



# Richmond Surgery Newsletter

December 2021  
Issue 91



## Local Pharmacies

**Richmond Surgery**  
Mon-Fri 8am-6.30pm  
(see our website for details  
of clinics outside of these hours)  
<https://www.richmondsurgeryfleet.com/>



**Wellbeing Pharmacy**  
Open via window:  
Mon-Sat 0700-2230  
Sun 1000-1700  
T: 01252 447001  
E: [wp006@wellbeing-pharmacy.co.uk](mailto:wp006@wellbeing-pharmacy.co.uk)



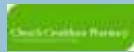
**Rowlands Pharmacy**  
5 Linkway Parade  
Courtmoor Fleet  
Hants GU52 7UL  
**Please check their website for  
opening times**  
T: 01252 615582



**Boots The Chemist Pharmacy**  
225 Fleet Road  
Fleet Hants GU51 3BN  
**Please check their website  
for opening times**  
T: 01252 613698



**Church Crookham Pharmacy**  
157 Aldershot Road  
Church Crookham  
Hants GU52 8JS  
**Please check their  
website for opening times**  
T: 01252 621098



For opening hours over Christmas  
& New Year please check website

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Rate us on NHS Website

## COVID Vaccines and Boosters

Following the Prime Minister's announcement on 12th December 2021, **all adults aged 18+ are eligible from Monday 13 December for a booster jab, 3 months after their second dose.**

The practices operating the COVID vaccine site at The Harlington are working hard to create as many vaccination appointments as possible. Please bear with us. All patients will be invited for their booster dose. In order to vaccinate as many people as possible in the most safe way, we are prioritising booked appointments. When you receive your text invitation, click on the link and book your appointment. Please avoid calling and emailing the surgery with your COVID queries as this adds to the increased pressure general practice is under. Please wait to be contacted by the surgery and use the link within that text to book your appointment.

Appointments at The Harlington are not currently available to book via the National Booking System.

## Flu Vaccines

If you still need your vaccine, please call us and book your appointment asap. We still have vaccines available. NHS England are advising that the Flu vaccination is important because:

- more people are likely to get flu this winter as fewer people will have built up natural immunity to it during the COVID-19 pandemic
- if you get flu and COVID-19 at the same time, research shows you're more likely to be seriously ill
- getting vaccinated against flu and COVID-19 will provide protection for you and those around you for both these serious illnesses

If you've had COVID-19, it's safe to have the flu vaccine. It will still be effective at helping to prevent flu.

Eligible patients for the free flu vaccine are:

- aged 50 years old and over (including those aged 50 by 31 March 2022)
- have chronic health conditions
- live with someone who is immunocompromised
- are pregnant
- receive a carer's allowance or are the main carer of an older or disabled person who may be at risk if you get sick
- Children aged 2 and 3 years old on the 31 August 2021 are eligible for the free nasal vaccine





## Notice of Retirement — Dr Steven King

Our last newsletter and recent text messages notified that after some 30 years with Richmond Surgery, Dr King will be retiring as Senior GP Partner on 31<sup>st</sup> December 2021. We can confirm that all patients have now been transferred to the remaining four GP Partners and text notifications have been issued. If you have NOT received a text and wish to know in advance of requiring a consultation who your new GP Partner is, please contact us in the new year, and not before. Please also confirm your mobile number at the same time.

We would again advise that **we are unable to take any individual requests for transfer to one of our four GP Partners.** All our GP Partners work on the same clinical system and have full access to your medical history and current needs. Our GP Partners understand a change can be hard, but will work with you to build a new and lasting relationship.

The exception is if you have recently transferred internally to another GP by agreement with the Partners, and you discover that the electronic division has

transferred you back to your previous registration please contact us in the new year, again not before. For families who were registered with Dr King, but have different surnames, there is a possibility that individuals will have been transferred to different GPs by the electronic division. If you encounter this, again please let us know in the New Year, but not before as adjustments cannot be done until then and contact before may be overlooked. We will then manually transfer all family members to the primary family member's GP.

Thank you for respecting our request to not make individual GP transfer requests. Due to workload pressures, we will not respond to any requests received. If you would like to send your good wishes to Dr King on his forthcoming retirement, this can be delivered to our reception team, or you can email your good wishes to the [nehccg.richmondsurgery@nhs.net](mailto:nehccg.richmondsurgery@nhs.net)

Thank you.  
GP Partners Drs King, Sinclair, Hatley, Gossage & Lingham  
Donna Brennan, Managing Partner

HM Government

COVID-19

Thinking of going in?  
Keep working from home  
if you can.

Let's take this next step safely.

NHS

HANDS FACE SPACE  
FRESH AIR



# Sunshine & Showers

## Anxiety and Depression Support Groups

- ◆ Free weekly support groups for adults – daytime and evening groups available
- ◆ A chance to talk to others about your experiences of anxiety and depression and listen to the experience of others
- ◆ A safe and confidential environment supported by a facilitator and co-facilitator

### Information

Sessions take place on a weekly basis for 50 weeks of the year and last for an hour and a half. A commitment to attend on a regular basis is important. The group is a confidential space where you are able to discuss your experiences with others who have had similar experiences. It can be a chance to share coping strategies to help each other. Some groups may provide some information about anxiety and depression and use creative methods to help with exploring emotions. Sessions take place at Odiham Cottage Hospital, Buryfields, Odiham, Hampshire, RG29 1NE.

### Joining a Group

If you are interested in joining one of the Anxiety

and Depression support groups please complete the Referral Form available on our website at <https://www.hartvolaction.org.uk/counselling/anxietydepression-support/> and return to us by email to [sunshineandshowers@hartvolaction.org.uk](mailto:sunshineandshowers@hartvolaction.org.uk) or post to Hart Voluntary Action, Civic Offices, Harlington Way, Fleet, GU51 4AE and mark 'Confidential FAO Counselling Services Manager'. If you would prefer to talk to someone then please call 01252 815652 and we can complete the form for you. Once you have completed a referral form we will place you on our waiting list until a suitable place in one of the groups becomes available for you. If a person is deemed not suitable for the service then Hart Voluntary Action reserves the right to refuse the referral.

Aims of the group: • To be listened to • To share experiences of depression and anxiety • To provide information to each other • To give and receive support • To receive hope and encouragement for the future

HM Government

**Join the millions  
already vaccinated**

We'll let you know when your Covid-19 vaccine is ready for you.

NHS

EVERY VACCINATION  
GIVES US  
**HOPE**

HM Government

**BOOST YOUR  
IMMUNITY THIS WINTER  
WITH THE FLU VACCINE**

Get vaccinated. Get boosted. Get protected.  
[nhs.uk/wintervaccinations](https://nhs.uk/wintervaccinations)

NHS



## Maternity at Frimley Health and Care

At Frimley Health, we are proud to offer high-quality maternity services with a woman-centred focus. We support approximately 9,500 expectant mothers a year who come to us from across Hampshire, Surrey, East Berkshire and South Buckinghamshire.

In addition to the community setting, we provide maternity care at Frimley Park Hospital or Wexham Park Hospital. Both our sites offer a wide variety of services



including co-located midwifery led centres, for women with uncomplicated pregnancies, to specialist services for women with more complex needs who require a multi professional approach. Regardless of which hospital you choose, you can be confident that you will be at the centre of a supportive and safe service. Your care will be provided by staff that strive to reflect our trust values: facing the future, committed to excellence and working together. We look forward to supporting you and your baby during this unique and exciting time.

Our goal is for you to feel informed and empowered during your pregnancy, labour, birth and postnatal period so your experience is the very best it can be. Our job is to

provide you with all of the information you need to make the right decisions for yourself and your care. Whilst keeping you safe, we appreciate and value the importance of your experience. To help you make decisions about your birth options, choices and preferences our clinical guidelines are available for you to access to help you understand our recommended pathways of care.

If you would like to have your baby with us, please complete the online pregnancy notification form for the Frimley Park, by clicking [here](#). If you are reading a printed version of this newsletter the address is <https://www.fhft.nhs.uk/services/maternity/fph-pregnancy-notification-form/>

We encourage you to do this as early as possible to ensure that your first screening and ultrasound appointment is not delayed. You do not need to see your GP first.

Providing care that is inclusive, non-judgemental and responsive to every individual's needs, wishes and identity, is always our priority. We want everyone, regardless of gender-identity, disability, sexual orientation, race, colour, religion, age, or social circumstance, to feel cared for and respected. Contact us to discuss how we can support you and your family, to ensure you feel safe and respected during your pregnancy, birth and the postnatal period.

For current information about Covid-19, including advice about appointments, vaccination advice, our recommendations for rapid lateral flow testing and our hospital's visiting policy, please see our Covid-19 FAQs information leaflet or click [here](#).

**“IT'S PROBABLY JUST NORMAL”**

**JUST GET IT CHECKED**

Your midwife is here to see you, safely.

**NHS**

Your health matters **help us help you**



## Patient Feedback posted to NHS Choices

Well done Richmond Surgery for your roll out of the booster and flu jabs to house bound patients. Ben Sinclair, who organized it was most pleasant and efficient, as was Alan, the paramedic who administered them. As someone who is elderly and disabled it is appreciated to be treated with such dignity.

Thanks again,  
Patient (name withheld for privacy reasons)



All contacts of suspected Omicron cases must **self-isolate** for 10 days, even if fully vaccinated or under 18.

You will be contacted by NHS Test and Trace.



# 121 Youth Counselling

Managed by Hart Voluntary Action



## Free Weekly Counselling Sessions for Young People aged 11-25



**Sessions are available to anyone aged 11 -25 who is registered with a GP, goes to school or lives in the Hart District**

**If you are struggling with anxiety, depression, low mood, bereavement, self-harm or any other mental health issues then Counselling may be able to help.**

**If you are interested in having Counselling then please either:**

Visit our website at <https://www.hartvolaction.org.uk/services-for-residents/youth-counselling/> and complete the referral form available here.

Or phone 01252 815652 and we can complete a referral form for you over the phone.





## How can I find out my NHS Number?

A service is available on the [NHS.UK website](https://www.nhs.uk) to receive a reminder of your NHS number.

You should also be able to find your NHS Number on any letter or document you have received from the NHS, including prescriptions, test results, and hospital referral or appointment letters.

If you cannot find your NHS Number in these ways, you can ask your GP practice to help you. They should be able to provide the number for you as long as you are registered with them.

To protect your privacy, you may be asked to show a passport, driving licence or some other proof of identity.

For further information about the NHS Number visit the [NHS.UK website](https://www.nhs.uk).

### Find your NHS number

Use this service to get your NHS number.

Your [NHS number](https://www.nhs.uk) is a 10 digit number, like 485 777 3456. It is on any letter you receive from the NHS.

You do not need to know your NHS number to use NHS services, but it can be useful to have it.

If you do not know your NHS number you can still:

- [book a coronavirus vaccine](#) (if you've been invited)
- get a [coronavirus test on GOV.UK](#)
- make medical appointments

Who can use this service

This service is for anyone living in England who has forgotten or does not know their NHS number.

You can use this service for someone else.

Before you start

We will ask for your name, date of birth and postcode. We will send a text, email or letter with your NHS number to you.

If you are using this service for someone else, enter their information. They will be sent their NHS number.

By using this service you are agreeing to our [terms and conditions](#) and [privacy policy](#).



Content supplied by  
the NHS website  
[nhs.uk](https://www.nhs.uk)

## Social Prescribing Link Worker

Hello, my name is Catherine and I'm the social prescribing link worker here at Richmond Surgery

I know that many of you will have heard that opening sentence over the past year, as I have been making numerous welfare calls to patients who have been shielding, isolated, struggling and who needed support to access other help and assistance.

I have been in this role for a year and I think we can all agree - what a year it has been! As we start to look forward and consider the future, I want to explain my role to you: the patients.

It is estimated that one in five people who contact their GP are troubled by things that cannot be treated with medical intervention or treatment.

Many people are overwhelmed and cannot reach out to make the connections, which could make a difference to their situation. This is especially true for people, who have long-term conditions, need support with their mental health, are lonely or isolated, or who have complex social needs that affect their wellbeing.

As a social prescribing link worker, I help people identify areas of concern, work out what matters to them and figure out how to connect them with activities or organisations that might make a difference. Referrals are made to me by GPs, nurses,

receptionists and other professionals and patients can self-refer.

I am able to connect people to community and voluntary groups along with statutory services for practical and emotional support. This is something that will develop over the next few months as groups, organisations and clubs start to reopen and welcome people back.

I have included a list of useful contacts that can assist and support you:

- Andover Mind - Carer Support/Dementia Advice, 01264 332297; select option 3
- Wellbeing Centre - Farnborough, 01252 317481
- Talk Plus - Counselling and CBT 01252 533355
- Money Advice Service - Free and impartial money advice 0800 138 7777
- Hart Citizens Advice – 0808 278 7864
- Help to claim - universal credit advice line - 0800 144 8444
- Hampshire Domestic Abuse Service - 03300 165 112
- Youth and adult counselling - [www.hartvolaction.org.uk/counselling/](http://www.hartvolaction.org.uk/counselling/)

**You can contact me via Richmond Surgery if you think I might be able to offer you help and advice and I will return your call.**





## Chaperone Available

The following member of our staff is a qualified, trained chaperone: so that arrangements can be made.

**Jan Fulcher**  
Reception Manager

If you believe you would benefit from this service, please ask at the time of booking your appointment

This advanced notice is particularly important if you require a male chaperone.

There are fewer male staff members in our team and we would therefore need to ensure that one is available for your appointment.

### OUR EMAIL ADDRESSES

General admin enquiries: [nehfccg.richmondsurgery@nhs.net](mailto:nehfccg.richmondsurgery@nhs.net)

Repeat prescription requests: [nehfccg.richmondsurgery-scripts@nhs.net](mailto:nehfccg.richmondsurgery-scripts@nhs.net)

Medical Secretaries: [nehfccg.richmondsurgery-secretary@nhs.net](mailto:nehfccg.richmondsurgery-secretary@nhs.net)

Please avoid sending your email to more than one email address, this can cause potential delays to your request.

For medical or health concerns, please submit an eConsult - link on website.

If you have an appointment and become unwell or if you are waiting for the result of a COVID test, **DO NOT** come to the surgery. Please call us instead. Thank you,  
Drs King & Partners

### RATE US PLEASE!

[www.nhs.uk](http://www.nhs.uk)

*It's not just for moaning!*

**We would really like to see all the positive feedback we have received reflected on the NHS website too.**

To rate us, visit the NHS website ([www.nhs.uk](http://www.nhs.uk))

Click on 'Services Near You'  
Search for

**Richmond Surgery**  
or **GU52 7US**

Top right, click on 'leave a review'.

We value your opinion.  
Thank you,  
Drs King & Partners



## Concerns, Complaints, Suggestions etc - IN WRITING PLEASE

If you have concerns, complaints or wish to make a suggestion please put this in writing, either by letter or by email to:

[nehccg.richmondsurgery@nhs.net](mailto:nehccg.richmondsurgery@nhs.net)

Complaints are taken extremely seriously, therefore your formal, written account will ensure we have the full facts to conduct an investigation in to your complaint.

For this reason, **we do not discuss 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.

Not every issue is dealt with by the GPs or Managing Partner.

We aim to acknowledge receipt of your written complaint within 3 working days and where necessary, will respond again after we have investigated further.

Please ensure you provide your full name and contact details.

**Drs King & GP Partners**  
**Donna Brennan, Managing Partner**

## Out of Hours Help

### NHS 111

NHS 111 can help if you have an urgent medical problem and you're not sure what to do.

**Get help online or on the phone**

Online: [111.nhs.uk](http://111.nhs.uk)  
(for people aged 5 and over only)  
Telephone: 111

NHS 111 is available 24 hours a day, 7 days a week. For medical advice when the surgery is closed.

The staff on **111** are able to refer you on to the Out of Hours team if they decide that is required.

**For Life-threatening Emergencies**  
**DIAL 999**





**Alton CARERS HUB**

*If you care, we care.*

**ADVICE** **HELP**  
**TIPS** **SUPPORT**  
**ASSISTANCE** **GUIDANCE**

Come along and Create an Emergency Plan; Access Carer support and information; Access other organisations and professionals; Meet other carers in the area. Cared for are also warmly welcomed.

**St Mary's RC Church, 59 Normandy Street,  
Alton. GU34 1DN**

The Hub will run on the following Thursdays  
10am-2pm

Thursday 6th January	Thursday 3rd February
Thursday 3rd March	Thursday 7th April
Thursday 5th May	Thursday 2nd June
Thursday 7th July	Thursday 4th August

For further information, please call 01264 835246  
or email [info@carercentre.com](mailto:info@carercentre.com)

Hampshire County Council  
Charity No 1040518 Company No 2955846

**CARERS TRUST**

## Need a Copy of Your Medical Records?

Did you know that as well as requesting prescriptions online, you can also view your medical record online? Application forms for GP online services are available on our website

<https://www.richmondsurgeryfleet.com/>

## NHS APP

The NHS App that lets you book appointments, order repeat prescriptions and access a range of other healthcare services.

# FACE

Has their face fallen on one side? Can they smile?

# ARMS

Can they raise both arms and keep them there?

# SPEECH

Is their speech slurred?

# TIME

To call 999 if you see any single one of these signs

## WHEN STROKE STRIKES, Act F.A.S.T.

**Act F.A.S.T.** help us help you