

Hampton Wick Surgery News

Your practice newsletter from the Patient Participation Group



No 7: Spring 2018

Our Patient Group needs you - NOW

Says Bonnie Green, Chairman of HWS's Patient Participation Group (PPG). "We have a small faithful group of committed PPG members but we need more patients to support the work of group. We also want to make sure that the membership of the Patient Group better represents the range of the people who use the practice; that means young people, mums or dads of young families and better ethnic representation.

You can get involved in two ways;

- being a member of the PPG committee
- belonging to an on-line group. You'd be kept in touch with PPG work and developments; perhaps be asked your views or to comment on documents, surveys; help the PPG with projects or activities at the surgery.

There's information on the website or I'm happy to talk to anyone who may be interested to find out more."

The PPG meets quarterly at the practice - why not just come along to a meeting and see how it works? We next meet on 6th June at 6.00 to 7.45pm. You'll be very welcome. Enquire at reception or mention it to your doctor or nurse if you are interested.

Register to receive your newsletter

We hope you find the newsletter interesting and useful. **You can now sign up via the practice website home page to receive your own copy.** www.hamptonwicksurgery.co.uk

Extended access appointments at the Richmond GP Hub

For some time now, there have been additional GP appointments available at Richmond Hub practices and many of you have benefited from these. These Hub GP appointments are currently available to any patient in the Richmond locality. On our side of the borough they are available at Teddington Memorial Hospital.

Morning, evening and weekend appointments can be available and are intended to offer wider and seven day access to general practice. If Hub appointments are available (we are only allocated a certain number daily), you will be offered one if the timing is more suitable than what could be offered at the time by the practice. For more information, ask at reception.

Don't forget that you can book appointments at the surgery on line via the website.

Training at Hampton Wick Surgery

Teaching medical students and training doctors is essential to ensure we have high quality doctors in the future. Dr Sheetal Patel, one of the practice partners describes here how HWS is involved in training.

"We are proud to be a practice that has been heavily involved in the important area of training over a number of years and that will continue to do so in the future.

When you visit the practice you may be asked if you would mind being seen by a medical

Did you know?

More than 300,000 GP appointments are missed every week due to patients not turning up, at a cost to the NHS of around £300m every year

At Hampton Wick Surgery for the month of October 3,868 GP and Nurse appointments were booked and of those, 215 were missed due to the patient not turning up or cancelling. Using the government's calculations that cost the NHS £9,675 - just in this one month alone.

So please, if you've made an appointment that you no longer need or can't attend, please call the surgery to cancel it.

Remember

If you urgently need to call 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

Training at Hampton Wick Surgery cont

student before seeing the doctor you have an appointment with or sometimes you will be asked if you mind having the medical student observe your consultation.

Being involved in this way is an important element of their training but it is absolutely the patient's prerogative not to agree to either of these requests.

We also train doctors who want to become GPs - these are fully qualified doctors with experience of working in hospitals that are being trained further to specialise in general practice. Such doctors will see patients alone but they will be under my supervision."

GP and community services for people with diabetes

Local diabetes experts - including GPs, specialist nurses and patients - have worked together to develop a new "patient pathway" for diabetes patients throughout the borough.

Wherever possible patients with diabetes are treated by their own GP with support from a Diabetes Specialist Nurse allocated to the practice. However the diabetes team, based at Teddington Memorial Hospital, can provide specialist care for cases that are too complex to be dealt with by a patient's GP practice, but not complex enough to warrant hospital admission.

The team and patient work together to agree a care-management plan which the patient's GP practice can implement between visits to the specialist clinic. This approach means that patients with diabetes are receiving specialised care for their condition at the most appropriate level and do not have to make unnecessary trips to acute hospitals.

For further support, Hounslow and Richmond Community Healthcare Trust's diabetes service has recently launched a new smart phone app to help Richmond patients manage their condition more effectively.

More information can be found at: www.hrch.nhs.uk/our-services/services-directory/services-in-richmond/diabetes-richmond/

Diabetes psychological support for patients

People with long term health conditions, including diabetes, commonly experience mental health problems such as depression and anxiety - which can affect both their quality of their life and how they manage their condition.

Alongside the improved diabetes service, Richmond Wellbeing Service offers a psychological support service tailored for people with diabetes in the borough.

If you are a diabetes patient and feel you would benefit from a referral to this psychological support service – please speak to your GP in the first instance.

Diabetes Information Event - we are planning to hold an information event for patients with, or at risk of, diabetes later in the year. More details will be in the next newsletter.

Does the practice have your current mobile number?

HWS is increasingly using text messages for appointment reminders and other practice requests or information. Please make sure the surgery has your up to date contact details. You can do this via the home page of the website or reception.