Richmond Surgery
Fleet, Hampshire



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Check out our website at
www.richmondsurgeryfleet.com

From a ***very*** sunny Fleet, we bring you our June Newsletter.

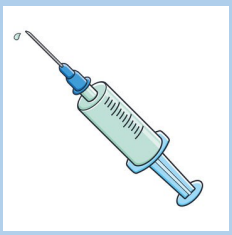
It takes awhile to compose this newsletter, when we started writing it we were wondering if we would ever get a summer this year!

Since our last Newsletter in April we have undertaken the covid spring boosters. These were heavily subscribed and we would like to thank the dedicated team behind another successful campaign.

We have begun a new campaign to ensure all students going off to university are vaccinated against meningitis.

We said last time that we were trialling a new HR system. This trial proved successful and we will be going live with it this month.

Hopefully you will find something of interest in this latest newsletter…..and fingers crossed for continued fine weather!



Meningitis

Meningitis is the inflammation of the tissues surrounding the brain and spinal cord. It is usually caused by infection and can develop suddenly. Symptoms include a blotchy rash that doesn't fade when a glass is rolled over it, fever, headache, aching muscles and joints and a stiff neck. The MenW strain can also cause vomiting and diarrhoea in teenagers and young adults. It can be fatal and requires immediate medical care.

The MenACWY vaccine is recommended for all teenagers. It is usually given to children when they are 13 or 14 years old (School year 9 or 10) but some students will have missed out. Anyone who has missed out can still get a free jab with their GP until their 25th birthday.

College and University students

Meningitis can spread very quickly in places like universities and colleges.

If you are under 25 and you've not had the vaccine before, you should ideally have it at least 2 weeks before starting college or university. If you have already started, get the vaccine as soon as possible.

We will shortly be contacting patients aged between 16 and 19 to offer the vaccine. We would ask that all those contacted reply to our message letting us know if the vaccine is required or not.

UK Health Security Agency

Meningitis now

Meningitis Research Foundation

Don't let another infectious disease spoil your time at university



Meningitis can be very serious if not treated quickly. Know the signs and symptoms of meningitis and septicaemia:

- Fever and/or vomiting
- Severe headache
- Pale or mottled skin, or rash
- Breathing fast, breathless
- Limb, joint, muscle pain, stiff neck
- Cold hands and feet, shivering
- Dislike of bright lights, seizures (fits)
- Very sleepy, difficult to wake, vacant, confused or delirious

Find out more

Know the signs and symptoms of meningitis and septicaemia
www.nhs.uk/conditions/meningitis/symptoms/

MenACWY vaccine
www.nhs.uk/conditions/vaccinations/men-acwy-vaccine/

Ask your GP or visit NHS.UK to find out about MenACWY vaccine:

nhs.uk/conditions/vaccinations/men-acwy-vaccine

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NHS England Pharmacy First

The Pharmacy First scheme was launched by the government and NHS England on 31 January 2024 to give patients quick and accessible care and ease pressure on GP services.

Patients can now get treatment for seven common conditions directly from their local pharmacy, without the need for a GP appointment or prescription. Under the scheme, pharmacists in England can carry out consultations and issue antibiotics when appropriate.

The aim is to make it easier for people to get the help they need and give GPs time and space to see patients with more complex conditions.

The 7 conditions covered under the pharmacy first scheme are:

- sore throat
- Earaches
- Sinusitis
- Impetigo
- Shingles
- infected insect bites
- uncomplicated urinary tract infections in women

You can get treatment for these conditions by walking into the pharmacy or contacting them virtually. GP receptionists, NHS 111 and providers of emergency care will also be able to direct patients to pharmacies, that offer the service, if contacted.

Please note therefore that, when you ring our practice with a minor ailment, our receptionists or care navigators may refer you to a community pharmacy.

What happens at a consultation?

The pharmacist will ask about symptoms and possibly about any previous medical issues. They may ask for consent to check the patient's health record if they can access it.

For some conditions, the pharmacist may perform an examination - for example of a patient's ear.

This allows them to recommend the best course of action for each patient, which could include a treatment bought over the counter such as a cream or ointment, a restricted set of prescription-only medicines or advice that the issue will go away on its own.

The consultation will be noted and shared with GPs to add to the patient's record.

Patients who need more specialist or follow-up care will be referred onwards.

You can also get emergency contraception and blood pressure checks at most pharmacies in England. Some offer advice on how to stop smoking, how to lose weight as well as screening and treatment for chlamydia, a common sexually-transmitted infection.

Pharmacies, in certain circumstances, can also issue emergency medication.

Our Physician Associates

The name Physician Associate seems to have been everywhere recently, from government briefings to anonymous social media accounts, the press and even parliament. Misinformation is abound, and we would like to take the opportunity to set the record straight and reintroduce our PA's.

At Richmond Surgery, our PA's are highly trained healthcare professionals with a medical education, who work closely with, and under the supervision and guidance of, our GP Partners providing medical advice and care.

You may well have had appointments with one or more of them

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 12 years progressive experience as a Physician Assistant working in the United States, Middle East and now in the United Kingdom.

"I have had dealings with the Physician Associates at Richmond Surgery and each time they have taken the time to understand and explore the issue and have then referred me caringly but also promptly to the correct hospital department."

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

Dan started working as a Physician Associate (PA) at Richmond Surgery in April 2022, having relocated from the South Coast. His career spans over 26 years; gaining skills, knowledge and experience in a broad spectrum of clinical roles within the NHS.

This year sees him celebrate his twentieth year as a Registered Nurse. He says "I have had the phenomenal opportunity to care for patients in Intensive Care, and later in my career, holding the position of Nurse Consultant in Geriatric Medicine. This involved leading on the provision of high standards of care for older people in hospital.

The Physician Associate role enables me to combine all my skills and experience to support the team at Richmond to provide safe, timely and effective care.

I have a real passion for providing care for older people, particularly supporting those (and their families) living with dementia and frailty. I am also incredibly privileged to get the opportunity to support the care of those living in local nursing homes, providing weekly visits, along with the GPs.

I also really enjoy gaining new skills and knowledge that enable me to provide better care for patients. I am currently undertaking a master's degree in clinical geriatrics. This will be my fifth time graduating from university, but unlikely the last."

"Thank you for all your help last month. I feel so much better now and appreciate your kindness"

Mrs Kelli Hancock, Physician Associate PA-C, MPAS

Kelli Hancock qualified as a physician associate in 2010. She earned a Master of Physician Assistant Studies (MPAS) from the University of Texas Medical Branch in Galveston, Texas, USA and passed the US qualifying examination for physician assistants. She practiced in a variety of specialties, including six and half years of gastroenterology/hepatology, in the United States before moving to the UK in June 2019. She practiced in a GP surgery in Scotland for two years before moving to England in 2021, where she continues to work in general practice.

Kelli maintains both her US certification, which is recognised by the UK, as well as the certification requirements in the UK. Her US certification requires 100 hours of continuing medical education every two years and resitting the national examination every ten years. She remains in good standing on the UK Managed Voluntary Register and is looking forward to the transition to registration with the GMC in the future. She is a prescriber and able to order ionising radiation in the United States, and will undergo the required course to do the same once this is available for physician associates in the UK.

Kelli is the first author of an article published in the peer-reviewed medical journal Current Gastroenterology Reports.

"Can I say that Kelli Hancock PA-C MPAS has been to me a most helpful and supportive member of your practice"

At Richmond Surgery, we are committed to meeting your healthcare needs and ensuring that you receive the highest level of care possible. Your well-being is our priority, and we look forward to serving you with compassion, expertise, and a focus on personalised care.

Our highly trained, professional, Physician Associates form a vital part of that commitment.

Surgery in Numbers

We currently have 15,128 registered patients here at Richmond Surgery.

In the first five months of the year our Reception staff handled 37,572 telephone enquiries!

Our clinical staff undertook 8284 appointments.

Sadly, during the same period, we had 340 non attendees. This equates to 68 a month, roughly 680 lost minutes a month or around a day and a half of GP time! If you cannot attend, please do let us know so we can re assign the appointment.

Thank you!



Staff



Carolyn Francis, one of our most experienced Reception Care Navigators, will be retiring this month. Carolyn has been with the practice for over 12 years and will be missed by all her friends and colleagues.

We would like to wish her all the best for a long and happy retirement!

New Starter

Please join us in welcoming our new Reception Care Navigator, Kellie Tournoff

Recruitment

We are actively recruiting for an experienced Phlebotomist/HCA and a Reception Care Navigator

Post Title: Phlebotomist/HCA
Working Hours: Part time - negotiable hrs pw
Reports to: Vicky Swait, Nurse Manager & Donna Brennan, Managing Partner

JOB SUMMARY

Joining our nursing team, you will work alongside our existing team of 5, obtaining blood samples from patients and ensuring their safe delivery to the laboratory for testing in accordance with specific practice guidelines and protocols. You will also provide clinical HCA duties in line with your experience and ongoing training.

The ideal candidate should be friendly, approachable, have a good sense of humour, be flexible and a team person with a positive and supportive outlook. You should be organised and an excellent communicator. Full training will be provided with opportunities to develop your HCA skills, if feasible and desirable.

For more information and full job specification please email Frimleyicb.richmondsurgery@nhs.net

Post Title: P/T Reception Care Navigator
Working Hours: 26.5 hours 5 days pw (may be negotiable)
Pay Scale: Dependent on experience.
Reports to: Senior Reception Care Navigators & HR Manager

JOB DESCRIPTION & DUTIES

As a member of our team, you will be trained in all areas including digital clinical systems, repeat prescriptions, and how to navigate our patients to the most appropriate clinician or service. You will be involved in a wide variety of medical admin duties. You will work closely with our external care homes and multidisciplinary teams. Your role will be varied and interesting with an opportunity to learn the medical industry. You will receive full support and training to help you reach your goals.

For more information and full job specification please email Frimleyicb.richmondsurgery@nhs.net



Over 40? You need to know your blood pressure

High blood pressure can increase your risk of having a heart attack or stroke.

Knowing what your numbers mean could save your life.

Talk to us, or for more information visit
nhs.uk/bloodpressure

Your health matters
Help us help you

Up to date blood pressure readings are a vital part of monitoring your health. Hypertension is the medical term for high blood pressure, namely a blood pressure of at least 130 mmHg systolic (upper value) or at least 80 mmHg diastolic (lower value). Untreated hypertension increases the strain on the heart and arteries, eventually causing organ damage. Hypertension increases the risk of heart failure, heart attack, kidney failure leading to dialysis, and stroke. Fortunately, treatments to lower blood pressure are usually easy to take and can help prevent health problems.

Many of you will have been contacted by us requesting up to date figures. The importance of this cannot be overstated but a number of our requests seem to be ignored. If you receive a message from us asking for up to date figures, please do not ignore it!

Did you know that we have an automatic blood pressure machine in our waiting room? Just speak to reception upon arrival for instructions.

Alternatively, our onsite wellbeing pharmacy undertakes blood pressure checks and will feed back the readings to the surgery.



We really do appreciate all feedback, good or bad, as it helps us understand what we are doing well or how we might improve. Some examples of recent feedback on the surgery:

"Hi, I'm just contacting you to say what an excellent service and care I am receiving from everyone at the Richmond Surgery not only this year but long before that. My most recent need to seek treatment was expertly dealt with as usual by my Doctor, as well as today's urgent aftercare visit organised by a lovely lady on reception and your wonderful nurse. I really appreciate the brilliant job you are all doing for me and my family, thank you"

"When I called to make my appointment I did not have to wait very long to be answered. The receptionist was very helpful and found me a suitable appointment within a very reasonable time frame. On the day of my appointment check in was easy- via the self check in screen. My appointment was on time. Nurse was very professional and friendly and made me feel at ease. I was very happy with the whole service provided. Thank you."

"Shared a concern and was seen the same day with follow blood tests and the next day scan organised. Received texts from the practitioner informing me of scan, a relevant blood test result for the scan and when results received which thankfully all clear. Additional advice given have been followed up and although one aspect still exists, concerns have been greatly minimised."

"I wanted to convey my most sincere thanks for the world class service I received recently. Having made an initial call at 3:58pm to seek help, I was called back less than an hour later at 4:51pm. I was able to visit the surgery immediately afterwards to provide a required sample, and collect a prescription. The whole process took less than 90 mins, from me making the initial call, to sample in and prescription in-hand. "





Feedback and Concerns

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.

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

Richmond Surgery
Fleet, Hampshire
Richmond Close, Fleet, Hampshire, GU52 7US.

Armed Forces veteran friendly accredited GP practice

Dementia Friendly

YELLOW FEVER ZONE VERIFIED CENTRE

Hampshire County Council

Library Service

Home Library Service

If you can't get to the library due to ill-health, disability or caring responsibilities the library can come to you through our Home Library Service.



We can arrange for you to have your library items delivered to your home on a regular basis. This service is FREE.

Find out more here:

You can also speak to a member of staff to learn more about signing up for the service, or visit **https://tinyurl.com/32ecujkx**