

Hampton Wick Surgery News

Your practice newsletter from the Patient Participation Group



No 17: Spring 2026

Care Quality Commission (CQC) Inspection

Hampton Wick Surgery was recently re-inspected by the Care Quality Commission. This took place between September-October 2025 with the report being published in December 2025.

The practice received a GOOD rating in all 5 domains (Safe, Effective, Caring, Responsive, Well-led)

The assessment is a fairly arduous process where a team of inspectors reviews lots of different data, statistics, policies and procedures and conduct staff interviews. The GPs are interviewed extensively about how the practice is run and how clinical care is provided.

The link below takes you to the final report overview if you would like to read further <https://www.cqc.org.uk/location/1-552661885/reports/AP15517/overall>

We are very pleased with the outcome of this inspection and Dr O'Flynn, Dr Moore and Dr Patel recognise and would like to thank all the surgery staff and the management team for their hard work and dedication.

The PPG adds its congratulations too on what is a very successful and welcome outcome.

Our next Patient Information Event

Living with Dementia is the theme for our next patient information event. We aim to have a range of information and organisations/charities available covering early signs and diagnosis of dementia, living with dementia and supporting carers of those with dementia. The event will be held over lunchtime at Bullen Hall in Hampton Wick.

So, if you are affected by dementia or this is a subject of concern to you, please put the date in your diary - more information and how to apply to attend will be available at the surgery and on the website nearer the date.

The date for your diaries is Tuesday, 13th October. The event will be held at Bullen Hall in Bennet Close, Hampton Wick, KT1 4AT. Bullen Hall is next door to Hampton Wick Library, only a few minutes' walk from Hampton Wick Station and local bus stops (281 and 285) in the High Street. There's a limited number of pay and display car parking spaces in Bennet Close. Presentations will start at 12.30pm and the event will finish at 2.00.

Dr Kate Moore says:

We look forward to seeing as many of you as possible at our next information event.

Attending Appointments

All doctors and nursing staff are committed to your health and wellbeing. However, it is very difficult to advise you properly if you come along to the surgery with a list of medical issues. Please book separate appointments if you have more than two items to discuss with the Doctor/Nurse, one issue preferably. This will enable much more focus on the matter that is of most importance to you.

Remember

If you urgently need to speak to a doctor when the practice is closed, call the practice telephone number: 020 8977 2638 and you will be put through to our Out of Hours service. Alternatively, call 111 or 999.

Prescription Guidance

At HWS, we have a full time pharmacy technician Ganesh Pajja and a part time prescribing pharmacist Anil Rokad.

They manage the vast majority of prescription requests and medicines monitoring

Requesting prescriptions (4 different ways)

1. NHS app
2. Online request (Dashboard)
3. Pharmacy
4. In person at reception (we need request in writing)

PLEASE ALLOW 4 WORKING DAYS for us to process your request

Once the request is with us, our pharmacy technician will review the request.

If you need up to date bloods for monitoring you will be sent a text with the request and a booking link.

Please do not ignore this as we may then reduce the quantity of your medication to encourage you to attend or only issue small amounts on paper prescriptions so you will have to come in collect the prescription.

This is to ensure we are prescribing your medication safely, as many drugs specify regular monitoring or blood tests.

Your local community pharmacy can help with many minor ailments and can give prescription medication for certain conditions via the Pharmacy First Scheme.

We issue prescriptions as:

ACUTE (one off) eg antibiotics.

REPEAT (you are using regularly but amount may vary eg painkillers, creams).

REPEAT DISPENSING (this is for medications that you need the same amount every month and likely need to be on permanently) We send 3 x 56 days or 6 x 28 days of prescriptions to the pharmacy in one go and you then just collect when you run out. We would usually need to do a medication review at the end of 6 months.

If you ask for a medication you haven't had for some time, you may need to speak to a doctor.

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Your practice newsletter from the Patient Participation Group



Our Patient Participation Group welcomes your comments.

The PPG represents all age groups within the Practice's population. Suzanne Wilde, the chair of Hampton Wick Surgery PPG, says "Being part of a PPG is an interesting and rewarding experience and I would definitely recommend it. We welcome support and comments from everyone connected with the Practice. This helps us to continue and expand our work to improve our patients' experience. You can find out more about us in the PPG section of the Practice website. If you are interested on commenting on any aspect of the Practice, or joining us, please let reception know and they will pass your details on to me. Or, on the PPG website pages, there's a form to complete if interested. Alternatively, you can email me on ppghamptonwicksurgery@gmail.com

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