

Please make sure you update your contact details.



Every month on average almost 70 doctors appointments are missed! Please make sure if you don't need an appointment, you cancel it!

### CARE CO-ORDINATOR CLINIC

Hi everyone,

Just to let you know, I have a Care Co-ordinator clinic every Thursday for the priority one patients. This is for you if you want to discuss your complex care plan and any concerns you may have. The appointments are half an hour long and run from 10 - 12:30 am every Thursday for the foreseeable future.

If you know of anyone that you feel may benefit from this service, please pass the details on below.

Thank you all

Toni Ruddy (Care Co-ordinator) 01282 731731

### SMOKING CLINICS

Every Wednesday from 1:30 - 3:45 pm we hold a stop smoking clinic at the surgery. If you feel you need some advice or want to stop smoking this clinic is for you.

#### 10 Health Benefits of stopping smoking

1. Younger looking skin
2. Better sex
3. Improved fertility
4. Whiter teeth
5. Breathing will become easier
6. You may live longer
7. You will feel less stressed
8. Have a better sense of smell and taste
9. More energy
10. Smoke free homes protect your loved ones



# MOVEMBER



Knowledge is power. Prevention is everything. Early detection is key. Learn about the health issues men face and how Movember is having an impact on men's health.

<http://uk.movember.com>

### PATIENT PARTICIPATION GROUP

The first meeting of this patient forum was held at the Centre on Tuesday 30<sup>th</sup> September. The group agreed that we would offer feed-back to staff on service provision, offer ideas for improvements to be considered, to support local health care provisions and help in the promotion of health and well-being. To help us achieve our aims we need you, the patients, to pass on your thoughts to us so that we can take them forward. You can contact the chairman of the group, Jerry Stanford, on [jerrystanford@btinternet.com](mailto:jerrystanford@btinternet.com) or ring him on **01282 860050**. This is a new venture and its success depends upon your help and interest.

### CANDID

Are you here to see the doctor with bowel

symptoms or lung symptoms lasting 3 weeks or more?

Richmond Hill Practice are taking part in a research study called CANDID and, if you are over 35, your GP or Nurse Practitioner may ask if you would like to take part. If you are invited to take part, you will have the study explained to you, giving you the opportunity to ask any questions you may have. If you agree to participate you can change your mind at any time.

Local universities are participating and we also have two medical students of our own at Richmond Hill.



If you are in a queue and don't have an appointment, please be patient and stand back to give the person in front some privacy.

The practice is closed every Wednesday from 12:15 until 1:30pm for training purposes. Please call the usual number in the event of an emergency.

Please remember that prescriptions take 2 working days to process

### OPENING TIMES

Monday: 8 - 6:30 pm  
Tuesday: 8 - 8 pm  
Wednesday: 8 - 6:30 pm  
Thursday: 8 - 6:30 pm  
Friday: 8 - 6:30 pm  
**CLOSED**  
**SATURDAY & SUNDAY**

Please be aware that there is a charge for non general medical services such as private medicals, letters and passports etc. Please ask at the surgery for more details.

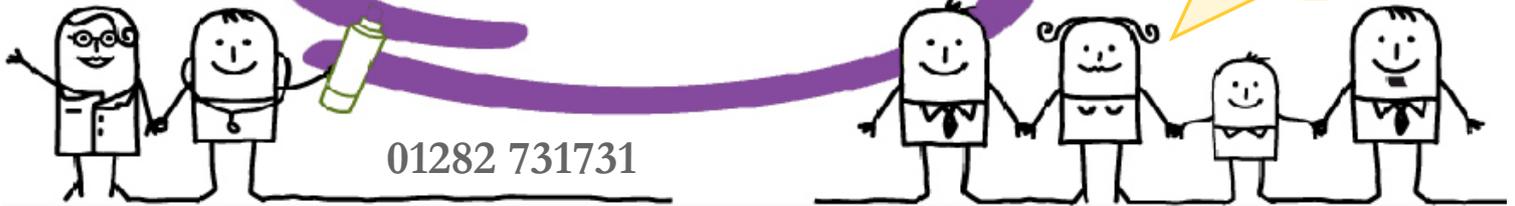
If you have been recently discharged from being in hospital our Care Navigator Joanne will be giving you a quick call to see how you are, so if you have any problems at all please do not hesitate to share them with her.

Did you know that you can sign up to a local pharmacy to collect your repeat prescription? All you need to do is contact the pharmacy of your choice and sign a form.

All hospital prescriptions must be collected from the hospital pharmacy as certain medications are not available from your GP or local pharmacy.

If you are 45 years of age or over you are entitled to a free health check. Please enquire at reception.

### For your information....



Welcome to the Richmond Hill Practice newsletter which will be available every 3 months. It will help you keep up to date on news and events which may affect you as a patient.

#### NEW APPOINTMENT SYSTEM

On the 29th September we started a new appointment system and so far it is working a treat. We hope everyone is happier with the change and that it only continues to get better. We are now opening up 6 weeks worth of appointments at a time so you can book one within the 6 weeks if the clinician you want to see is available. You can also ring at any point in the day during opening hours to make the appointment.

Our reception staff are here to help you in every way possible and sometimes we need to ask you a few questions to make sure you are signposted to the correct clinician.

Please be aware that -

- **Sick notes** - if you need a renewal, you may not always have to see a doctor. Please ask at reception and we will guide you.
- **Medication** - if you require medication or you have a query you may not always have to see a doctor. Have a chat with one of our girls on reception, they are there to help you.
- **Minor Ailments** - you can see a nurse for this and she is able to prescribe if appropriate. Most cases a doctor is not needed but if the nurse feels you should see one, she will refer you. e.g. urine infections, sore throat, rashes, upset stomach etc. If you are not sure, please ask, we can save you time having to come up to the surgery.

#### CHRISTMAS PRESCRIPTIONS

Please make sure you order your prescriptions for the Christmas holidays by the 19th December.

We would all like to wish you a Merry Christmas and a Happy New Year.



#### BOOK YOUR FLU JAB NOW!

You can either visit the surgery or telephone to make an appointment for your flu jab.

01282 731731



Please be aware that there is a checking in machine to the right of the query desk on the wall. This allows you to check yourself in for any of your appointments so you don't need to queue.

#### PATIENT ACCESS

Did you know that you can book an appointment with a doctor online at anytime of the day AND there is even an app for it on your mobile phone! All you need to do is register for online booking at our reception, login in at [www.patient.co.uk](http://www.patient.co.uk) then download the app and enter your login details.

You also have access to lots of information e.g. leaflets



#### WE ARE MACMILLAN. CANCER SUPPORT

Richmond Hill Practice have been busy fundraising and we have made a total of

£650!

We could not have done it without your help and we would like to thank everyone who donated or helped us fundraise.

We held a raffle with some fabulous prizes all donated from local businesses so we would like to thank Oddies, Wellocks, Boots, Café Nero, Kippax Biscuits, Tesco, McDonalds, TOMS, About Coffee, Baby cakes and Gavin Martindale's carpet cleaning.

Our 'adopt a bear' went down a treat and we would also like to thank all of you that donated your own bears to this worthy cause.

Please make sure that if you hand in a sample, your name and date of birth is present. We can not process your sample if we do not know who you are.



Please make sure you display your parking permit. You can park for up to 2 hrs and they are available at the main reception.

Richmond Hill Practice prides itself on delivering a high standard of professional medical care for all the family. Your physical & mental wellbeing is our priority and we aim to achieve this at all times with dignity and respect.