

S U M M E R 2 0 1 8

the
Hampton Hill

Medical Centre Newsletter Edition 4

Staff changes!

Welcome back Practice Manager, Sarah Harrison, after a foot operation and period of rehabilitation. New to the team are Natalie, Rosie, Beth, Drew and Jasmin who join our clinical, reception and administration teams. Our new GP trainee, Mohammed, joins Camilla in August. We also wish Trish, Medicines Management Assistant, good luck with her forthcoming hip surgery. Moving on are Emm, IT Lead, and Sita, nurse. They had multiple roles over the years. Emm says, 'I have thoroughly enjoyed my job, patient interactions and relationships with colleagues'. We wish them all the best going forward.

70th Birthday!

Happy Birthday to the NHS.



Dr Babeeta Staples New Partner 1st July 2018

We are delighted to announce that Dr Staples joins Dr Sekhon in partnership this summer, after many years as a committed and well-respected member of the clinical team. Dr Staples will bring much energy, expertise and enthusiasm to this strategic role for the practice whilst caring for her patients with the utmost compassion. Her clinical passion in diabetes continues to grow at HHMC and the community hospital in Teddington.

Save the Date!

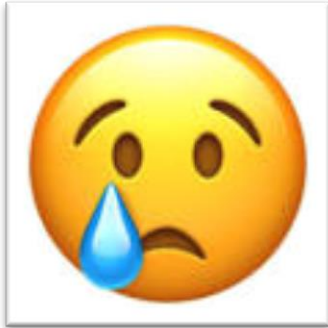
Safeguarding:
12th July, 11th Sept
Free training on
Mental Capacity
Act for CQC @
Sheen Lane SW14

NHS 1948-2018:
5th July
Twitter followers
@NHS
Richmondccg &
use #NHS70

Richmond AID:
2nd July
Social prescribing
pilot kicks off at
HHMC to support
patients in need

Round-up of News

Your health centre has seen unprecedented changes in patient services, staffing and workload. We're open at 7.30am on weekdays! Phones



Missed Appointments

Appointments with our team are valuable. For the month of May we had **110** appointments where patients did not attend and were wasted. In June it was **136**. Help us to help you by cancelling your appointment as soon as you know you cannot attend – phone reception or use your on-line access.



Staff Wellness

With the pressure on NHS staff and rising workload, HHMC introduced a 6 week pilot promoting yoga for wellbeing. Yogi Louisa Koussetari took breathing and body exercises to energize and relax staff.

Nursing Appointments

Farewell Sita who has moved on! We are currently seeking experienced practice nurses to work alongside our doctors and healthcare assistants. We have a range of locums and still offer travel vaccines, childhood vaccinations and chronic disease checks. Please call Kingston for smear tests (3-4 days) on 020 8974 9331.



Sexual Health

HHMC provides contraceptive coils, implants and injections 07:30 – 18:30 on weekdays, call 02089770043. If you need of other sexual health services including STD checks, terminations, psychosexual counselling, or simply advice, please call the centralised booking and information number open to all Richmond & Twickenham residents. CLCH Booking & Information line 8am-8pm: **0333 300 2100**





Hampton Hill Medical Centre and the NHS Recommends Bushy ParkRun

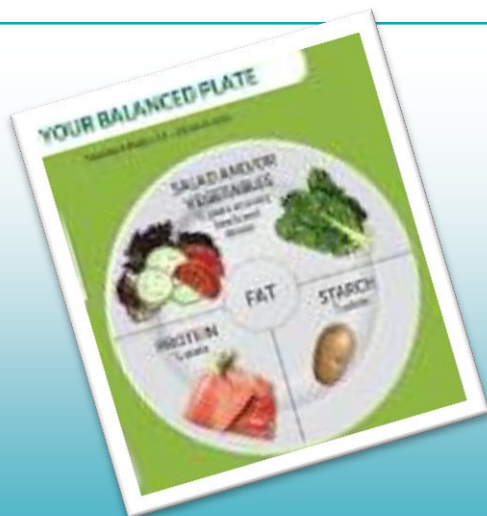
Bushy Park in Teddington hosts one of hundreds of ‘parkruns’ around the UK and held a special NHS birthday celebration event on Saturday 9 June. The initiative, known as ‘parkrun for the NHS,’ aimed to recognise the contribution of the NHS to the health of the nation and inspire people to take part in physical activity and volunteering. Looking after yourself is so important and is an easy way to prevent ill health – whether it’s cutting down on alcohol, giving up smoking, cutting down on unhealthy food or becoming more active.

Bushy parkrun is a free 5k event that takes place every Saturday morning at 9am. It is open to walkers and runners of all ages and abilities and is coordinated entirely by volunteers from the local

community. The weekly event regularly attracts between 1,200 – 1,400 participants making it the largest parkrun in the country.

Further information

- If you would like to participate in a parkrun, registration is free and can be done on the parkrun website: <http://www.parkrun.org.uk/register/>
- The Bushy parkrun website is: <http://www.parkrun.org.uk/bushy/>
- Information about other NHS70 celebrations, activities and pledges can be found on the NHS70 website <https://www.nhs70.nhs.uk/>



- 1 scientific approach
- ½ sugar load
- 1 move your body
- ½ salt intake
- 1 regaining control
- ½ weight
- ½ medication

We are advising that patients consider following Michael Mosley’s Blood Sugar Diet to better understand how to treat risk factors and organ damage that lead to heart attacks and strokes. Our healthcare assistants provide lifestyle advice appointments to tailor an approach to meet your health needs, be it fast800, 5:2 or med style low carb.

Services for You

Repeat Prescribing

We understand that patients are keen to have easy access to medication for chronic diseases and offer a 72 hour turnaround. Patients may also order repeat medication online, after completing on line registration. If you've had a medication review and are up to date with health checks, please ask your pharmacist or GP for a electronic batch of medication for 3, 6 or 12 months depending on the drug involved.



Midlife MOTs

Our healthcare assistants now offer a suite of health checks to help you live a longer healthier life with good support. These range from the free NHS Health Check for 40-74 without known diseases, the stop smoking clinics for advice and prescriptions, and weight-management or obesity support. Just book in.

Travel Vaccines

We currently have good supplies of all vaccines required for international travel and can supply advice and prescriptions specific to the countries you may be visiting. Some infections, such as hepatitis B or rabies, require up to 3 doses over 6 weeks so please book early. Consultations are free but most vaccines incur a fee.



Update Your Clinical Record

Let us meet your healthcare needs. If you need have changed your contact details, need to advise us of your current weight, smoking status, alcohol intake or average home blood pressure readings, or have a new carer, go online: <https://www.mysurgerywebsite.co.uk/secure/survey.aspx?p=H84623>

Changes to Empower You and Re-launch the Walk in Centre in Teddington

From 2nd July 2018, HHMC and Richmond AID will be offering Social Prescribing to patients who can benefit from non-medical help in a pilot to improve their health outcomes.

During this time, staff at the surgery will be able to refer people to an onsite Community Navigator from Richmond AID, who will assess their need and support people towards their goals.

Social Prescribing can help improve patients' wellbeing by prescribing social and leisure activities, volunteering opportunities or well-being activities, as well as dealing with medical needs. Social prescribing supports people in a holistic way. It enables everyone to have greater control over their own health, recognising that people's health can be affected by social, economic and environmental factors.

If you would like to know more about the service or want to make a referral you can contact us by calling 020 8831 6464 or emailing ricccg.socialprescribing@nhs.net.

Teddington Memorial Hospital

Further, the Walk-in Centre is changing to an urgent treatment centre. Opening hours will be 8am to 8pm. After 8pm all patients will need to telephone NHS 111 to find the right advice and service for them.

Bookable appointments will be available alongside walk-ins for adults and children who need urgent treatment only.

It is important that patients are aware of all healthcare options in and out of hours, namely:

Self-care

Stock your medicine cupboard and learn first aid to deal with minor cuts, grazes, bruises, sprains, coughs & cold.

Pharmacy

Feeling unwell, unsure, anxious, need help, or to buy over the counter remedies, see your pharmacist.

NHS 111

Minor illnesses, headache, stomach upsets, bites & stings.

GP Advice

Persistent symptoms, chronic pain, long-term conditions, NHS health-checks, minor operations, smoking, coils and implants, vaccines.

Urgent Treatment Centres

When it's urgent but not life-threatening call 111 to find your nearest appointment or walk-in service.

A&E or 999

True emergencies only such as choking, chest pain, blacking out, and serious blood loss.



As you will know, the NHS is turning 70 on 5 July 2018. It's the perfect opportunity to celebrate the achievements of the NHS and thank everyone who works with and for the NHS in Richmond.

As part of our celebrations, in partnership with the South West London Health and Care Partnership, we have launched '[70 stars of health and care](#)'. We are profiling 70 people – one person a day - who works in health and care in south west London, including GP practices, pharmacies and trusts, public health teams, and voluntary and charitable organisations to celebrate everyone who is crucial to improving the way we work as an integrated health and care system.

We are also highlighting the way patients and the public can give back to the NHS, which includes inviting people to [make a pledge](#) to use health services wisely or holding a [Big 7Tea party](#).

How you can get involved:

Patient participation representatives could consider holding a Big 7Tea party practice for staff and patients to come together, raise a cuppa to the NHS and raise money for a local NHS hospital charity. The NHS Big 7Tea has been launched by NHS Charities. A party pack for anybody wanting to organise a Big 7Tea party can be found on the NHS70 website at <https://nhsbig7tea.co.uk/downloads>

Attend the open day at Thames House on 5 July, 12:30pm – 14:30pm. If you would like to come along, please RSVP via email at kingstonrichmondccgs.communications@swlondon.nhs.uk by midday on Wednesday 4 July.

Thank you in advance for supporting the NHS's 70th birthday.

Over the counter medicines - patient information issued in **July 2017**

Richmond Clinical Commissioning Group (CCG) no longer supports the routine NHS prescribing of medicines which are available to buy over the counter from your local pharmacy. Your GP has been asking you to buy the following remedies from a pharmacy, supermarket or health food shop over the past 12 months:

- Hayfever and allergies
- Fungal nail infections
- Sore throat
- Coughs and colds
- Piles (haemorrhoids)
- Aches and pains
- Headache and migraine
- Toothache
- Fever in children
- Colic
- Teething

You can read about the discussions with local people and the feedback received on the CCG's website (www.richmondccg.nhs.uk) If you have a common condition that can be treated with a medication that is available to buy over the counter - you do not need to make an appointment to speak to a pharmacist.