



Winter/Spring 2023

Come along to our next Patient Information Event on 16th March

Are you unsure about what local NHS services are available in the borough and how and where to access them? To help our patients navigate an ever changing NHS and care landscape, the Patient Group and the practice are arranging a Patient Information Event on **Thursday, 16th March** to explain the range of services available to our practice community.

With two separate sessions; one covering services for children and one covering adult services, the event is being held at **Bullen Hall, Bennet Close, Hampton Wick, KT1 4AT.**

The timing is as follows:

12.30 – 1.30pm Services for children

2.00 - 3.00pm Services for adults

Refreshments will be available from 1.30 to 2.00pm for both groups.

The children's session will cover:

Services at the practice

To go to Paediatric A&E or not

Children's Mental Health

Health Visiting and Community Services

Vaccinations/ Immunisations

The adult session will cover:

Services at the practice

To go to A&E or not

What community pharmacy can offer

Social Prescribing – what is it?

Bullen Hall is next door to Hampton Wick Library and only a few minutes walk from nearby Hampton Wick Station and local bus stops (281 and 285) in the High Street.

There is a limited number of pay and display car park spaces in Bennet Close.

Says Hampton Wick Surgery partner, Dr Kate Moore, who will be taking part in the event, "we know that it can be challenging for our community to navigate and access health care services. Whilst these changes are aimed at improving services it can sometime lead to confusion. We hope that our information event will be helpful in explaining some of these developments, not only in general practice but in the wider healthcare community."

Bonnie Green from the surgery's Patient Group says, "We have decided to use Bullen Hall as it will provide much better facilities than the surgery for this sort of event. It should make it a better experience for those of you attending. We look forward to seeing you there."

You can register for the event either at reception or by emailing: ppghamptonwicksurgery@gmail.com

Please state whether you wish to attend the children's or the adult session.

Look out for more information in the surgery and on the website.

Our Practice Pharmacists

Hampton Wick Surgery now has a dedicated pharmacy team. Dr Kate Moore explains about this new development.

Prescribing, monitoring of medications and repeat prescriptions make up a large amount of work in the practice and our pharmacy team are experts in these areas.

These are our team members and between them they have years of

Hampton Wick Surgery

Tudor House, 26 Upper Teddington Road, Hampton Wick, KT1 4DY

Tel: 020 8977 2638 www.hamptonwicksurgery.co.uk

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

experience of working in community pharmacies:

Anil Rokad: Pharmacist and Independent Prescriber

Amy Narne: Pharmacist

Ganesh Paija: Pharmacy Technician

Their role is dealing with all prescription requests, prescription queries, medication reviews, medication monitoring and safe prescribing.

You may be contacted by one of the team to ask you to attend for a blood test, attend for a medication review or with a query about your prescription request. This is required as many medicines need monitoring so they can be safely prescribed. Please do act on their request.

There are several ways that your medication can be prescribed:

Acute Prescription: this is usually a one off given for a particular problem following a recent diagnosis; when you are trying out a new medicine; or when we do not want you to take it regularly.

Repeat Prescription: this is a regular medicine and the GP or practice pharmacist will authorise a number of repeats. At the end of the course of repeats you may need a medication review. These medicines must be requested every 28 or 56 days by yourself – either on-line or via reception. You may have nominated a particular pharmacy to dispense the prescription. You can do this via our website.

Repeat Dispensing: this is a regular or long term medication, where the patient has a stable condition e.g. high blood pressure or thyroid problem. The practice will send 6 or 12 prescriptions to your nominated pharmacy in one go, so all the

patient needs to do is go to their pharmacy to collect every 28 or 56 days.

“We hope that this expansion of pharmacist support will improve our patients’ experience regarding their prescribed medicines” says Dr Moore.

CQC Feedback

We were re-inspected last November by the Care Quality Commission and are pleased to report that we have been removed from special measures and our rating for Caring remains Good.

Although the other four areas have been rated ‘Needs Improvement’, our inspector felt that the whole practice team had worked extremely hard to work on areas previously highlighted in March. This is clearly evidenced in the body of the report which shows the vast majority of areas identified were rated positively.

<https://api.cqc.org.uk/public/v1/reports/5a272d72-f531-42be-b619-d02319276a7e?20230123160037>

We always strive to deliver excellent care to patients despite unprecedented demand, not just in our community, but across the whole of the NHS.

For example, 69% of all our appointments each month are delivered face to face and we are receiving very positive comments from patients completing the Friends and Family Test survey which they now receive following an appointment.

We continue to work with the PPG and patients to gain feedback and act on this to drive improvement.

Dr O’Flynn, Dr Moore and Dr Patel

Bonnie Green, Patient Participation Group Chair added, “we know how hard everyone at the practice has worked to achieve the tasks they were set by CQC so it’s disappointing to see the ratings. We have every confidence in the quality of the leadership and the patient care that our practice delivers.”