



from the PPG
and all the staff
at Richmond
Medical Centre



Times are changing

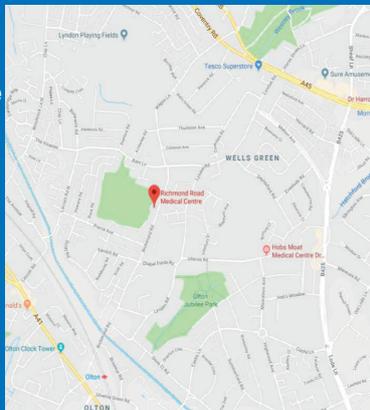
Evening and weekend pre bookable appointments available from October.

There will be GP, nurse and healthcare appointments available at Richmond Medical Centre Hub.

Richmond Medical Centre is situated on the Richmond Road and is within easy reach of all the six practices. It has parking and is on bus routes 30 and 58.

Appointments for this service will be made through your own GP surgery:

Richmond Medical Centre
St Margaret's Medical Practice
Grafton Road Surgery
Hobs Moat Medical Centre
Yew Tree Medical Centre
Meadowside Medical Centre
Tanworth Lane Surgery



Extended hours:
Monday-Friday: 6.30-8pm
Saturday and Sunday: 8-11am



Why not join our PPG Consultative Group?

We are trying to build a Consultation Group of patients who are interested in helping the practice by giving their views on health care matters, developments to the practice etc. If you are interested in being included please give your name and email address to reception or contact us direct on ppg.richmondmc@gmail.com and we will contact you. You will also receive regular information on these and other related subjects. See this newsletter online at: www.richmondmc.co.uk on the home page.

RAISING AWARENESS OF BREAST CANCER

October was breast cancer awareness month. 1 in 8 women in the UK will develop Breast Cancer in their lifetime. Early diagnosis is important and saves lives, so this breast cancer awareness month find out more about the signs and symptoms on the NHS England website <https://intouch.cmail20.com/t/d-l-nqiuik-yuutiuidik-r/>.

As more people survive cancer and breast cancer, find out about the impact that providing personalised care and support before, during and after cancer treatment, is having on the lives of those living with and beyond cancer in this video <https://www.youtube.com/watch?v=MHCQrSSNKQ&feature=youtu.be>

FACT VS. FICTION

SITTING TOO CLOSE TO THE TELEVISION WILL RUIN YOUR EYES

How true is the claim?: Not at all. Crowding the screen may annoy your family (you're in the way!), but it won't hurt your eyes.



Why it gets repeated: Parents who say this may be reacting to their own weakening eyesight—and guessing it might have been caused by their years spent huddled up next to the TV. Not so. The culprit is simply the passage of time.

After age 40, the lenses of the eyes become less flexible and less able to bring things into focus at close range, hence the nearly universal need for reading glasses in middle age. And don't worry about reading in the dark. It won't endanger your eyesight, though hours of squinting might give you a headache.

Bottom line: *There's no optimal distance for watching TV, so sit where you like.*

ARTICLES WELCOME

If there is anything you would like to see in this newsletter or you want to contribute an article please contact us on the email below: ppg.richmondmc@gmail.com we will be only too pleased to print it.



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Richmond Medical Centre
CQC overall rating

Good

2 February 2017

Cyber criminals send victims their own passwords in extortion scam

Cyber criminals are attempting to blackmail unsuspecting victims by claiming to have used the victims' password to install spying malware on the victims' computer. The criminals claim they've recorded videos of the victim watching adult material by activating their webcam when they visit these websites. What makes this scam so convincing is that the email usually includes a genuine password the victim has used for one of their online accounts. We believe criminals obtain the passwords from data breaches.

What to do if you get one of these emails?

Don't reply to the email, or be pressured into paying. The police advise that you do not pay criminals. Try flagging the email as spam/junk if you receive it multiple times. Perform a password reset as soon as possible on any accounts where you've used the password mentioned in the email. Always use a strong, separate password for important accounts, such as your email. Where available, enable two-factor authentication (2FA). Always install the latest software and app updates. Install, or enable, anti-virus software on your laptops and computers and keep it updated.

If you receive one of these emails, report it to Action Fraud's phishing reporting tool. If you have received one of these emails and paid the ransom, report it to your local police force.



NEW PRESCRIBING POLICY

What is changing?

Our practice, along with others throughout England, will be implementing a new policy on prescriptions for over-the-counter medicines when used to treat a range of minor health conditions. The national guidance on this policy has come from NHS England and the full local policy can be found on the Birmingham and Solihull CCG website.

The GPs and nurses at Richmond Medical Centre will no longer routinely be prescribing medicines that can be bought over-the-counter (OTC) for certain, mostly short term, conditions. We will also no longer be prescribing vitamin and mineral supplements for most patients.

We are asking patients to take a different approach to managing the following conditions:

- acute sore throat
- minor burns and scalds
- conjunctivitis
- mild cystitis
- coughs, colds and nasal congestion
- mild dry skin
- cradle cap
- mild irritant dermatitis
- dandruff
- mild to moderate hay fever
- diarrhoea (adults)
- dry eyes and sore tired eyes
- mouth ulcers
- earwax
- nappy rash
- excessive sweating
- infant colic
- sunburn
- infrequent cold sores of the lip
- sun protection
- infrequent constipation
- teething or mild toothache
- infrequent migraine
- threadworms
- insect bites and stings
- travel sickness
- mild acne
- warts and verrucae
- haemorrhoids (piles)
- oral thrush
- head lice
- prevention of tooth decay
- indigestion and heartburn
- ringworm or athlete's foot
- minor pain, discomfort and fever (such as aches and sprains, headache, period pain, and back pain)

Why are we doing this?

In the financial year 2017/18, the Birmingham and Solihull Clinical Commissioning Groups (CCGs), which our practice is part of, spent approximately £15.7 million on prescriptions for medicines which could otherwise be purchased over the counter from a pharmacy and/or other outlets such as petrol stations or supermarkets. The costs to the NHS for many of the items used to treat minor conditions are often higher than the prices for which they can be purchased over-the-counter.

PRACTICE NEWS

Extended Access appointments for GP and Nurse every evening and Weekends. Pre-bookable.



**Mon - Fri 6.30am - 8.00pm
Sat - Sun 8.00am - 11.00am**

**ATTENDANCES NOVEMBER 2018
92%**

**NEXT PPG MEETING DATE
Thursday 18th January 2019 at 11.30am**

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