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# HHMC PPG NEWSLETTER

SPRING/SUMMER '21

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Hampton Hill Medical Centre

## THE PPG NEEDS YOU!

We've had a Patient Participation Group for quite a while now, and everyone who's 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 days or doing a bit of admin to help with the form-filling – that's what I did). I promise you we're not a stuffy bunch and we'd love to meet you!!!! Find out more by looking at the PPG section on the HHMC website, or you can ask Reception for a form if you can't find one in the waiting room.

**AN UPDATE ON THE  
COVID-19 VACCINATION  
PROGRAMME**

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**READ ABOUT A DAY IN THE  
LIFE OF OUR GPs & TEAM  
ON OUR WEBSITE**

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**FIND OUT MORE ABOUT  
OUR SOCIAL PRESCRIBERS,  
HEALTH & WELLBEING  
COACH, PHARMACIST AND  
MENTAL HEALTH WORKER**

# AN UPDATE ON THE COVID-19 VACCINATION PROGRAMME

We are very pleased to announce that roughly 53% of all our patients at Hampton Hill Medical Centre have now received at least one vaccination, so far! With 86% of those aged 65 and over having had both Vaccinations (rising to almost 100% of those who are over 80). The programme of second vaccinations is continuing, and 53% of our patients aged 60-64 have now received their second jab.

You will be aware that a new variant of COVID-19 has been identified - but the good news is that the vaccines work well against ALL variants, including this one, so please get your vaccination as soon as you are invited to do so! While one dose provides significant protection, the data shows there is a clear advantage to having had the second dose too, because this boosts and prolongs your immunity.

It's now time for the over 30's to get their first vaccination - if you're over 30 (or are in an older age group and still haven't had your first vaccination) you can book your own COVID jab by either calling 119 or via the NHS website -

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

We've had our jabs of course, and we can assure you that it doesn't hurt, but you may find you feel a bit sore or under the weather – a very small price to pay for getting protection (for yourself AND for those to whom you could pass the virus).

For more info on all things COVID-19 related, please visit our Websites COVID-19 Page.

## MORE ABOUT HOW HHMC CAN HELP YOU SOCIAL PRESCRIBERS

Our Social Prescribers are here to support our patient's well-being and non-medical issues. Please visit our website to self-refer or ask your GP.

### HEALTH & WELLBEING COACH

Amanda our Health & Wellbeing Coach can offer one-to-one sessions to assess our patient's health & wellbeing.

### ON-SITE PHARMACIST

Luxmy our onsite Pharmacist is able to help our patients and our staff with medication queries, blood pressure & asthma reviews.

## NEW WAYS FOR ALL OF US

The pressure is still on to get the COVID-19 Vaccinations done, and we have to operate in a safe, Covid-aware, way - but all the usual services are still being delivered to our patients, as they were throughout the very worst part of the pandemic. The difference is that we are now using a range of different resources to make sure that patients are connected to the right service in the most effective way (an approach that would have been introduced anyway and is not down to the pandemic).

As we've mentioned before, you can now access a number of facilities by going online (you need to sign up for this first - please see the website or speak to Reception). Rest assured, you can still ring up the surgery if you don't have access to the internet or a smartphone. By offering this Online Service to our patients, we are freeing up the wait time on the phone lines for those who are elderly or vulnerable, and need to get through to us quickly. If calling through to us, you will be asked some questions about how urgent it is, and soon after that you may get a call from a medical practitioner to either deal with the matter on the phone, arrange for you to be seen at the practice or give you an appointment with the right person who can help (depending on the best solution to your issue). Yes this is a big change for all of us, but be assured that it is a change for the better as HHMC will be able to manage its appointments more efficiently, any urgent cases can be dealt with much sooner and YOU can get support from the right people without always having to wait for a surgery appointment to be available!

## A MESSAGE FROM HAMPTON HILL MEDICAL CENTRE TO OUR PATIENTS -

Everyone at HHMC has been working flat out to deliver the vaccines to our patients while also continuing to provide all the usual services as well. This outstanding effort has really been appreciated by most of our patients and there have been some lovely messages from so many of you, boosting staff morale during some very tough times – thank you so much! But there have been a few unpleasant incidents too, when people have argued with and shouted at frontline staff - this is totally unacceptable and will not be tolerated. Patients should NOT vent their frustrations on people who are just doing their job (and very well too). If anyone has a genuine complaint to make about a member of staff or about the availability or delivery of HHMC's services there is a formal process for raising this with the practice's management - so please use this rather than being unpleasant to our receptionists.