

Hampton Wick Surgery News

Your practice newsletter from the Patient Participation Group



No 13: Spring 2022

Covid vaccinations:

Spring boosters are now starting for over 75s. You will be contacted by the practice. For other vaccination information go to: [Walk-in and pop up vaccination clinics - South West London CCG \(swlondonccg.nhs.uk\)](https://www.nhs.uk/healthcare/healthcare-locations/walk-in-and-pop-up-vaccination-clinics-south-west-london-ccg)

New telephone arrangements for making an appointment

Like many local practices, Hampton Wick Surgery is very busy trying to get back to business as usual following the height of the Covid epidemic and also carrying out its role in the vaccination programme.

We are still be running our telephone triage appointment system but we are very conscious that many patients have had to wait a long time when telephoning to make an urgent appointment to talk to a doctor. To help with this, there is now a new system which it's hoped will improve this which is described by Dr Kieran O'Flynn when you telephone the practice. Here's what he says:

- If it's a life threatening issue please call **999**.
- For Covid infection or vaccination related queries please call **119** or go to: www.nhs.uk
- To request an urgent telephone triage call on the day from the Duty Doctor please call the practice between **08.00 – 10.30** or **1.30 – 4.30**. More staff are available to answer the telephone over these periods. A face to face appointment with a doctor or nurse will be arranged if the Duty Doctor considers it necessary or you will receive advice.
- For test result queries: please telephone after 11.00.

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Patient Information Event on mental health wellbeing held at practice

Whilst the worst of the Covid pandemic seems to be over, the lockdowns have gone away and there is less serious illness, the practice has noticed that over this period there seemed to have been an increase in patients reporting or raising issues around their own or their family member's mental and health being. To address this, a patient information event was held at the practice on 28th April.

"Anxiety and depression can happen to anyone", said Dr Kieran O'Flynn, who opened the event. "I know because it happened to me 3 years ago but mental health issues can be treated and managed successfully. The hardest part of getting better is asking for help in the first place. Once you do, you can be well on the road to recovery."



Dr O'Flynn opening the information event

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

Practice Information cont...

- For other enquiries or making routine appointments such as blood pressure checks, please telephone or call in at the practice at any time during practice opening hours
- For repeat prescriptions, it's not possible to order repeat prescriptions over the telephone - this is dangerous. Please use the website, visit the surgery or your designated pharmacy can do this for you.
- It is also possible to request sick notes or make non-urgent enquiries via the practice website: there is a message link on the home page.

If you need urgent mental health care:

ring the 24/7 crisis line at South West London St George's Hospital on 0800 028 8000 or visit <https://www.swlstg.nhs.uk/patients-carers/crisis-support/mental-health-support-line>

Hampton Wick Surgery Bushy Park 5k walkers – has restarted

We have restarted the monthly HWS group of Bushy Park 5k Saturday walkers.

It's a good way to get some exercise and enjoy a gentle walk with friendly company. If you don't think you can manage 5k there's a halfway point where you can leave. We meet at the mobile café by the Diana Fountain car park at **08.45 for the 09.00 start**. Contact reception if you want to join us or email: ppghamptonwicksurgery@gmail.com (please put 5k Walk in subject box).

Future dates are: 11th June: 2nd July: 6th August: 3rd September and 1st October.

Come and join us.

Patient Information Event cont...

Other speakers included:

- Dr Brinda Paramoethyan: the Richmond lead doctor for children's mental health
- Arina Udom: the practice's mental health link worker
- Amelia Maguire/Emma Wiggins: Richmond Social Prescribing Service
- Dr Chris Manning: who set up Sheddington based at St Mark's Church, Teddington
- Marta Drzewiczewsk: Richmond Mind

Speakers gave a short background to their particular role in supporting patients and family members including children and young people, as well as how to access local mental health and wellbeing services. There were many questions and a range of information was available from local charities, support organisations and initiatives.

A good example being the Teddington Community Café held every Monday from 1.30 – 4.30pm at St Peter and St Pauls Church in Church Road, Teddington. It's a place where people, particularly if they are feeling isolated or anxious, can find sanctuary, enjoy a friendly chat and find out about local community activities and services. For more information: <https://www.teddingtonparish.org/events/community-cafe-open-monday-afternoons/>

The response to the event was so good that at the last minute it was decided to hold it outside in the garden. "Whilst it was good to be outside" says Dr O'Flynn, "it did unfortunately mean that there were sound issues which resulted in difficulty for some in hearing the presentations, for which we apologise.

We want to hold similar events and would be keen to know what subjects or themes would be of interest to you. Please let us know."

Please note that NHS regulations still require face masks to be worn in any NHS facility, so please wear a face mask when visiting Hampton Wick Surgery

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