



Richmond Surgery Newsletter

July 2022
Issue 93



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



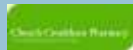
Rowlands Pharmacy
5 Linkway Parade
Courtmoor Fleet
Hants GU52 7UL
**Please check their website for
opening times**
T: 01252 615582



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



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Rate us on NHS Website

Mental Health Support Services at Richmond Surgery

We are pleased to be able to offer the following services here at Richmond Surgery:

Youth Counselling Service 12-24 years

Patients may self-refer - Tel 0345 600 2516

Email rxx.youthcounsellingservice@nhs.net Or speak to your GP for a referral. The support is via telephone support and/or face to face sessions. Face to face appointments are hosted at the surgery AFTER the Service has arranged this directly with you.

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### MIND Adult Services

This is an adult wellbeing support and advisory service for those aged 16+ years.

If you need support at times of difficulty and would like advice on where to go for guidance and support, you can request a telephone appointment with the Wellbeing Practitioner who will be at the surgery one day per week. These are pre-booked telephone appointments only, available via our reception or use your online services. There are currently no face to face appointments for this service.

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Caroline Prudden of Just Wellbeing is available for pre-booked face to face consultations and telephone consultations for adults aged 18+. Please call reception to book or use your online services. For more information about Just Wellbeing please go to [Community Mental Health Programmes UK | Just Wellbeing](#)

PLEASE NOTE

These are not walk-in services - by appointment only

Clinical Services available to book using your Online Services

There is no need to call reception to make an appointment with the below. You can do this using your online services. If you have not yet registered for online services, please go to Appointments on our website to find the registration forms www.richmondsurgeryfleet.com

- Mental Health & Wellbeing Practitioners 18+
- MSK & Joint Pain Clinic Appointments
- Blood Tests for Recent GP Approved Tests 18+





Overwhelming
thoughts?
Life getting on top of
you?

'121 Adult Counselling offers a safe and confidential space for a person to explore their experiences and emotions without fear of judgement'

This service is open to residents of Hart District who are struggling in their daily life with suicidal thoughts or who may be self-harming or thinking about self-harming.

We are offering up to 20 free one-to-one Counselling sessions on a weekly basis with the same Counsellor each week. Each session will last for 50 minutes and will be at the same time and place each week.

If you are interested in having Counselling then please either:

Visit our website at <https://www.hartvolaction.org.uk/counselling/121-adult-counselling/> and complete the referral form available here.

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

This service is not able to support people who are in crisis or who have a high level of need.



Physician Associates at Richmond Surgery

Richmond Surgery have the following Physician Associates each with experiences and expertise in different medical areas. They are healthcare professionals with a medical education and work closely with, and alongside our GP Partners providing medical advice and care. They are an integral part of our expanding multidisciplinary teams. They work under the supervision of our GP Partners, but also work autonomously with GP support.

Mr John Kirkus, Physician Associate MSc

John works alongside our GP Partners and nursing team to provide diagnosis, management and medical care as an integral part of our multidisciplinary team.

John graduated from the University of Texas in Galveston, USA with a Master of Physician Assistant Studies in December 2010 (known as Physician Associate in the UK) and is a member of the Royal College of Physicians Faculty of Physician Associates. He is also registered on the Physician Associate Managed Voluntary Register (PAMVR) held exclusively by the Faculty of Physician Associates (FPA) in the UK. He has over 30 years of experience that includes 20 years as a combat medic throughout Africa, the Middle East and the Balkans and over 10 years progressive experience as a Physician Assistant working in the United States, Middle East and now in the United Kingdom.

Mr Dan Clark, Physician Associate PA-R, RN, DipHE, BSc (Hons), PgCCE, PgDip

Dan joined Richmond Surgery in April 2022. Dan is an experienced healthcare professional with an NHS career spanning over 23 years and has attained skills, knowledge and experience in the fields of Blood Sciences, Nursing and Medicine. He joins our multidisciplinary team and works alongside John Kirkus, PA and closely with our GP Partners and the nursing team.

Mrs Kelli Hancock, Physician Associate PA-C, MPAS

Kelli joined the surgery 4th July 2022. Kelli is an experienced Physician Associate having worked in Scotland for several years as a PA, and more recently as a PA at another local surgery. She joins our multidisciplinary team and will also work alongside our existing PA Team and closely with our GP Partners and the nursing team.



Actinic keratoses (solar keratoses)

Actinic keratoses (also called solar keratoses) are dry scaly patches of skin that have been damaged by the sun.

The patches are not usually serious. But there's a small chance they could become skin cancer, so it's important to avoid further damage to your skin.

Check if you have actinic keratoses

The patches:

- can feel dry, rough and scaly, or like sandpaper
- are usually between 1cm to 2cm in size
- can be the same colour as your skin or range from pink to red to brown
- may feel itchy

The patches usually appear on areas of your body that are often exposed to the sun, such as your face, hands and arms, ears, scalp and legs.

Call the surgery if:

- this is the first time you have noticed patches on your skin
- the patches begin to bleed, get bigger, change colour, feel tender or develop into a lump

It's important to get these skin changes checked, in case they could be caused by something more serious, such as skin cancer.

Treatment for actinic keratoses

If you only have 1 skin patch, a GP might suggest waiting to see if the patch goes away by itself.

If you have more than 1 patch, or a patch is causing you problems such as pain and itchiness, treatment is usually recommended. A GP may refer you to a skin specialist (dermatologist).

Treatments for actinic keratoses include:

- prescription creams and gels
- freezing the patches (cryotherapy), this makes the patches turn into blisters and fall off after a few weeks

- surgery to cut out or scrape away the patches – you will be given a local anaesthetic first, so it does not hurt
- photodynamic therapy (PDT), where special cream is applied to the patches and a light is shone onto them to kill abnormal skin cells

Things you can do to help

If you have actinic keratoses it's important to avoid any further sun damage. This will stop you getting more skin patches and will lower your chance of getting skin cancer.

DO

- use sunscreen with a sun protection factor (SPF) of at least 30 before going out into the sun and reapply regularly
- wear a hat and clothing that fully covers your legs and arms when you're out in the sunlight



DO NOT

- do not use sunlamps or sunbeds as these can also cause skin damage
- do not go into the sun between 11am and 3pm – this is when the sun is at its strongest

Consider taking 10 micrograms of vitamin D a day if you always cover up outdoors. This is because you may not get enough vitamin D from sunlight.



Hypertension Management

What is Hypertension?

High blood pressure, also known as hypertension or raised blood pressure, is when your blood pressure, the force of your blood pushing against the walls of your blood vessels, is consistently too high. Around a third of adults in the UK have high blood pressure, although many will not realise it. The only way to find out if your blood pressure is high is to have your blood pressure checked. High blood pressure rarely has noticeable symptoms, but persistent and untreated high blood pressure can increase the risk of several serious and potentially life-threatening health conditions such as heart attacks and strokes.

Remote monitoring for people with high blood pressure with Hypertension Plus

Richmond Surgery is running a programme supported by Digital First Funding, to provide blood pressure cuffs to a cohort of patients living with uncontrolled high blood pressure across our local demographics, alongside an app that will support them to monitor and better manage their condition remotely.

The programme team are working with GPs to identify the patients who would benefit most from joining this programme and whose health outcomes and life chances will be dramatically improved as a result. The objective is to inform how we manage these services in the future.

More information together with videos offering additional insight in to the programme are available from our website www.richmondsurgeryfleet.com then go to Surgery Services in the top toolbar and select Hypertension Plus.

Once you have registered you will then need to download the Omron Hypertension App. Then you are ready to submit your blood pressure readings, and keep on top of your medication plan and lifestyle choices.

ONLINE ZUMBA GOLD

FREE TRIAL
CLASS



LUNCHTIME CLASS



Only
£3.50
per class

All the fun of Zumba
but at a slower pace!

WEDNESDAYS 11.45AM

CONTACT OUR FRIENDLY TEAM TO BOOK
01252 957 430
CLASSES@RHL.ORG.UK



Registered charity 1100381

www.rhl.org.uk

Better
Health

Let's
do this



Quit Smoking Start Saving

Join the thousands
of people who are
quitting smoking.



Download the free
NHS Quit Smoking
app to get started
or scan the QR code
for more information.



GET IT ON
Google Play

Download on the
App Store





Nordic Walking

Enjoy getting fit whilst being outdoors with our 1-hour summer Nordic walking classes, followed by a cuppa and a chat - ALL classes £5 per session!

Wednesday 20th July 12.45 - 1.45 pm - Hawley Leisure centre GU17 9 BW

(Booking closes 12 pm Monday 18th July)

Friday 19th August 11.45 - 12.45 pm - Aldershot Traction Club, Weybourne, GU11 3NE

(Booking closes 12 pm Wednesday 17th August)

Wednesday 21st September 12.45 - 1.45 pm - Hawley Leisure centre GU17 9 BW

(booking closes 12 pm Monday 19th September)

What is Nordic Walking?!

It is a walking technique that uses specially designed poles to work your upper body, similar to the cross-country skiing technique, to enhance your natural walking experience. Nordic Walking is a fun and social outdoor activity that burns 20% more calories compared to walking without poles. It releases tension in your neck and shoulders and improves your posture and gait. It provides a highly effective all over workout that doesn't feel like one! It strengthens your back and abdominal muscles and reduces the impact on your joints. Come and give a great outdoors class a try! **Poles are provided**

Contact RHL to book your place on classes@rhl.org.uk or **01252 957 430**.

NORDIC WALKING

ENJOY A CHAT &
A CUPPA AT THE
END!

WEDNESDAY 20TH JULY
12.45 - 13.45
HAWLEY LEISURE CENTRE

FRIDAY 19TH AUGUST
11.45 - 12.45
ALDERSHOT TRACTION CLUB

WEDNESDAY 21ST SEPTEMBER
12.45 - 13.45
HAWLEY LEISURE CENTRE

CONTACT OUR FRIENDLY TEAM TO BOOK
01252 957 430
[CLASSES@RHL.ORG.UK](mailto:classes@rhl.org.uk)

£5 A SESSION



Charity N.O
1105381



Know where to go when feeling unwell

Download the NHS App to:

- view your Covid-19 vaccination details
- book appointments
- view your health record and more
- order repeat prescriptions
- get health advice



Self Care

Be prepared to care for yourself with a well-stocked medicine cabinet and plenty of rest if you have:

- an upset tummy
- pain or headache
- sore throat (but if for two weeks or more contact your GP)

For health advice, visit www.nhs.uk

For self care advice, visit www.frimleyhealthandcare.org.uk and search 'stay well'

Not sure what to do when your child is unwell? If you are worried about a child, visit the Frimley Healthier Together website: frimley-healthiertgether.nhs.uk



Pharmacists

are qualified healthcare professionals, who can offer clinical advice and over-the-counter medicines.

Ask for help with:

- minor aches and pains, burns and scalds, head lice, etc
- bites and stings
- queries about medication dosage, type or suitability plus urgent requests
- medication related to hospital discharge
- repeat prescriptions



GP surgery

Visit your GP surgery website and click on eConsult to:

- get help for a condition that has not improved after seeking help from your pharmacy
- to report urgent conditions that are not life threatening
- to report a deteriorating chronic condition

Please continue to use usual routes, including online patient access, to order repeat prescriptions. If you do not have access to the internet, you can continue to phone your surgery



Visit 111.nhs.uk or call NHS 111

when the situation is not life threatening and:

- if you think you need to go to hospital
- if you don't know the most suitable place to go or call
- if you don't have a GP to call or if your GP practice is closed
- if you need advice or reassurance about what to do

Available 24 hours a day, every day. If needed, an NHS advisor will help you to be seen quickly and safely.



Minor injuries

A minor injury service is only for conditions such as the following:

- sprains and strains
- suspected broken limbs
- minor head injuries
- cuts and grazes
- minor scalds and burns
- skin infections

Whether you're booked into the minor injury service via your GP, NHS 111 or you decide to walk-in, the service is available 7 days a week, from 8am-8pm.

The minor injury service is located at Bracknell Urgent Care Centre.



Emergency department or call 999

Only for very serious or life-threatening situations. This can include:

- loss of consciousness
- an acute confused state
- fits that are not stopping
- chest pain
- breathing difficulties
- severe bleeding that cannot be stopped
- severe allergic reactions
- severe burns or scalds

Call **999** immediately if you or someone else is having a heart attack or stroke.

Also call **999** if you think someone has had a major trauma, such as after a serious road traffic accident, a stabbing, a shooting, a fall from height, or a serious head injury.

If you are unsure, call **NHS 111** or go on-line at **111.nhs.uk**



For urgent help for your mental health, use the **NHS 111 online service**, or call 111 if you are unable to get help online.

If you've injured yourself, taken an overdose or are in an emergency and believe that your life is at risk, please dial 999. www.nhs.uk/oneyou/every-mind-matters provides NHS-approved expert advice and practical tips to help you look after your mental health and wellbeing.

You can also text **Shout 85258**. Shout is a free, confidential, 24/7 text messaging support service for anyone who is struggling to cope.

For mental health services local to you, please visit [Mental health services \(frimleyccg.nhs.uk\)](http://Mental health services (frimleyccg.nhs.uk))

Not sure what to do when your child is unwell? If you are worried about a child, visit the Frimley Healthier Together website: frimley-healthiertgether.nhs.uk

For more information visit www.frimleyhealthandcare.org.uk



RELAX & UNWIND

ONLINE STRETCH AND RELAXATION



Only £3.50 per class

FREE TRIAL CLASS
MONDAYS 7PM

CONTACT OUR FRIENDLY TEAM TO BOOK:
01252 957 430
CLASSES@RHL.ORG.UK

www.rhl.org.uk



Have you moved?
 Changed your mobile number?
 Changed your email address?
 Please don't forget to let us know in case we ever need to contact you.

Just send an email with your change of details to...

nehfccg.richmondsurgery@nhs.net

Thank you!



Introducing

A friendly group providing mutual support and ideas to help working age people with physical disabilities or long term health conditions living in Hart, Rushmoor, Basingstoke and East Hampshire

Join today at: Facebook.com/groups/rhlhowareyoutoday
Email: Rachael.austen-jones@rhl.org.uk for more information

Funded by:
 Hampshire County Council

 RHL Registered charity number: 1105381

All Abilities Aerobics
 Parsonage Farm School, Farnborough

FREE taster classes
 Monday 11th July
 Monday 18th July



Only £3.90 per class!
Term time only

Starts
Monday 5th September
9.15AM - 10AM

High & low impact options throughout the class

CONTACT OUR FRIENDLY TEAM TO BOOK
 01252 957 430
 CLASSES@RHL.ORG.UK

supported by






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 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)

Patient Feedback

We really value your feedback here at Richmond Surgery, here are two recent Patient Reviews on NHS Choices

Excellent service

I received a response to my recent e-Consult within 24 hours and treatment was received without the need for a visit to the surgery. GP surgeries are coping with increased workload, high patient expectation and expanding local population. I was very impressed with the service I received from all staff at Richmond Surgery.
Anonymous

Great practice

Excellent as always. I've been with the practice for 24 years and on the few occasions I've needed to consult my doctor she has been very clear with her diagnoses whilst being compassionate.

Recently I contacted the surgery with COVID vaccination queries and also for advice in the event of getting COVID. A member of staff was extremely helpful and addressed all my questions efficiently. Many thanks to all Richmond Surgery staff.
Anonymous

And this is an email received from a patient

I just wanted to say a big "Thank you" to the lovely medical student working with Dr Hatley that I spoke to today. It is encouraging to know that there are such lovely people forming part of our future medical profession.

Please pass this on to her.
Kind regards
LL (name withheld for Data Protection)

PS Dr Hatley was very helpful too 😊

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



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

Repeat prescription requests:

nehfccg.richmondsurgery-scripts@nhs.net

Medical Secretaries: 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 Sinclair & Partners

RATE US PLEASE!

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)

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 Sinclair & 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:

nehfccg.richmondsurgery@nhs.net

Complaints are taken extremely seriously, therefore your formal, written account will ensure we have the full facts to conduct an investigation into 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 three working days and where necessary, will respond again after we have investigated further.

Please ensure you provide your full name and contact details.

Dr Sinclair & 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
(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

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



ПОБАЧИТИ ЩОСЬ ЧУТИ ЩОСЬ, СКАЗАТИ ЩОСЬ



**Якщо ви не почуваетесь в безпеці,
або ваш господар не змушує вас
почувати себе в безпеці, або вам
загрожує небезпека, будь ласка,
зателефонуйте за номером
0300 555 1386**

Якщо це надзвичайна ситуація
і вам потрібна допомога зараз,
зателефонуйте за номером 999

www.hampshiresab.org.uk



See something, hear something, say something.

If you do not feel safe or your host does not make you feel safe, or you are in danger please call 0300 555 1386

If it is an emergency and you need help now please call 999

