

PPG Newsletter

HAMPTON HILL
MEDICAL CENTRE

Autumn/Winter 2024



HAMPTON HILL MEDICAL CENTRE - 94-102 HIGH ST, HAMPTON HILL, MIDDX. TW12 1NY. 020 8977 0043

A Message from our Patient Participation Group (PPG) to You!

We act as a two-way sounding board for the Practice and exist to do several things to improve the patient experience of Hampton Hill Medical Centre. We liaise with the Partners as well as other key members of the Practice's team, to for example:

- Hear about and discuss practice-specific, national or local NHS changes that will affect how patients of the surgery access and receive the services that are provided.
- Review aspects of feedback that's been provided by patients, helping the Practice to understand whether some of the key points are valid (and what may lie behind them). This leads to openly discussing ideas for improving the patient experience, whilst recognising the many areas of good practice that we as patients really appreciate!

In addition,

- We also review suggestions for new initiatives, such as most recently group consultations, and give our thoughts as to how these can best be delivered and communicated.
- This year we've been heavily involved with the plan to introduce new ways for patients to get in touch with the Practice. The PPG team provided useful input before the new triage system was introduced and before its launch, we were invited to participate in a staff meeting about how it was going to work.
- Following an informative talk from the Practice Manager, we had a great 'behind the scenes' tour. When new members of the Practice's team can attend, it's an excellent way for them to find out more about the patient perspective whilst enabling us to know more about what they bring to the Practice.

We try to meet every 3 months in the early evening (occasionally at lunchtime). There is a core of regular attendees who form our informal group. Anyone who's a patient registered at the Practice can attend our quarterly meetings. By attending a regular online meeting of other PPG Chairs I am able to bring news of what is happening elsewhere in the Borough. Hopefully this gives a flavour of how we work with Hampton Hill Medical Centre on behalf of all its patients. If it's whetted your appetite to find out more, please come and join us at one of our meetings!

Alison Young – PPG Chair for Hampton Hill Medical Centre

Autumn/Winter Vaccination Campaigns 2024:

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Our Autumn/Winter 2024 Vaccination Campaigns are now in full swing! We are currently holding Flu, COVID & RSV Clinics and urge everyone eligible to get their vaccinations to maintain strong immunity – please contact our team to book in for your appointment/s if you haven't already.

Please visit the NHS or GOV.UK Websites for full details on the eligibility criteria for this Autumn/Winter, or please feel free to contact our team at the Practice if you are unsure.

Let's work together to keep our community healthy and safe this season by staying up-to-date with our vaccinations!



Hampton Hill Medical Centre

Have

Say

Your

Patient
Participation
Group

DISCOVER THE NHS APP: YOUR HEALTH AT YOUR FINGERTIPS:

The NHS App is a convenient and secure way to access a range of NHS services on your smartphone or tablet. Whether you're managing your health or accessing medical information, the NHS App is designed to make your healthcare experience more efficient and accessible.

Key Features of the NHS App –

- Order Repeat Prescriptions
- Access your Health Records
- Check Symptoms
- Register Your Organ Donation Decision

To get started with using the NHS App, simply download it from the App Store or Google Play. You'll need to set up an NHS Log-In, which requires verifying your identity – please contact our team if you have any difficulties in doing this or need support.

Once registered, you'll have access to a wealth of health information and services at your fingertips! This should allow you to take control of your health and well-being, and making it easier to manage your healthcare needs.

GROUP CONSULTATIONS

We are delighted to announce that our Practice is undergoing all training required to carry out Group Consultations!

Introducing this way of working for some clinical reviews, such as Asthma, Diabetes, Cancer Care, and so on in a group setting, will allow our patients to enjoy the following benefits –

- Clinics are scheduled well in advance
- You get to spend longer with your GP Team
- There is plenty of time to get answers to your questions and ideas to help you better manage your health condition or symptoms
- You feel supported and validated because you meet others in the same situation
- You learn more and gain confidence to manage your health issues

We are gradually rolling out these Clinics and you may be invited in due course. In the meantime, you can find out more about how these Group Clinics work via the "Appointments" section on our Website.

WE ARE NOW A REGISTERED "SAFE SURGERY" GP PRACTICE:

A Safe Surgery is a GP practice committed to removing healthcare access barriers for migrants, ensuring that lack of ID, proof of address, immigration status, or language does not prevent registration.

These practices, including ours, recognise the challenges migrants face and aim to create an inclusive environment. For more on Safe Surgeries and Doctors of the World's work, visit our website.

EMBRACE A HEALTHIER LIFESTYLE – TIPS FOR WELL-BEING:

Living a healthy lifestyle is not just about avoiding illness; it's about enhancing your overall well-being and enjoying life to the fullest. Here are some tips to help you on your journey to a healthier you:

- 1. Balanced Diet:** Aim to include a variety of foods in your diet. Incorporate plenty of fruit, vegetables, whole grains, and lean proteins. Remember, moderation is key! Dr Staples holds some brilliant "Healthy Living" Group Consultations at our Practice, please ask one of our team members if you're interested in attending.
- 2. Stay Active:** Regular physical activity is crucial. Whether it's a brisk walk, a dance class, or a gym session, find something you enjoy and make it a part of your routine. Our team recently went on a lunchtime walk with "Friends of Bushy & Home Parks" (see photo below), who offer guided walks covering talks on history, nature and more. We are looking into collaborating with them to offer our patients wellness nature walks! In the meantime, please feel free to visit their website for more info. If swimming is of more interest, you could be eligible for a free Swimming Pass by contacting "Teddington Pools & Fitness Centre".
- 3. Hydration:** Drinking enough water is essential for your body to function properly. Aim for at least 6-8 glasses a day, and more if you're active.
- 4. Sleep Well:** Quality sleep is vital for good health. Try to establish a regular sleep schedule and create a restful environment to improve your sleep quality. There is an App called "Calm" which is fantastic for meditation, sleep stories and breathing exercises. A warm bubble bath, essential oils and a good book can also relax your mind and body before sleep.
- 5. Mental Health:** Take time for yourself and engage in activities that reduce stress. Whether it's meditation, reading, or spending time with loved ones, make mental health a priority. There are Apps such as "Headspace" which are great for guided meditation, or "Happify" for positive thinking, CBT exercises, mood tracking and games. We also have a "Mental Health Support" page on our practice website, please feel free to visit this for a full list of services you can self-refer to or call, for support and advice.
- 6. NHS Health Checks:** If invited for an NHS Health Check, please ensure you book in, as early detection of potential health issues can make a significant difference. Please remember to pick up the invitations you receive from us or NHS England and always book in for your annual vaccinations, cervical screening tests, bowel screening tests, and so on.



