



HAMPTON HILL MEDICAL CENTRE
PPG NEWSLETTER

SPRING/SUMMER 2023

HAMPTON HILL MEDICAL CENTRE
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THE PPG NEEDS YOU!

All of our patients are welcome to join our Patient Participation Group. Come along to our quarterly meetings and contribute to our discussions about how HHMC is doing, or talk about topics of particular interest to you. The practice really wants to engage with its patients, and the PPG is a great way to do that.

Alison Young is Chair of our PPG – she and her team have been a huge help to HHMC, and they would love to see you at our next PPG meeting!

Find out more by looking at the PPG section on the HHMC Website, or feel free to ask at Reception.



QOF/IIF ACHIEVEMENTS

QOF stands for “Quality & Outcomes Framework”, and IIF stands for “Investment & Impact Fund”.

These are set by NHS UK, based on standardised Practices and are aimed at providing better care outcomes for patients. Some examples of these targets include Asthma Reviews, Cervical Screening, Vaccinations, and so on. These targets are set annually with some being measured monthly, and some quarterly, with a review at the end of the year (at HHMC level and also across the PCN).

We are delighted to announce that 2022-2023 saw HHMC achieve some of the best QOF & IIF targets to date!

This means despite the global pandemic and backlog of administration our team tackled over the past year, we were able to provide you, our patients, with nearly all procedures, reviews, appointments, data required, and so on, compared to the NHS national average!

We are incredibly proud of our fantastic staff for helping us achieve this, and we hope the hard work we’ve been carrying out has been noticed by you, too.

HOW ARE WE DOING AT HHMC? YOUR EXPERIENCE IS IMPORTANT TO US!

Let us know what your experience was like when you recently attended our Practice – whether good or bad, your opinion matters to us!

If you have the time, please take a moment to leave us a Review by Googling “Hampton Hill Medical Centre” and selecting the “Write a Review” option.

MORE WAYS WE CAN HELP

SERVICES AVAILABLE TO YOU AT HAMPTON HILL MEDICAL CENTRE

NHS Funded "SleepStation" Referrals:

Sleepstation is a clinically validated digital sleep service delivering cognitive behavioral therapy for insomnia (CBTi) via a digitally enabled multi-disciplinary team. Our digital care pathway and person-centered approach incorporates dedicated, proactive human support.

Referrals to this fantastic service have now been funded by the NHS!

If you're interested or would like more info, please let us know either via our Website, Telephone or Appointment.

Online Triage System: Available via our Website

If you weren't already aware, our Practice has launched a new Online Triage System called "accuRx Triage".

This allows our patients to seek medical advice more effectively, and decreases the incoming calls into the Practice, allowing our patients who aren't able to use Online Services, to get through to us much quicker.

The "Contact Us - Online Triage System" Tile on our Website will re-direct you to use this Online Triage System, or alternatively, if we are already on the telephone to you, we can send you a link for this system via a text message.

This Online Triage System will present you with instant NHS online advice, or allow you to submit either an Admin Query, or Medical Query into the Practice.

All Queries/Requests submitted to the Practice are responded to within 3 working days, either by our Admin Teams or GPs - we hope you have found this helpful so far!

Support for Mental Health: Mental Health Support Worker & Website

We have a brilliant new Mental Health Practitioner named Jane, working at our Practice and within our PCN!

She aides GPs in reviewing annual health checks, while liaising with various teams across Richmond. She can conduct 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 her.

We also have Mental Health Support Crisis Lines & Self-Referral Options via our Website.

FAQs

WHAT DOES BEING PART OF A PCN (PRIMARY CARE NETWORK) MEAN FOR HHMC AND ITS PATIENTS?

We have been part of a PCN for quite some time now, involving 4 local practices, and it has already made a great difference in the service we provide!

As previously mentioned at some of our PPG Meetings and Newsletters, Team Members such as Jane Eccleston (our Mental Health Support Worker), Amelia & Kathleen (Our Social Prescribers), Luxmy (Our in House Pharmacist), and others, are all employed at a PCN level, and have helped us tremendously in offering a variety of appointments to our patients while we have been short of our standard Nurse/GP Appointments during COVID-19.

We also have a "Hub" Booking Service available, that has opened up plenty more GP & Nurse Appointments for us to book patients into, via Telephone.

These appointments are currently available for us to book with York Medical Practice, Hampton Medical Centre, Essex House Surgery, & Teddington Memorial Hospital. Clinics running for these Clinics include GP Appointments, a Respiratory Clinic, Nursing Appointments, Paramedic Triaging, Pediatric Nursing, & Microsuction Clinics.

WHY DOES IT TAKE SO LONG FOR ME TO GET AN APPOINTMENT?

The average wait-time to book a GP Appointment at any Practice is 3-4 weeks. This is based on how many appointments we are able to provide relying on the staffing levels we have, and NHS funding.

We currently review the wait-time of our appointments weekly within our Business Meetings, and review as necessary. We are also currently releasing appointments every 2-3 weeks, which we have found has helped tremendously so far in helping reduce wait-times.

Please note, you can now book your appointments via your Online Account or NHS App! This can be done from the comfort of your own home, or when you're out and about, at any time of the day. This will also avoid you having to wait in the Phone Queue when calling into the Practice. If the appointment you wish to book is for a more urgent matter, please do still give us a call, or use NHS 111 Online, or call 111/999.

I DON'T HAVE A SMART PHONE OR COMPUTER, HOW WILL I BE CONTACTED BY THE SURGERY?

We have always been dedicated to ensuring all of our patients receive the best care we can provide, whether they are able to use technology or not. We still reach out to patients who don't have access to technology, whether that be via Landline or Letter, and we even provide Home Visits (usually by our wonderful Nurse Practitioners) for our Housebound Patients when required.