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Check out our website at

www.richmondsurgeryfleet.com

With Spring in the air, we bring you our first Newsletter of 2024.

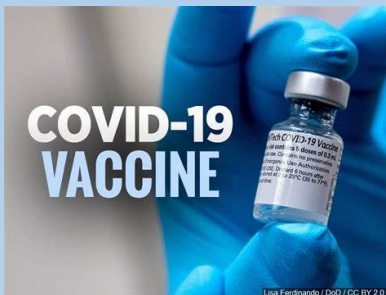
Life is never quiet at Richmond Surgery and the start of 2024 has been no exception! As you will see through this newsletter, we have taken on several new members of staff. We have implemented new processes to allow parents and carers to get the help they need in looking after a sick child.

Pharmacy First launched earlier in the year and many of you will have already used this service.

We are about to start the Covid Spring Boosters for eligible patients, details of which are below.

We are in the process of adding to our in-house IT systems, a new instant messaging system is already in place, and we are trialling a new HR system. Both of these should help us dramatically reduce our reliance on paper and streamline our administration processes.

Hopefully you will find our April Newsletter informative.



Covid Spring Boosters

NHS England have announced the eligibility criteria for the Spring 2024 booster. All people aged 75 years and over, those in care homes, and those aged 6 months and over with a weakened immune system are being offered a spring dose of COVID-19 vaccine.

If you are turning 75 years of age between April and June, you do not have to wait until your birthday, you can attend when you are called for vaccination.

We recently sent text messages to those patients eligible for a covid spring booster, with a link to book your appointment. Slots are filling up fast and we would encourage anybody yet to book to do so as soon as possible. Subject to demand and, once clinics are full, we will look to add another. If you did not receive a text and fall within the eligible categories, please contact the surgery to arrange your booster.

Please note, we cannot offer the booster to anyone who falls outside the eligibility criteria

Many thanks!



Healthier Together App....Coming to Richmond Surgery 15th April 2024

For some time now we have been advertising the Healthier Together website, a one-stop site for help and resource for managing a sick child. On our website www.richmondsurgeryfleet.com you can find help with day-to-day queries such as pregnancy, feeding, sleep and development, together with current topics from COVID to mental health and emotional well-being. It brings together not only national resources but what is available locally in Surrey, Hampshire, Berkshire, and Bucks.

Now Healthier Together has developed a mobile app!

The NHS Healthier Together App provides clear information about what to look out for if your child is unwell. It will triage for child's condition and will inform you what you can do to treat your child at home or tell you when you need to seek further advice.

If required, it will directly inform your GP practice about your child's symptoms rather than you having to call to get an appointment. If GP advice is needed, you will be contacted on the same day.

The App provides a fast and efficient triage service and will present the GPs with all the information they need to make a diagnosis.

To download the App, please visit the Apple App Store or Google Play.

Please note that, whilst advice will still be available within the app, the referral service will only be available on days when the surgery is open.

Out of hours, the app may direct you to 111 or, for more serious matters, the app will direct you to call 999.

NHS HEALTHIER TOGETHER

Stay in control of your child's health

Download the Healthier Together App from the App Store or Google Play.

Download on the App Store

Google Play



Introducing David Fry Our new Deputy Practice Manager

David joined us on 2nd January as Deputy Practice Manager. He arrives with over 30 years experience in financial services, the last 12 of which as Head of Operations for a financial firm in the City of London.

Working in Primary Care brings with it a lot of new challenges which he is really looking forward to. He says, "I have always enjoyed learning, and this opportunity allows me to expand my skills whilst utilising the experience I have built up over my career."

David is a massive cricket fan and a member at Hampshire CC. In his spare time he can usually be found walking his dog or acting as "Dad Taxi" for his 13 year old son!

As part of the Surgery's management team, David will be working closely with and supporting the Managing Partner and GP Partners.

On joining Richmond he says, "The team at Richmond Surgery are fantastically dedicated and driven to provide excellent care for all patients. They have welcomed me into the team and made me feel at home here."

If you see him round the surgery, do say hello....or even ask him the latest cricket scores!

Frimley Health and Care **NHS**

Know where to go when feeling unwell

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.

Telephones and appointments

The pressure on our phone system is significantly high, especially on a Monday, or after a public holiday. Whilst we endeavour to answer all calls as quickly and efficiently as we can, we would ask for your assistance in enabling us to prioritise those patients in need of emergency care.

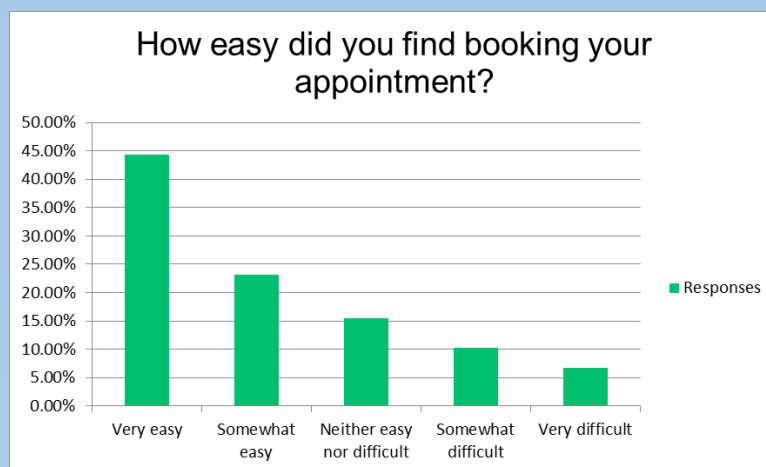
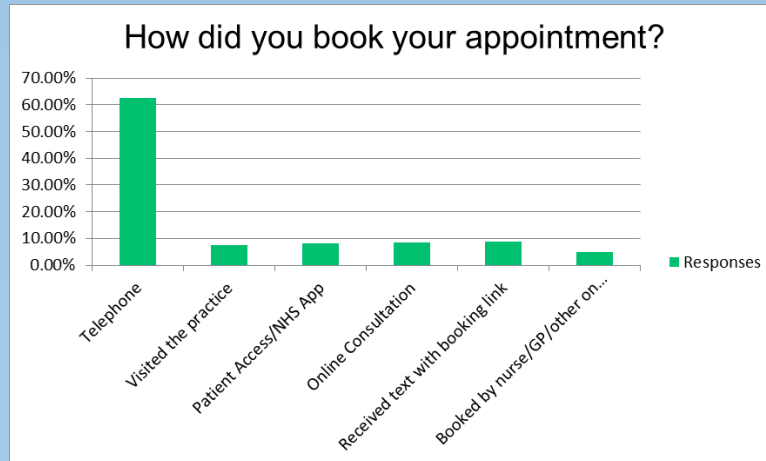
If you are not calling for an emergency on the day appointment, we ask that you please call after 10 am to arrange a routine book ahead appointment.

For test results, we would ask that you please call after 2 pm.

We thank you for your understanding and assistance.



Richmond Surgery Patient Survey—Feb 2024



We recently sent out a short survey looking at how appointments are booked, and we would like to thank everybody, all 2,869 of you, who took the time to respond. Not unexpectedly, most appointments are booked on the telephone, 62% of respondents said they booked their last appointment this way. The second most used way was having received a text with a booking link, 8.77% of respondents.

Of those who booked by telephone, 63% found it easy to do whilst 20% said they had found it difficult (17% expressed no opinion). The easiest way of booking an appointment was in response to a text message with a booking link, with 88% of those who booked this way finding it Very or Somewhat Easy. The second easiest way to book it seems is via the NHS App, 76% of those who booked this way finding it Very or Somewhat Easy.

These Surveys are an incredibly important way for us to understand our patient population's needs and for us to look to improve our performance where we can. Given the results of this current survey, we will look to undertake some follow ups to delve deeper into these responses.

Once again, thank you for everyone who responded and please look out for further surveys as they are sent.

Important Information: Measles Prevention and Vaccination



Measles is an infection that spreads very easily and can cause serious problems in some people.

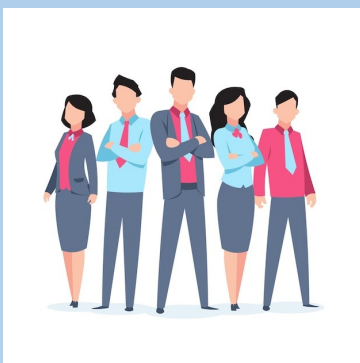
Should you believe that you, or your child may have measles it is important that you do not attend the surgery unless we have first been informed and have requested that you visit. Remember that you can also call 111 or get help from the NHS 111 service online.

Measles is completely preventable.

Vaccination is the best way to protect yourself and your children.

Should you be uncertain as to whether your child has been vaccinated against Measles please visit the **NHS App** where you can view your vaccination history.

We would ask that you check your vaccination status **before making contact with the Surgery or dialling 111**. It's very unlikely to be measles if you've had both doses of the MMR vaccine or you've had measles before



New Staff

Since our last Newsletter, we have taken on a number of new members of staff. Please join us in welcoming:

David Fry
Ashlie Horn
Mandy Ferry
Sarah Taylor
Louise Ruffell
Deborah Carrington
Sally Barrett

Deputy Practice Manager
Reception Care Navigator
Reception Care Navigator
Administrator to the Medical Secretaries
Care Coordinator
Reception Care Navigator
Reception Care Navigator



Making a Complaint

If you need to raise a formal complaint please be aware that this triggers a lengthy process that requires a number of formal steps to be followed. It uses a number of hours and resources to investigate thoroughly with all relevant staff. Your consideration of this is appreciated.

If you have any feedback or concerns, please put this in writing, either by letter or by email to our Patient Liaison Manager, Lavinia Pollard who will investigate:

frimleyicb.richmondsurgery@nhs.net

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 still 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.

Feedback

RATE US PLEASE!

We would really like to see any 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

Dr Sinclair & GP Partners

Donna Brennan,
Managing Partner



Pharmacy First

How can Pharmacy First help you?

Pharmacy First provides easy access to prompt advice and treatment including prescription medicines, where appropriate, for seven common conditions. The common conditions covered are:

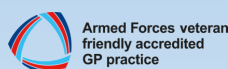
- Sinusitis
- Sore throat
- Earache
- Infected insect bites and stings
- Impetigo
- Shingles
- Uncomplicated urinary tract infections (UTI) in women

How to access Pharmacy First

It's easy, just walk into a participating Pharmacy and ask for help. You may also be referred by an NHS provider, like NHS 111, or your GP practice. Access to treatment as part of the NHS Pharmacy First service is subject to a suitability assessment with a pharmacist.



Richmond Close, Fleet, Hampshire, GU52 7US.





2:30 pm
Every Friday
Continuing in
2024

Come for a
gentle walk in
Aldershot Park
GU12 4BP

Meet at the car park in Aldershot Park

HEALTH WALKS

The walk will start at 2:30 pm
and take 30-45 minutes



- This is a gentle starter walk as an introduction to increased activity/return to fitness.
- Come along and enjoy the fresh air, good company and the opportunity to feel energised!
- Please wear suitable footwear (the walk will be suitable for poor weather).

For more details contact:
walks@rvs.org.uk / 01252 398450



**Are you a carer? Do you look after someone?
If so, then come along to our Home and Well Hubs
for our Carers Community.**

In partnership with SGN we will be holding Home and Well Hubs across the county for information, support and advice on how to save money and keep warm this winter.

Meet other carers in your area, enjoy a warm lunch and activities. You can also bring the person you care for with you.

Debt support and advice to make sure you're receiving all the benefits you're entitled to. Priority services register – are you signed up to get support if there's a power cut or gas leak? Get help with your energy bills. Have a chat with our energy experts.

ALDERSHOT

Monday 29th April 10am-3pm

West End Centre, Queens Road,

Aldershot. GU11 3JD

Call 01264 835246 or

email info@carercentre.com

Charity No 1040518 Company No 2955846

**If you care,
we care.**

**CARERS
TRUST**