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| Hampton Hill Medical Centre Patient Participation Group Newsletter 2020 |
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| Keeping You Well - Keeping You Safe  |
| Don’t hold back! We’re open for business. We know that during the COVID-19 emergency many of our patients have been holding back from using health services – if you have any symptoms or other concerns that are troubling you, now is the time to sort them out. If it’s then decided you need to come into the Practice to see someone, don’t worry - we have full precautions in place to make sure everyone is kept safe. Please click [here](https://vimeo.com/451450981/ce97aff6ee) to see a video that’s been produced for our Borough. |
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| **Welcome to your new-look Newsletter for the Hampton Hill Medical Centre! It has been written by the Chairs of your Patient Participation Group in conjunction with the Practice. We hope you like it! We also hope you'd like to become involved so we can hear what YOU have to say - please see the last page for details.**We are now compatible with the NHS App! – Just download onto your smart phone or use Doctorlink. Doctorlink will then let the practice know the timeframe in which you should be contacted.<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>https://www.doctorlink.com/ | **Flu Season**This year, more than ever, it’s important for you to be vaccinated if you fall into the following groups:* All patients over 65 (as previously)
* Patients with chronic diseases under the age of 65 – (invitations are being sent out now)
* Patients between 50 and 65 (new) – expected to be available from late November

***You will need an appointment for a Flu Jab:******If we have your mobile number and you are in one of the groups above you will receive a text message asking you to book in – please call us for an appointment.*** We held a flu clinic all day on Saturday 5th September and vaccinated 357 patients. In a second flu clinic aimed at both those aged 65+ & 18-64yrs with chronic diseases, we vaccinated another 103 patients. Further Saturday sessions are planned.  |
|  | EmailReceiverLink**Website:** **Contact: Email:**  <https://hamptonhillmedicalcentre.nhs.uk> 020 8977 0043 SWLCCG.reception-hhmc@nhs.net |

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| Recovering from the COVID-19 Emergency |  |  |
| During the Pandemic we have teamed up with other local practices to set up an emergency clinic for all suspected COVID Patients - these were seen at Hampton Wick Surgery so as to minimise risks of exposure. Until recently, we also had the luxury of a Paramedic assigned to local practices who undertook Home Visits to those patients who couldn't visit the surgery. Now that the number of local patients with COVID-19 has gone right down, unless you have really severe symptoms, you should start by using the 111 service where you will be advised on what to do next. Anyone with severe breathing problems should dial 999, as with any major emergency.  |
| **The Nursing Team** Our team have been busy seeing patients for Dressings, Immunisations, Blood Tests and are already back to normal for Smears, Travel Vaccinations, Diabetes Checks, ECG’s, Physical Checks for Mental Health etc. They are now restarting Family Planning Clinics (including Coil and Implant Fittings) as well as Minor Surgery.**Social Prescribers:** During the heat of the Pandemic our social prescribers were organising deliveries of medication and shopping. Their main work is checking on mental well-being and they work closely with **Richmond wellbeing service.** You canbe referred via your GP, please get in touch if this is something you feel you could benefit from. |  |  | **Pharmacist**Our in-house pharmacist reviews medication for patients with hypertension, asthma and long term lung conditions. They will be giving flu vaccinations alongside our nurses to make sure we can cope with the increased numbers this year. **Young Carers:** We want to know about young people in the practice who have a carer role so that they can be supported**.** Again, social prescribers could be supportive to them and they may benefit from support by Richmond Well-Being.  |
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| Computer |  | **New Practice IT Service** Face-to-Face Consulting is still needed for some patients and conditions, but it’s not essential for every situation. We are therefore widening our ways of consulting to include Online, Video and Telephone Consultations, and one of these – relevant to your situation - will usually be used for your initial discussion with our staff (who could be a GP, a nurse, or a therapist, depending on the problem). This allows us to get you to the right solution as quickly as possible, with a further Appointment or a Face-to-Face Consultation being arranged for you if it’s deemed to be necessary. You may be recommended to see one of the Local Support Facilities or a Hospital if that’s more appropriate to your situation.**Hampton Hill Medical Centre Patient Participation Group**HHMC is always trying to improve the service we provide so we need to hear what you think. We do this through our Patient Participation Group (PPG). We meet three times a year. Our next meeting is on - **7th November**, at **10.30am**. This will be a virtual meeting on Zoom. Let us know if you would like to join and please provide us with your e-mail. We will hear about latest developments from Dr Staples and the Richmond Wellness Service to discuss what they can do for you. Tell the PPG what you like / dislike about the service and what you think the current issues are for you. You can do this by emailing either or both of the Co-Chairs. Better still, get involved! **To contact the Chairs of our PPG, email:** **Alison Young:** **lrkary@yahoo.co.uk** **Hugh Rogers: hugh.rogers2@btopenworld.com** |