

Hampton Wick Surgery News

Your practice newsletter from the Patient Participation Group



No 6: Summer 2017

Hampton Wick Surgery gets rated as good by CQC

Last year, our practice like all practices in the borough, underwent an inspection by the Care Quality Commission (CQC), the independent healthcare regulator responsible for overseeing quality in all health and care providers. The inspection report was published earlier this year and we were all pleased to see that our practice's overall rating is 'Good'.

When the CQC does an inspection (all NHS general practices have to be registered with the CQC) its team considers five questions. These are:

- Are services safe?
- Are services effective
- Are services caring
- Are services responsive to people's needs
- Are services well-led

The inspection team also considers the quality of care for six groups of patients:

- older people
- people with long term conditions
- families, children and young people
- working age people (including those recently retired and students)

- people whose circumstances may make them vulnerable
- people experiencing poor mental health (including people with dementia)

The surgery scored 'Good' for all five service questions as well as the quality of care for all six groups of patients. There are four overall ratings and 'Good' is the third highest rating. Very few practices across the country get the top rating.

The inspection team spoke with a range of the staff including doctors, a practice nurse, the practice manager and a receptionist. They also spoke with patients and carers in the surgery on the day, two members of our Patient Participation Group (PPG), as well as observing how patients were cared for. The information and evidence gathered from the inspection is then combined from other sources such as the national GP survey.

PPG Chair Bonnie Green comments "On behalf of the patients, we are really pleased that our practice has received such a good rating. It gives us great confidence in the whole team at Hampton Wick Surgery. Well done to all."

The full report is available via the practice website; just click on the Care Quality Commission tab or go to: <http://www.cqc.org.uk/location/1-552661885>



Going away somewhere exotic?

We provide a comprehensive travel vaccination service. The first step is to complete a Travel Vaccination request form which can be emailed or dropped in to the surgery. Go to the practice website for further details or ask for a form at reception. Please note you will have to pay for some of the vaccinations and preventative medicines like those for malaria.

Please request your travel vaccinations at least 6 WEEKS before travelling, preferably as soon as you have booked your travel arrangements.

**Hampton Wick Surgery,
Tudor House, 26 Upper Teddington Road, Hampton Wick, KT1 4DY
Tel: 020 8977 2638 www.hamptonwicksurgery.co.uk**

If you would like to suggest a topic for the newsletter, find out more about our Patient Participation Group or consider joining the Group please email: ppghamptonwicksurgery@gmail.com , write a note and leave with reception marked PPG, mention it to the doctor or go to our pages on the practice website.

Why can't I see the same GP every time?

When the PPG did its last patient survey, this was a comment that was made quite a few times. Here Dr Sheetal Patel explains why some patients experience this.

“We often get asked why it is difficult to see the same GP every time so I thought it may help to highlight some issues that we face that contribute to this.

1. Continuity of care, especially for people with chronic conditions such as diabetes or asthma, forms the bedrock of high quality general practice care and wherever possible we aim to provide this for those in particular need.
2. An increasing proportion of GPs are now working part-time and on top of this we are being asked to do more work outside of day to day clinical care (eg managerial).
3. Reducing funding in real terms makes it increasingly difficult trying to balance patients' needs and

expectations with offering the GP of patient's choice at a time convenient to them.

To deal with this, a few years ago we put in place a 'telephone triage system' at the surgery. This works by having a doctor available throughout the day to call patients who have contacted the surgery and feel they either need to speak or see the doctor urgently. During the call an appointment will be made if necessary. We have had very positive feedback since the introduction of this system as urgent matters get dealt with effectively. However it does take doctor time away from 'routine' appointments thus adding to the potential wait to see the GP of your choice.

The challenges we see locally are also seen nationally but at the surgery we do constantly review our access and make changes to improve the system when and where we can.”

Dr Sheetal Patel
Partner, Hampton Wick Surgery

Want to book appointments on line, re-order prescriptions or look at your health record?

Everyone who is registered with Hampton Wick Surgery can now sign up for an on-line service to:

- book or cancel appointments online with a GP or nurse
- renew or order repeat prescriptions online
- view parts of your GP health record, including information about medication, allergies, vaccinations, previous illnesses and test results

You can sign up for this via the surgery website or ask about it at reception. You'll need to complete a form and the surgery will need to confirm where you live and will ask for some form of photo ID (driving licence, freedom pass, passport etc) to confirm your identity. This is important because the surgery needs to check who you are to protect your records being seen by people who are not allowed to do so. You will then receive a letter with your unique username, a password and a link for registering. Please note that you will have to complete this registration for the on-line service within 28 days of receiving this letter.

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