



HHMC PPG NEWSLETTER

AUTUMN/WINTER '21

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Hampton Hill Medical Centre

A MESSAGE TO OUR PATIENTS

The last 18 months have been amongst the most challenging for our country since the inception of the NHS, and the upcoming winter is likely to continue this trend. Our Practice continues to grow and thrive, despite the challenges we all face. Our staffing levels have grown and evolved, and we have appointed a new Pharmacist, Mental Health Support Worker, Health & Wellbeing Coach, and more. Our nursing team continue to offer a very high level of experience and specialist skills. In the light of recent negative coverage of GP services in certain sections of the national press, we wanted to take this opportunity to reassure you that we remain open for business, as usual. We have opened up our appointments so that more than 50% are available face-to-face. All our specialist clinics such as Diabetes, Child IMMs, and Asthma continue to operate as normal. We firmly believe in offering you choice about how you use our services, as well as giving you swift access for urgent problems when needed. Thank you for all your support and feedback. We will continue to provide high quality, accessible primary care services to our population, whatever the circumstances.

THE PPG NEEDS YOU!

We've had a Patient Participation Group for quite a while now, and everyone who is a patient is welcome to join. It requires very little commitment from you – you can just come to our quarterly meetings, hopefully contributing to our discussions about how HHMC is doing or on topics of particular interest (like improving your wellbeing) – but the practice really wants to engage with its patients and the PPG is a great way for this to happen. And if you do want to get more involved, so much the better – you can join our Working Group and you could also help out by Volunteering (maybe as a marshal for the vaccination or doing a bit of admin for the form filling). Hugh Rogers & Alison Young are our Co-Chairs of the PPG who have been a huge help to HHMC. We would love to meet you! Find out more by looking at the PPG section on the HHMC Website, or you can ask at Reception.

MORE WAYS WE CAN HELP - SERVICES AVAILABLE TO YOU AT HAMPTON HILL MEDICAL CENTRE

Arina Udom – Mental Health Support Worker:

I am a mental health practitioner working alongside GPs in Teddington and I work for Primary Care Liaison through Richmond Wellbeing Service. I aide GPs in reviewing annual health checks while liaising with various teams across Richmond. I also conduct mental health reviews for anyone in search of support for their mental wellbeing as well as signposting to various organisations, health teams and charities for other forms of support. Please do not hesitate to reach out to me, my door is always open!

Amanda Lau – Health & Wellbeing Coach:

Health Coaching is about improving the outcome of an individual, providing the tools, skills and confidence for them to take control over their happiness focusing specifically on improving their health and mindset.

Health Coaches are supportive mentors who motivate individuals to cultivate positive health choices. Health Coaches educate and support patients to achieve their health goals through lifestyle and behavior adjustments. They specialise in the fields of Nutrition, Wellness, Bio-Individuality and Mentoring.

Amelia, Emma & Kathleen – Social Prescribers:

Social prescribing is a new way of looking at someone's health and wellbeing. It does not focus on the medical issues but rather other factors that affect someone's health and wellbeing; this includes; social, environmental and economic factors such as housing, finances, caring responsibilities, social isolation and mental health. These are the sort of issues that medication alone cannot solve.

Our social prescribers work in a holistic way to explore what is important to you, help you identify issues that you would like to address and signpost and connect you to appropriate services and activities in the local community. The holistic way of working enables us to care for the person and have the time to listen and support where needed. We can work with you on a short-term basis, find out what matters to you and

COVID-19 & FLU VACCINATION PROGRAMME

Our COVID-19 Booster and Third Dose Vaccinations are well underway! We are currently working through Phase 1 and have already made a significant dent in administering to these Cohorts (1-9).

Please note, it must be 6 months since you had your second COVID-19 Vaccination, in order for you to be eligible for your COVID-19 Booster.

We would ask that you please do not contact us regarding your COVID-19 Booster/third dose. We will contact you directly via text or telephone call once you are eligible, and once the Stock & Clinics allow.

To book your COVID-19 First or Second dose, we have been advised to refer our patients to booking via the Centralized Booking System. This can be done either by calling 119, or using the NHS/Government Website (links to the appropriate website can be found on the COVID Page on the HHMC Website).

Practices are not supplying patients with COVID-19 Travel Certificates, please do not contact us regarding these. You can apply for a paper copy by calling 119, or access an electronic copy via the NHS App.

For much more info on the COVID-19 Vaccination Programme, please visit the COVID Page on our Website.

It's important that now more than ever, our patients receive their Flu Vaccinations as winter approaches! You can now book your flu jab via Patient Access - the Online Booking System. If you do not have access to a smartphone or computer, please contact the surgery to book your appointment, if we haven't contacted you already.

SHINGLES VACCINE FOR THE IMMUNOSUPRESSED

There are now 2 shingles vaccines used by the NHS in the UK:

-Zostavax, a live vaccine given as 1 dose to patients aged 70-80 years

-Shingrix, a non-live vaccine given as 2 doses, 2 months apart to patients aged 70-80 years

Most people will have the Zostavax vaccine. The Shingrix vaccine is recommended if Zostavax is not suitable for you, for example if you have a condition that affects your immune system. For more info please see the "Latest HHMC News" Tile on our Website.

whether there are any services that you could be connected to that would improve your health and wellbeing. The kinds of services they regularly signpost or refer people into include: telephone befriending, counselling, housing and debt advice. As well as, volunteering opportunities, information about different social groups/ activities within the community, employment support, advice of caring for someone and many more.

Luxmy – In-House Pharmacist:

My name is Luxmy and I'm the in-house pharmacist. My role involves undertaking clinical medication reviews with patients with single or multiple medical problems where medicine optimization is required (e.g. Respiratory, Cardiovascular and Diabetes). This involves reviewing the on-going need for each medicine and supporting patients with their medicines ensuring they get the best use of their medicines (i.e. medicines optimization). My role also involves reconciling medicines following discharge from hospitals and answering relevant medicine-related enquiries from GPs, other healthcare teams (e.g. nurses, community pharmacy) and patients with queries about their medicines.

Self-Referral Options:

We have plenty of Self-Referral options available for our patients to use at HHMC. Some of our most popular options being:

-Physiotherapy: The GetUBetter App is provided free of charge by Richmond CCG for patients registered at HHMC. It can be accessed on a smartphone or the web and guides you day-by-day through a sequence of exercises and tips to help you get better through a range of new or recurrent musculoskeletal conditions.

-Eyes, Urgent & Minor Problems: Patients can simply use the following link <https://primaryeyecare.co.uk/> and put in their Postcode to call the Opticians directly.

For many more helpful Self-Referral options like the above, please visit our Website and click the brown "Self-Referral Options" Tile on our Home Page.

Our next PPG Meeting will be held on Saturday 27th November 2021 at 11am!

Join us for all things COVID-19 related, including "Living with Long COVID".

JOB VACANCY - POSITION AVAILABLE AT HHMC

We are a well-established, friendly and high achieving Teaching Practice next to Bushy Park in South West London, looking to recruit a full time HEALTH CARE ASSISTANT.

We offer a competitive salary and would want you to be an enthusiastic, capable, Health care assistant who loves General Practice and wants to help us deliver high quality patient care to our 8,500+ patients.

Please send covering letter and CV to:
Deborah Murphy Practice Manager
Hampton Hill Medical Centre
94-102 High Street
Hampton Hill
Middlesex TW12 1NY
Or email to SWLCCG.reception-hhmc@nhs.net

NEW CPCS COMMUNITY PHARMACY APPOINTMENTS

GP CPCS is a referral process from General Practice to Community Pharmacy. The service has been piloted successfully in a number of areas across the country and NHSE are now asking for the service to be rolled out to all GP practices to reduce burden on GPs.

All Reception & Admin Staff at HHMC will be receiving training on CPCS to help support winter pressures.

Please be aware that it may be appropriate for one of our Team Members to refer you to community pharmacy, depending on your situation and needs.

Please bear with us during this training period, and watch this space!