



## HAMPTON HILL MEDICAL CENTRE PPG NEWSLETTER

SPRING/SUMMER 2022

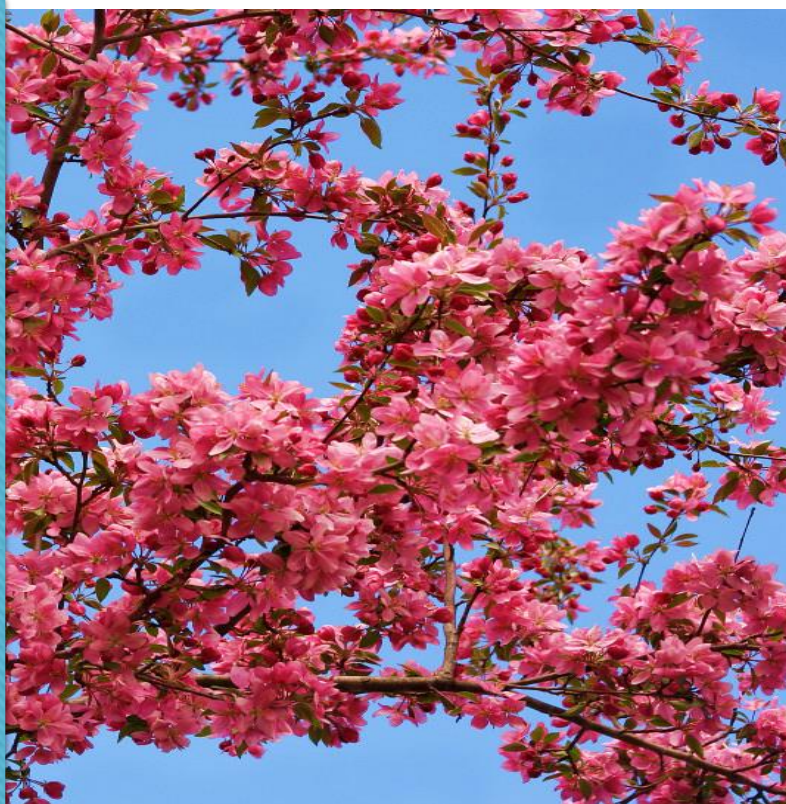
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### THE PPG NEEDS YOU!

All our patients are welcome to join our Patient Participation Group. Come along to our quarterly meetings and hopefully contributing to our discussions about how HHMC is doing and 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 would love to see you at a meeting!

Find out more by looking at the PPG section on the HHMC Website, or you can ask at Reception.



### COVID-19 SPRING BOOSTERS

We are currently holding Clinics for Spring COVID Boosters! We have been contacting patients who are eligible, so please don't contact the Surgery regarding this, as we'll be in touch with you in due course.

The Cohorts which will receive invites are as follows –

- Aged 75yrs & Over
- Residential Care Home Patients, Aged 65yrs & Over.
- Immunosuppressed Patients, Aged 12yrs & Over.

We will also be offering the following Cohorts their Primary Course (1<sup>st</sup> & 2<sup>nd</sup>), as well as Booster COVID Vaccinations –

- Aged 11-15yrs (1<sup>st</sup> & 2<sup>nd</sup> doses).
- Aged 12-15yrs, at high risk (booster doses).

#### NEW ONLINE TRIAGE SYSTEM!

We are excited to announce that we have a new Online Triage System called "accuRx Triage" which is now live, via the "Contact Us" tile on our Websites Home Page!

This should allow you to put in Administrative or Medical Queries & Requests to the Surgery, without having to queue up on the Phone System. Please let us know what you think, we'll be happy to hear your feedback.

# MORE WAYS WE CAN HELP

## SERVICES AVAILABLE TO YOU AT HAMPTON HILL MEDICAL CENTRE

### Luxmy: In-House Pharmacist

Luxmy is our in-house Pharmacist. Her 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 these, ensuring they get the best use from them (i.e. medicines optimization). Her role also involves reconciling medicines following discharge from hospital, also answering relevant medicine-related enquiries from GPs, other healthcare teams (e.g. nurses, community pharmacy) and patients who have queries about their medicines.

### Amelia, Emma & Kathleen: Social Prescribers

Social prescribing is a new way of looking at someone's health and wellbeing which does not focus on the medical issues but rather other factors that affect how someone is feeling - this includes social, environmental and economic factors such as housing, finances, caring responsibilities, social isolation and mental health. 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. This holistic way of working enables us to care for the person, and provides the time to listen and support where needed. Depending on the support that is needed, these services could include telephone befriending, counselling, housing and debt advice, or maybe volunteering opportunities, information about different social groups/ activities within the community, employment support, advice about caring for someone, and many more.

### Arina Udom: Mental Health Support Worker

Arina is a mental health practitioner working alongside GPs in Teddington and she works for Primary Care Liaison through Richmond Wellbeing Service. 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!

**Our next PPG Meeting will be  
held on Tuesday 10<sup>th</sup> May,  
18.45pm-19.45pm.**

## 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 to you, our patients!

As previously mentioned at some of our PPG Meetings and Newsletters, Team Members such as Arina Udom (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 Hampton Wick Surgery (GP & Nurse Appointments), Teddington Memorial Hospital (Paediatric Appointments) & Essex House Surgery (GP Appointments).

### WHY DOES IT TAKE SO LONG TO GET THROUGH ON THE PHONE?

We're sorry to hear that some patients have been waiting too long for the Surgery's phone to be answered. This has been due to staff shortages, caused by Covid and other sickness plus the need to recruit additional staff. Please bear with us while we do this!

We've now signed up a large percentage of our patients for Online Access to a range of services such as ordering prescriptions, booking non-urgent appointments, and checking results through their Online Account, and this will help to free up the phones for urgent calls.

We've also changed our recorded phone message to advise patients to use their online access to these services if they're able to do so, thus ensuring that our telephone lines remain free for patients with more urgent medical needs and those who cannot use the online system. We also say you they can find out more about the online system on our website. We are also ensuring that our Team Members on Phone Shifts can see the length of the Phone Queue so they can alert another Team Member when it gets too long - (though this good intention has been a bit tricky as of late, with current staff shortages!).

### 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.