



# Richmond Surgery Newsletter

September 2022  
Issue 94



## 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)



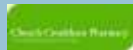
**Rowlands Pharmacy**  
5 Linkway Parade  
Courtmoor Fleet  
Hants GU52 7UL  
**Please check their website for  
opening times**  
T: 01252 615582



**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



- 2 Patient Feedback
- 3 The Management Team
- 4 Changes to prescribing
- 5 Hypertension Management
- 6 Learning Disabilities
- 7 Nordic Walking
- 8 Where to go when feeling unwell...
- 10 How can I find my NHS number?
- 11 Our Email Addresses  
Rate us on NHS Website
- 13 Cost of Living crisis?
- 13 Dementia Friendly Hampshire

## Flu Vaccine clinics 2022

We have two all day Flu Vaccine clinics at the surgery on Sat 17th and Sat 24th September. Appointments are available to book.

You are eligible for these clinics if you are a patient aged 65 or over, or aged 18-64 in the following at risk categories. If in doubt, please call us.

- Diabetes
- Chronic Heart Disease
- Chronic Kidney Disease Stage 3, 4 or 5
- Asthma & on Corticosteroids / Emergency Admission
- Chronic Neurological Disorder
- Chronic Respiratory Disease
- Chronic Liver Disease
- Immunosuppressed
- Splenic Dysfunction or Asplenia
- Pregnant
- Registered Carer
- Learning Disability
- Employed by residential/nursing home
- Lives with Immunosuppressed Person
- Obesity

This year, NHS England have now confirmed that those aged 50-64 with no at risk eligibility can receive the flu vaccine again. General practice cannot offer this until approximately mid October to ensure all eligible have received their vaccine first.

Please support the surgery again as we purchase in the flu vaccines for our eligible patient numbers.

## Autumn Covid Boosters

The Harlington Centre in Fleet will start the autumn boosters in early September. The practices working at The Harlington are contacting all eligible patients, by cohort again, as per NHS England.

## Job Vacancies at the Surgery

Due to practice expansion and growth, we are currently recruiting:

### P/T Phlebotomist/HCA

For more information [NHS Jobs - Search Jobs](#)  
Job Ref: J180-A2266-22-0234

### P/T Practice Nurse

For more information [NHS Jobs - Search Jobs](#)  
Job Ref: J180-A2266-22-9204





## Patient Feedback

We really value your feedback here at Richmond Surgery, here are some recent Patient Reviews ...

### **First Class Service Rated 5 stars out of 5**

In an emergency I recently received excellent service from a young doctor I had not seen before. This resulted in a referral to FPH which she did that day requesting an urgent appointment having examined me most thoroughly. Unfortunately things did not happen as they should then and two of the secretaries did an excellent job in chasing up FPH to ensure my appointment took place in roughly in the timescale set by the Doctor. At all times they kept me informed and they are still assisting me with follow up appointments. I could ask no more of them. Well done all three.

### **Brilliant practice, Thank you Richmond. Rated 5 stars out of 5**

I've been suffering with back issues for the last few weeks and Dr G and the MSK practitioner have been just fabulous. Although they must be insanely busy they have been marvellous and quick to respond to e-consults and telephone appointments. Many thanks to all of the staff at Richmond for your continued care and support.

### **Professionalism from Reception Rated 5 stars out of 5**

I would like to thank the person with whom I spoke at the surgery reception. Specifically for their professionalism, patience and effective listening to my individual circumstances. They went through a number of options, explaining why certain things couldn't happen but in the end the solution that was arrived at, turned out to be ideal for me personally. Thank you.

### **Great practice**

I can't thank this practice enough for all there support through my cancer treatment also pregnancy. From the receptionist to my doctor answering which to me now seem like silly questions, they have been so kind and taken time to help and reassure me. I have been with this practice for many years now and they have always been helpful and supportive in any situation I have needed help with. Am very grateful to each and everyone of them for their support and time, even when they where under a lot of pressure during covid I found nothing changed with the support you need from a practice.

### **And here is an email received:**

I am a patient of Dr Gossage who rang the surgery yesterday afternoon and spoke with Jan. I would like to thank her for her patient professionalism in listening effectively to my circumstances. She went through a number of options, explaining why certain things couldn't happen but in the end the solution she arrived at has turned out to be ideal for me personally.

Dr King who was providing locum cover today managed to give me an early telephone appointment . By chance he was my GP and was able to be of the upmost help .

Maybe I was lucky in my timing but whatever outcome Jan would have arrived at would have been gratefully received by me. This is due to her manner. Regards

### **And on a local Facebook page we saw this...**

There's often a lot of negativity around receptionists at doctors surgery's , I too in the past was frustrated at times by them, I go to Richmond Surgery. However in the last few months during a recurrence of a problem I've had to be in contact with surgery quite a lot. The receptionists have been SO helpful I cannot speak more highly about them they have been so helpful it makes such a difference , still can't see a doctor but that's not receptionists fault.

### **And someone commented....**

Agreed, I've not had to see a GP in ages but their nurses are amazing and John and Kelli their triage team are great and really helpful.

### **And another Facebook post...**

Excellent service from Richmond Surgery today. The ring back and triage service works very well. Had an appointment this afternoon and treatment prescribed. Thank you.

**RATE US PLEASE!** 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 Sinclair & Partners



# The Management team at Richmond Surgery

**Donna Brennan, Managing Partner** MCMI, ACIEH joined Richmond Surgery in February 2011 as Practice & Business Manager. In Sept 2016 she became Managing Partner and is also Fleet PCN Finance Manager (Primary Care Network). Donna has in excess of 30 years management, financial and HR experience.

She works closely with the GP Partners in driving the practice forward in a competitive environment with increasing financial restraints. She has overall responsibility for the management of the practice, finances and budgets, new business/systems, clinical concerns and all finance aspect for the Fleet PCN.

Richmond Surgery has grown significantly over the years not just in patient and staff numbers, but in new systems and services of care. The traditional GP surgery with a Practice Manager is no longer viable for many larger practices such as ours with 14500 patients. Many larger practices operate with a Management Support Team comprising senior, fully qualified staff with responsibilities for areas such as listed below. Therefore if you have any queries or feedback, your first point of contact is likely to be with a member of our management support team who will assist you.

## Meet Our Management Support Team

### Jan Fulcher, Reception Manager

All aspects of reception including prescriptions and management of our team of reception care navigators.

### Lavinia Pollard, HR & Patient Liaison Manager

All aspects of HR including recruitment, H&S/Fire and GDPR. As Patient Liaison Manager she is your first point of contact for concerns, suggestions and feedback.

### Ben Sinclair, Operations Supervisor

All aspects of Internal IT, digital 1st projects, premises maintenance and logistics.

### Rachel Black, Practice Administrator

Oversees our Admin Dept and admin staff members for all general enquiries, registrations and clinical correspondence received from A&E, 111 and secondary care.

Frimley Health and Care



## Know where to go when feeling unwell

### Visit [111.nhs.uk](https://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.



# Changes to prescribing of OTC medicines

Your GP, nurse or pharmacist will not generally give you a prescription for over the counter medicines for a range of minor health concerns. Instead, over the counter medicines are available to buy in a pharmacy or supermarket in your local community. The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health concerns and if your symptoms suggest it's more serious, they'll ensure you get the care you need. Please help the NHS to use resources sensibly.

GPs, nurses or pharmacists will also generally no longer prescribe probiotics and some vitamins and minerals. You can get these from eating a healthy, varied and balanced diet, or buy them at your pharmacy or supermarket.

## Why does the NHS need to reduce prescriptions for over the counter medicines?

The NHS has been spending around £136 million a year on prescriptions for medicines that can be bought from a pharmacy or supermarket, such as paracetamol. By reducing the amount the NHS spends on over the counter medicines, we can give priority to treatments for people with more serious conditions, such as cancer, diabetes and mental health problems.

## Exceptions to the new prescription rules

You may still be prescribed a medicine for a condition on the list if:

- You need treatment for a long-term condition, e.g. regular pain relief for chronic arthritis or inflammatory bowel disease.
- You need treatment for more complex forms of minor illnesses, e.g. migraines that are very bad and where over the counter medicines do not work.
- You need an over the counter medicine to treat a side effect of a prescription medicine or symptom of another illness, e.g. constipation when taking certain painkillers.
- The medicine has a licence which doesn't allow the product to be sold over the counter to certain groups of patients. This could include babies, children or women who are pregnant or breast-feeding.
- The person prescribing thinks that a patient cannot treat themselves, for example because of mental health problems or severe social vulnerability.

The reasons vary for each condition. Your GP, nurse or pharmacist will speak to you if this affects you.

## How your local pharmacy team can help you

Your local pharmacy team are qualified healthcare professionals with the knowledge and skills to help with many health concerns. Pharmacists can give clinical

advice, right there and then, and help you choose the most appropriate treatment. If your symptoms suggest it's more serious, they'll ensure you get the care you need.

## What can you do?

Keeping a few useful medicines at home means you can treat common conditions immediately without needing to see a healthcare professional. These could include:

- Painkillers to help with pain, discomfort and fever
- Indigestion medicines, oral rehydration salts and treatments for constipation and diarrhoea
- Treatments for seasonal conditions like colds and hay fever
- Sunblock and after sun
- Basic first aid items (for example plasters or antiseptic cream)

If you have children, make sure you also have products suitable for them. Speak to your local pharmacy team about what medicines to keep at home, where to store them safely and how to use them.

Your GP, nurse or pharmacist will not generally give you a prescription for certain medicines that are available to buy in a pharmacy or supermarket, even if you qualify for free prescriptions.

## This applies to treatments for these conditions:

Acute sore throat	Conjunctivitis	Coughs, colds and nasal congestion
Cradle cap	Dandruff	Diarrhoea (adults)
Dry eyes / sore tired eyes	Earwax	Excessive sweating
Haemorrhoids	Head lice	Indigestion and heartburn
Infant colic	Infrequent cold sores of the lip	Infrequent constipation
Infrequent migraine	Insect bites and stings	Mild acne
Minor burns and scalds	Mild cystitis	Mild dry skin
Mild irritant dermatitis	Mild to moderate hay fever	Minor pain, discomfort and fever (e.g. aches and sprains, headache, period pain, back pain)
Mouth ulcers	Nappy rash	
Oral thrush	Prevention of tooth decay	Ringworm / athlete's foot
Sunburn	Sun protection	Teething / mild toothache
Threadworms	Travel sickness	Warts and verrucae





# 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 are running a programme supported by Digital First Funding for patients living with uncontrolled high blood pressure across our local demographics. Support is provided by way of an app that will assist 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 into the programme are available from our website [www.richmondsurgeryfleet.com](http://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.

Do continue to engage with the app, as the clinicians will be messaging you in there regarding your hypertension management.

# 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



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



Download on the







# Learning disabilities

**People with a learning disability often have poorer physical and mental health than other people. This does not need to be the case.**

It is important that everyone over the age of 14 who is on their doctor's learning disability register has an annual health check.

An annual health check can help you stay well by talking to a doctor or nurse about your health and finding any problems early, so they can be sorted out.

You do not have to be ill to have a health check – in fact, most people have their annual health check when they are feeling well.

If you are worried about seeing a doctor, or there is anything they can do to make your appointment better, let the doctor or nurse know.

They can make changes to help you. These are called reasonable adjustments.

## Who can have an annual health check?

Anyone aged 14 or over who is on their doctor's learning disability register can have a free annual health check once a year.

You can ask to go on this register if you think you have a learning disability.

Check with your doctor's practice if you or the person you care for is on the register.

### How will an annual health check help?

You will get to know your doctor better. The doctor will also be able to spot any health problems sooner so that you get the treatment you need to stay well.

You can ask your doctor questions about your health and tell them how you are feeling.

You can also talk about any treatment you are having or medicine you use.

## How do you get an appointment?

Adults and young people aged 14 or over with a learning disability who are on the doctor's practice learning disability register should be invited by their doctor to come for an annual health check.

## What happens during the annual health check?

You might see different health professionals. These might include a doctor, a pharmacist, a nurse or a healthcare assistant. They have all had extra training to be able to do the health check.

During the health check, the health professional will :

- do a physical check-up, including weight, heart rate and blood pressure
- they may ask you to pee in a small pot for them to check your urine, or ask you to have a blood test
- talk to you about staying well and if you need any help with this
- ask about things that can be more common if you have a learning disability, such as epilepsy, constipation or problems with swallowing (dysphagia), or with your eyesight or hearing

- talk to you about your medicines to make sure you are being given the right medicines when you need them
- check to see if your vaccinations are up to date
- check how you are feeling if you have a health problem such as asthma or diabetes
- check to see if you have any other health appointments
- ask if your family or carers are getting the support they need
- help make sure that things go well when children move to adult services at the age of 18

Sometimes people with a learning disability or autism are given medicines they may not need. This is sometimes called STOMP (Stopping the over medication of people with a learning disability, autism or both).

[Find out more about STOMP in this NHS easy read leaflet](#)

You will be asked if you are OK (give your consent) with sharing your health information with other health services to make sure you get the right support if you go to a hospital, for example.

Your parents or your main carer may be able to do this for you if you are not able to.

The health professional can give you health information, such as advice on healthy eating, exercise, contraception or stopping smoking.

You will be asked if you are OK (give your consent) with sharing your health information with other health services to make sure you get the right support if you go to a hospital, for example.

Your parents or your main carer may be able to do this for you if you are not able to.

The health professional can give you health information, such as advice on healthy eating, exercise, contraception or stopping smoking.

## Making reasonable adjustments for you

The NHS has to make it as easy for disabled people to use health services as it is for people who are not disabled. This is called making reasonable adjustments. Ask your doctor if you need any reasonable adjustments, such as:

- using pictures, large print or simpler words to say what's happening
- booking longer appointments or having a carer with you
- putting an appointment at the beginning or end of the day, if you find it hard to be in a busy waiting room

The reasonable adjustments you need should be written down in a health profile or health action plan that the doctor or nurse can use.

[Watch a video about reasonable adjustments and how they can help you on YouTube](#)





# 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 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](mailto: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**

**RHL**  
Charity N.O  
1105381





# Know where to go when feeling unwell

Download the NHS App to:

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



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

For self care advice, visit [www.frimleyhealthandcare.org.uk](http://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-healthiertogether.nhs.uk](http://frimley-healthiertogether.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](http://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-healthiertogether.nhs.uk](http://frimley-healthiertogether.nhs.uk)

For more information visit [www.frimleyhealthandcare.org.uk](http://www.frimleyhealthandcare.org.uk)





## CARER SUPPORT AND DEMENTIA ADVICE SERVICE FOR HAMPSHIRE

For more than 40 years, we have supported local people with, or at risk of, mental ill-health. Last year more than 5,000 people used our services.

### Can we help you too?

Our Carer Support and Dementia Advice Service provides advice, information and support to all carers aged 18 and above who provide care for an adult. The service also supports people with dementia and memory problems and is available throughout Hampshire. If you need support, we welcome self-referrals as well as referrals from health and social care professionals.

Contact us on 01264 332297 or email [enquiries@andovermind.org.uk](mailto:enquiries@andovermind.org.uk)



CARER SUPPORT AND  
DEMENTIA ADVICE SERVICE  
FOR HAMPSHIRE



Hampshire  
County Council





## 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](#) 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)

**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](https://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...

frimleyicb.richmondsurgery@nhs.net

Thank you!





## Chaperone Available

The following member of our staff is a qualified, trained chaperone:

**Jan Fulcher**  
Reception Manager

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

so that arrangements can be made.

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 NEW EMAIL ADDRESSES

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

Repeat prescription requests:

[frimleyicb.richmondsurgery-scripts@nhs.net](mailto:frimleyicb.richmondsurgery-scripts@nhs.net)

Medical Secretaries: [frimleyicb.richmondsurgery-secretary@nhs.net](mailto:frimleyicb.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!

*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 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 our Patient Liaison Manager, Lavinia Pollard who will investigate and respond:

[frimleyicb.richmondsurgery@nhs.net](mailto:frimleyicb.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 complaints 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.

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](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**





**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/rhilhowareyoutoday

**Email:** Rachael.austen-jones@rhl.org.uk for more information

Funded by:



RHL Registered charity number: 1105381

## 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





## Here for Hart Bulletin

### *Cost of Living Crisis – Help & Support Available*



## Here for Hart Directory



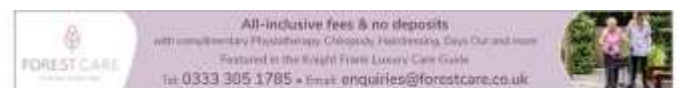
## Help and support from Hart Council

There is some very helpful information for anyone struggling financially provided by Hart Council. Topics range from Community Foodbanks / Pantries / Hubs; Financial Help with Energy Bills – Local Advice and Support; Cost of Living Crisis – Help and Support; Financial Help - Grants and Funding; Quick Tips to Save Energy in your Home; Quick Tips for a Warmer Home.

Hart District Council Help & Support if you are struggling with the Cost of Living Crisis [click here](#)

## Care choices Dementia Friendly Hampshire

If you are living with Dementia, or someone close to you is, then this Guide to all things Dementia Friendly could prove invaluable. To read online or print a copy, please [click here](#)



[Care Information](#) [Search for Care](#) [Blog](#) [Publications](#) [Useful Contacts](#) [Website Accessibility](#) [Contact us](#)

[Care Provider Login](#)

### Dementia Friendly Hampshire

Care Choices' Dementia Friendly Hampshire is a practical guide for those living with the condition in the area.

[Download PDF](#)

[View eBook](#)

Looking for Care?

[Search for Care in Hampshire](#)





# 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](http://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







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.*