can take to improve your wellbeing:

January: Dry January – supporting healthier alcohol habits

February: Heart Month – looking after your heart health

March: Women's Cancer – raising awareness and early detection

April: Stress Awareness Month – managing stress and mental wellbeing

May: Skin Cancer Awareness – staying safe in the sun

June: Diabetes Awareness – understanding prevention and management

July: Men's Cancer – encouraging early checks and awareness

August: Menopause – supporting women through change

September: Cholesterol – keeping your levels in check

October: Stoptober – support to quit smoking

November: Men's Health – promoting overall wellbeing

December: Winter Wellbeing – staying healthy during colder months

Keep an eye on our website, social media, and in-surgery displays for monthly tips and guidance from Louise.

Small changes can make a big difference

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[10]

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

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[11]

[1]https://www.facebook.com/richr

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[12].

You can also use our website: Feedback - RICHMOND SURGERY[13]

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.

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



*1 - **May 12th 2026***



*2 - **12th - 18th May 2026***

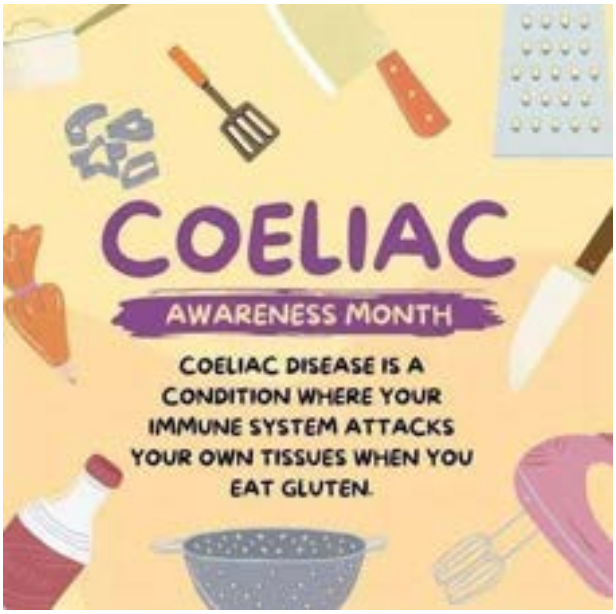


*3 - **4th - 10th May 2026***



*4 - **5th May 2026***





*5 - **May 2026***







*6 - **May 2026***