

Hampton Surgery Summer 2015



The surgery is pleased to announce that they were the winners of the 'Solihull Together for better lives' Primary Care Service Provider for 2015. The surgery picked up the award at a ceremony held in March 2015. The Judges said:

"On a visit to the local lunch club to give flu vaccinations, staff at Hampton Surgery was surprised to see how differently their patients were coping (or not coping) outside of the surgery setting. This experience led them to look more closely at the needs of their older patients and think about how they could promote health and wellbeing to a vulnerable group of people. The result is a new wellbeing support worker service which offers signposting and practical help on a range of issues including finance and social isolation.

Although it's a small practice, Hampton Surgery is a teaching practice for medical and nursing students and a training practice for foundation year two doctors and GPs in training (GP Registrars).

Judges praised the attitude of staff at the surgery that has looked at what they could do to improve the quality of people's lives. They are engaged with their community and have worked in collaboration with their local village charity and pharmacy to provide a service which is having a really positive impact."

We were also pleased to be there to support the Fentham Trust Lunch Club who were awarded the Outstanding Customer Service Award. Judges praised the work of the volunteers who provide delicious food and companionship, as well as transport for people who could not otherwise get to the club. The club offers a varied programme, a sense of community and belonging. It is a lifeline to the people who attend and sometimes it is the only outing those residents have each fortnight.



Kirsty has been awarded an Evening Mail Pride of Nursing Award. She was nominated for her work both here in Hampton and for her work with practice nursing across Solihull. The awards were presented in a ceremony at the Rep Theatre in Birmingham. We are very pleased that the innovative work the Kirsty & the team does here in Hampton is being recognised as an outstanding example of primary care.

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COME ALONG AND JOIN US AT A
Dementia Awareness Evening
Tuesday 9th June 2015 – 7.30pm
Fentham Hall

The surgery invite you to join them in a Dementia Awareness evening where speakers topics will include recognising the symptoms of dementia, the medical perspective of dementia, a personal journey of caring for a relative or friend with dementia and signing posting you to services that can help support you.

Speakers: Dr Ryan Prince (GP), Eve Hickman (George Fentham Community Support Worker), Rev Ann Hinks, James Brocklebank (Alzheimer's Society)

The Surgery has been successful in the first stage in its bid to secure funding as part of the Government's recently announced Primary Care Infrastructure Fund. This hopefully means along with the support of the Fentham Trust the practice can move forward in its desire to extend the surgery. This will allow the practice to:

- Improve the capacity of the waiting area for patients which is presently 8-10 seats and was built for the practice when its practice population was less than half what it is now
- Provide a dedicated room for the work of Fentham Trust Community Support Worker
- Relocate the disabled toilet for easier access from the waiting room
- Provide a new reception desk & area to improve confidentiality of patients who are presently overlooked & heard when conversing with reception staff
- Introduce lobbied electrically operated double doors to aid disabled access including mobility scooters

For more information please see the display board located in the waiting room at the surgery.

Named GP - *From the 1st April 2015 practices are required under their contract to allocate a named GP to ALL patients including children. All patients at the surgery have been allocated a named GP who is responsible for generally over seeing your medical care but for your day to day consultations or if your named GP is not available you can continue to see any Doctor within the practice. Your named GP can be found on the left hand side of your prescription.*

As a patient you do not have to take any further action, but if you have any queries regarding this please do not hesitate to contact the practice manager to discuss.

CQC Practice Inspection

On the 29th April the practice received its CQC report following its inspection on the 11th November 2014. The surgery was rated 'good' in all aspects of the inspection areas.

We would like to thank all the practice staff for their hard work during the visit and the patients that completed the CQC comment cards, those patients that spoke with them on the day and the PPG for their help & support. The report will shortly be published and you will be able to read it by going to the practice website. www.hamptonsurgery.co.uk

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