

HAMPTON MEDICAL CENTRE

NEWSLETTER March 2023



Welcome

Our aim is to produce a newsletter quarterly to inform patients about any new services now being offered at the surgery and to update you on changes in personnel. This newsletter is being emailed to patients, will be on the website and a paper copy available to be taken away. Please also go to our website for links to services and for further information. Our website address is

<https://hamptonmedicalcentre.nhs.uk>

New patients are always welcome please ask them to ring the surgery on 020 8979 5150

A Message from the Partners at the Practice

Welcome to our first edition of the Hampton Medical Centre newsletter.

Along with other surgeries in the area, we have introduced a new online triage system called Accurx. With this development, we can free up our telephone lines and ensure our patients secure an appointment based on clinical need.

The new system aims to ensure patients receive continuity of care and makes better use of our wider team, including our clinical pharmacist, mental health nurse and First Contact Physiotherapist.

You can access the request form on our practice website and our Facebook page:

<https://florey accurx.com/p/H84040>

We appreciate this represents a change in how you book appointments. If you need any help completing the online form, please contact reception and we will be more than happy to help you.

We are now a Hub Centre

Hampton Medical Centre is a hub centre for the local community. The service is designed to offer additional booked primary care appointments to all patients registered with a Richmond GP.

The patient's appointment at the HUB is made by their home practice. The doctor working at the hub is able to use the patient's medical record using our ground breaking interoperability solution.

Appointments are Monday to Friday 6.30pm till 8pm and on Saturday's from 9am to 5pm

The hub offers additional services such as ear microsuction and a smear clinic. Other clinics may be arranged as demand increases. Your GP surgery will advise you of this.

There are now several 'Apps' to help you access NHS services which can be confusing. See over the page for some guidance to



Getubetter app

Apps Explained



You can use this app to order repeat prescriptions and to add and monitor your blood pressure readings

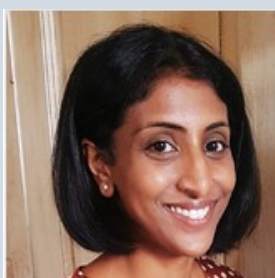


You can use this app view your health record securely, view your NHS number and to check latest covid health information and advice, covid pass if applicable



getUBetter app is provided free of charge by Richmond CCG (community care group) for patients registered at Hampton Medical Centre and gives you guidance on common musculoskeletal injuries and conditions such as back, back and leg, neck, knee or shoulder pain.

Meet the new GP's



Dr Shiv Sriranjani I joined Hampton Medical Centre in March 2022 and have thoroughly enjoyed getting to know the team and my patients.

I trained at King's College London and spent my medical elective in Kampala, Uganda undertaking rotations in Obstetrics and Internal Medicine. I have an interest in Women's Health and fit implants and coils.



Dr Harjit Dhillon I went to Imperial College Medical School from where I graduated in 2016. During my time there I also got a BSC in respiratory medicine. I decided to do my training in the Midlands to get a change of area and completed my GP training in 2021. My keen areas of interest are Respiratory medicine and Orthopedics. Football and gym are my main hobbies but enjoy a variety of activities.

Meet our Mental Health Worker and our Physiotherapist

Grace Lai—Mental Health Support Worker

I provide support and advice for mental health needs in a holistic person centred way. As part of the primary care team, I work very closely with your GPs and other relevant local services in the borough, to ensure you access the right support at the right time. I provide education, signposting and information on common mental health difficulties such as low mood, anxiety, stress, and worry. I also carry out annual health checks for patients who struggle with more enduring mental health problems, together with other health professionals in your surgery. Please feel free to call the surgery to speak with one of our staff or to book an appointment with me. For urgent mental health support in a crisis, you may also call the 24/7 Mental Health Crisis Line on 0800 028 8000.

Jake Webster—FCP (First contact Physiotherapist) Physiotherapist

I am a senior musculoskeletal specialist with enhanced diagnosis and treatment skills. I am responsible for assessing patients with soft tissue, muscle and joint pain and determining the most appropriate approach to manage. The benefits of an appointment with me is: 1) Longer appointment times, 2) prevention of short-term problems becoming long term conditions, 3) opportunity to receive guidance on lifestyle and physical activity 4) quick access to advice and a referral to specialist services should this be needed.