

## HEATHBRIDGE PRACTICE PATIENT GROUP MEETING AGENDA

DATE: WEDNESDAY 1<sup>st</sup> of February 18:30 – 19:30

Meeting type: virtual meeting via Microsoft teams

Chairman: Mrs JJ and Mr PL

Secretary: Mr AM

PPG MEMBERS: TBC

PPG Coordinator: KP

	From our last PPG Meeting WEDNESDAY 31/08/2022	ACTION
1.	Medical issue details box limited to 300 characters.	<p>Practice's response:</p> <p>IT Manager mentioned that unfortunately, as this is a third party application, this is beyond our control. We will feed this back to the organisation and check whether there is scope for increasing character limits.</p> <p><b>Action: To chase up..</b></p>
2.	Not able to access main content from our website because of the pop-up messages.	<p>Practice's response:</p> <p>The pop-up messages are seasonal or intended only to support current health campaigns such as flu and polio. If there are important messages such as phone lines down, this is when we will use the pop-up boxes.</p> <p>They won't appear on other occasions.</p>

3.	<p>Presenter: Mr. PL</p> <p>New service Tympa Health, please see Appendix 1.</p> <p><b>People in Merton and Wandsworth who are suffering from blocked ears or gradual hearing loss can now get NHS help at local pharmacies.</b></p> <p><b><a href="https://www.healthwatchwandsworth.co.uk/advice-and-information/2022-12-20/new-hearing-health-service-local-pharmacies">https://www.healthwatchwandsworth.co.uk/advice-and-information/2022-12-20/new-hearing-health-service-local-pharmacies</a></b></p>	The information is now available in our waiting room.
	Agenda for today's meeting	
	From our chairman	
1	What would members like the PPG to achieve?	
2	Are members happy with meeting online or would they prefer 'in-person' or a combination?	
3	<p>Any thoughts on how to get more people involved in the PPG?</p> <p>Current recruiting methods:</p> <ol style="list-style-type: none"> <li>1. Heathbridge surgery website</li> <li>2. Accurx text message</li> <li>3. New patient registration</li> <li>4. Telephone</li> <li>5. Referral via clinicians</li> </ol>	

	6. Referral via PPG Members	
	<b>From Heathbridge Practice</b>	
1	Cost of living support from Wandsworth council, please see Appendix 2.	
2	DIGIPALS – Digipals is a service which offers friendly digital support to older people in Wandsworth in order to address digital exclusion and increase financial literacy and wellbeing.  Please see Appendix 3.	
3	Patient participation Group information (Appendix 4) in our waiting room.  <ul style="list-style-type: none"> <li>- Welcome messages from our Chairmans</li> <li>- Membership &amp; Terms of Reference</li> <li>- Rules od Membership</li> <li>- PPG member confidentiality Agreement</li> </ul>	
4	Patients now have another option to contact our GP via online message system called Accurx.  <ol style="list-style-type: none"> <li>1. Patients don't have to wait in the phone queue to talk to our reception team.</li> <li>2. Quicker response from our clinicians</li> </ol> <p><a href="https://www.heathbridgepractice.co.uk/">https://www.heathbridgepractice.co.uk/</a></p> <p>What is Accurx ?</p>	

	<p><a href="https://www accurx.com/patient">https://www accurx.com/patient</a></p> <p>Please see Appendix 5</p>	
5	<p>Pharmacy Minor ailment referral from our care navigators.</p> <ul style="list-style-type: none"> <li>- Message us online via our website.</li> <li>- Our care navigator will refer you to your local pharmacist to contact you.</li> </ul> <p>How your pharmacy can help ?</p> <p>Please Appendix 6</p>	
6	<p><b>New Urgent Treatment Centre</b></p> <p>– A newly-built UTC has opened at St George’s to help provide the best possible care for patients with minor injuries and illnesses. The unit helps support the Emergency Department focus on care for life-threatening conditions. It replaces temporary arrangements created during the pandemic</p> <p><b>(Appendix 7)</b></p> <p><a href="https://www.stgeorges.nhs.uk/newsitem/new-urgent-treatment-centre-opens-at-st-georges/#:~:text=The%20newly%20built%20Urgent%20Treatment,care%20for%20life%20threatening%20conditions.">https://www.stgeorges.nhs.uk/newsitem/new-urgent-treatment-centre-opens-at-st-georges/#:~:text=The%20newly%20built%20Urgent%20Treatment,care%20for%20life%20threatening%20conditions.</a></p>	

7	<p>Heathbridge are inviting All patients 45 years and over to have a blood pressure check every 5 years.</p> <p>Rationale – early diagnosis of high blood pressure significantly improves morbidity and life expectancy.</p> <p>Do you know we have a blood pressure machine available next to our reception desk for patients to use? (No appointment required)</p> <p>Stop smoking clinic – Run by our Health care assistant Lesly and Charlene</p> <p>Please book an appointment to see our Healthcare Assistants, Lesley Costa or Charlene Watts.</p> <p><a href="https://www.nhs.uk/better-health/quit-smoking/?WT.mc_ID=SmokingJan23PPC&amp;gclid=EAlalQobChMluJbX5oTC_AIVMf3jBx2cDQeXEAAAYASAAEglUFvD_BwE&amp;gclidsrc=aw.ds">https://www.nhs.uk/better-health/quit-smoking/?WT.mc_ID=SmokingJan23PPC&amp;gclid=EAlalQobChMluJbX5oTC_AIVMf3jBx2cDQeXEAAAYASAAEglUFvD_BwE&amp;gclidsrc=aw.ds</a></p>	
8	Other businesses?	
9	Our next meeting date? 26 <sup>TH</sup> April 2023 18:30. (in-person or online)	

## Appendix 1.



# Community Pharmacies are providing the TympaHealth service to eligible patients



### What is TympaHealth:

This is a pilot project set up in partnership with NHS South West London ICB and a company called TympaHealth.

The project aims to make it easier and quicker for patients to have their ears assessed if they think they have a problem. Our community pharmacy staff have completed an accredited training programme carried out by TympaHealth to perform otoscopy, remove ear wax via microsuction, and complete a hearing screening test.

Following the appointment at a community pharmacy, the patient's GP will be sent a notification detailing the results and any recommended further action.

### How can GPs refer:

via the Local Services button on EMIS

### Ear Drops:

Please ensure all patients have used ear softening drops for 10-14 days before their appointment as per the SWL ear wax self care guidance

For further information, inclusion and exclusion criteria please refer to the communications shared by SWL or contact [nisha.patel16@nhs.net](mailto:nisha.patel16@nhs.net)



  
**NHS South West London**  
Integrated Care Board

  
**TYMPAHEALTH**

## Appendix 2

### Help for families

- **Free school meals** are available for all children in reception and years 1 & 2 of state-funded schools, as well as for families receiving benefits. Check with your child's school directly
- **Help with uniform costs** for children entitled to free school meals and starting reception or a new school
- **NHS Healthy Start Scheme** may help you buy healthy food and milk if you are on a low income and over 10 weeks pregnant or have a child aged under 4
- **Free early education** and childcare for eligible children aged 2-4


### Help with food

- **Wandsworth Foodbank** has welcome centres in Battersea, Clapham Junction, Furzedown, Nine Elms, Putney, Roehampton and Southfields. Local agencies such as schools, Citizens Advice or housing associations can refer you to your local centre

### Get advice


- **Citizens Advice Wandsworth** is a local charity providing free, independent, confidential and impartial advice on a range of issues including benefits, employment, housing, debt and tax. They can also help with advice in other languages. Find out more at [cawandsworth.org/get-advice](http://cawandsworth.org/get-advice) or call **freephone 0808 278 7833**
- **Thinking Works** can provide energy saving advice for Wandsworth residents with a Winter Warmth home visit or telephone session
- **Step Change** is a national debt charity which offers free debt advice and support to help people get their finances back on track
- **Work Match** is the council's employment service offering advice, training and support to help you find work with a wide range of employers in Wandsworth

More at [wandsworth.gov.uk/hub](http://wandsworth.gov.uk/hub) or call **freephone 0808 175 3339**




# Cost of Living Support

YOUR GUIDE FROM  
WANDSWORTH COUNCIL –  
HOW TO GET HELP AND ADVICE



More at [wandsworth.gov.uk/hub](http://wandsworth.gov.uk/hub)  
or call **freephone 0808 175 3339**



## Message from the council Leader

### Dear resident

The Cost of Living crisis is hitting Londoners hard. Too many local people are wondering how to make ends meet this winter.

Wandsworth Council is on your side and here to help residents cope during this challenging time.

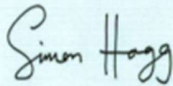
We want to create a fairer Wandsworth, so we've allocated £5 million to provide a Cost of Living support package for residents – the biggest of any council in London. The funding for this has come from council reserves so that we can keep the same low Council Tax, an important step because Council Tax hits those on low income the hardest.

### Our Cost of Living measures include:

- £150 winter Cost of Living payment to all eligible households
- A network of Warm Spaces open across the borough
- £1 million fund to help residents experiencing hardship
- Free school uniforms for hard-pressed families
- £200,000 fund for community organisations helping residents

Please get in touch to make sure you get the support you need. Call our hotline today on **0808 175 3339** and our advisers will help. Our online Cost of Living hub can also direct you to the support that's available from the council and our partners.

Let's look out for each other in the difficult times ahead.



**Simon Hogg**  
Leader of Wandsworth Council



More at [wandsworth.gov.uk/hub](https://www.wandsworth.gov.uk/hub) or call freephone 0808 175 3339

## Warm Spaces

Wandsworth Council is providing a network of Warm Spaces across the borough where you can get a hot drink, access the internet or just keep warm for a few hours.

Libraries, children's centres, community centres and venues managed by the local voluntary sector are all opening up to provide warm places to spend time.

As well as a warm welcome, you'll be offered hot drinks, snacks and in some locations a range of events and activities.

All libraries also offer free internet and computer terminals so you can get online to find further help and advice.



## Help with household bills

- One-off crisis payments in the form of vouchers for food and fuel are available through the council's **Crisis Assistance** scheme
- The **Warm Home Discount Scheme** could reduce your winter electricity bill by £150
- If you're on a low income you may be eligible for **Council Tax reduction** or a **Discretionary Housing Payment** to help with costs
- **Winter Fuel Payments** of between £100 and £300 can help pensioners pay heating bills. Plus, an extra one-off £300 Pensioner Cost of Living Payment is available this winter

More at [wandsworth.gov.uk/hub](https://www.wandsworth.gov.uk/hub) or call freephone 0808 175 3339



Appendix 3.

<https://www.ageuk.org.uk/wandsworth/our-services/digipals/>

## Digipals

We are delighted to be able to continue to offering our Digipals service for a fourth year running! Thanks to funding from Wandsworth Council, we are able to offer regular sessions in libraries across the borough as well as some remote support for those who are less mobile.

### **What is Digipals?**

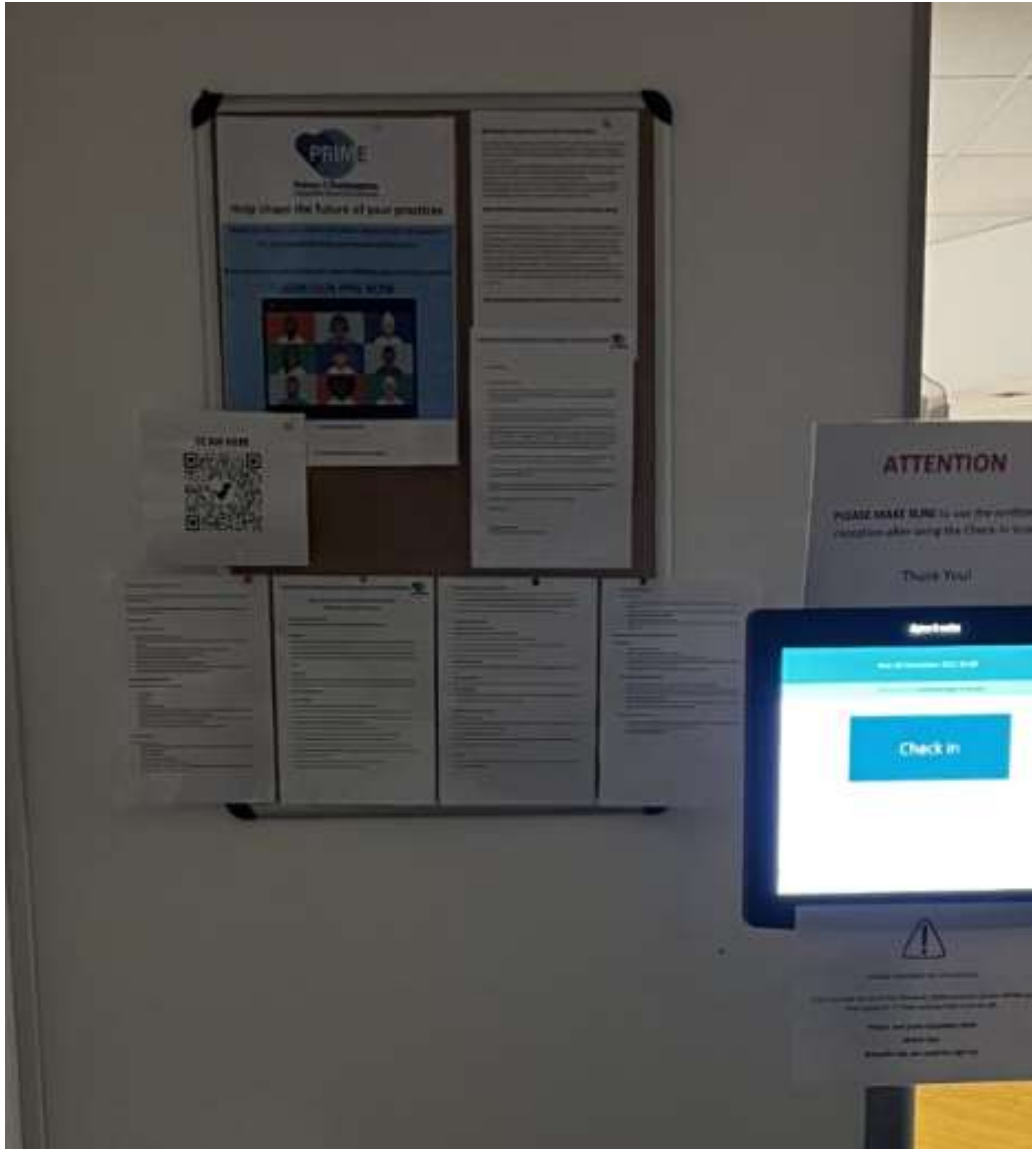
Digipals is a service which offers friendly digital support to older people in Wandsworth in order to address digital exclusion and increase financial literacy and wellbeing. Run by Age UK Wandsworth staff and DBS checked volunteers, the service aims to enable older people to benefit from digital connectivity whether that be shopping online, accessing information and entertainment on the internet or connecting with people via emails/video calls/social media.

### **Tablet loan and remote support**

We now have a bank of tablets with paid-for 4G connectivity that we are able to loan for periods of up to 3 months. During this period, the user will be offered a minimum of 3 tutorials with our friendly team of staff and volunteers. As well as meeting in person, these can be conducted via secure remote support software (already installed on the devices) and the telephone. Towards the end of the 3 months, we will be able to offer advice on buying a device and wifi/data packages available.

Continued support will then be available either remotely or in one of our group sessions in libraries around the borough and at the Gwynneth Morgan Day Centre.

Appendix 4



Appendix 5



WELCOME TO HEATHBRIDGE PRACTICE  
Please click on the tab relevant to your query

REGISTER AS A PATIENT	ONLINE MEDICAL ADVICE	MAKE AN APPOINTMENT
START AN ONLINE CONSULTATION Mon-Fri (08:00 - 17:00)	ORDER A PRESCRIPTION	HELP WITH PAPERWORK/ REFERRALS



## The Heathbridge Practice

125 Upper Richmond Road  
London, SW15 2TL

# Outside of core hours

**⚠ Because of the time of day, your practice will not be able to process urgent requests.**

If you are seriously unwell, [call 111 or 999](#)

## What would you like help with?



### I have an admin query

Contact us about a fit (sick) note, ask about recent tests, get a repeat prescription, or anything else admin related



### I want to see online advice

See advice and guidance on conditions, symptoms and treatments

## I need more urgent help



Use NHS 111 online, or call 111

Medical Request

## Medical issue details

### Please describe the medical problem

If you are filling this in on behalf of someone else, please make that clear

Type response here

300 CHARACTERS REMAINING

+ Attach a photo (optional)

### How long have these symptoms or concerns been going on? Have they got better or worse?

Type response here

300 CHARACTERS REMAINING

### Is there anything you are particularly worried about? (Optional)

Type response here

300 CHARACTERS REMAINING

### How would you like us to help?

Type response here

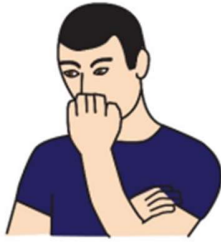
300 CHARACTERS REMAINING

### Please enter any times during opening hours when we cannot contact you (Optional)

We will only contact you within practice opening hours

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If you are feeling ill or have a health worry, you can get help by speaking to your pharmacist.



Pharmacists work in pharmacies or chemist's shops. This might be the place you get your medicines from.



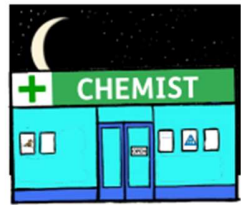
They can help you there and then before your illness gets worse.



They can give you advice about any minor illness or health worry.



Speaking to your pharmacist is the quickest and easiest way to get help and advice.



You do not need to book an appointment and many pharmacies are now open for longer hours.



They can quickly tell you what you need to do to get better.



This might be to take a medicine the pharmacist can give you.





Or they might tell you to have a few day's rest.

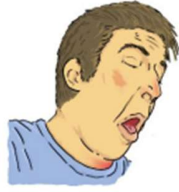


If they think it is something more serious, they can make sure you get the help you need.



You can talk to anyone who works in your local pharmacy.

You can ask the pharmacist about things like:



- sore throats



- coughs, colds and flu



- tummy troubles



- aches and pains



- red eyes



- problems sleeping



- infections like athlete's foot



- mouth ulcers



- problems pooping.
-



Pharmacists can also help with lots of other things like:

- giving up smoking



- drinking less



- losing weight.



They can also help by telling you how to take new medicines.



For more information and to help you find your nearest pharmacy, go to the website at:

[www.nhs.uk/pharmacyadvice](http://www.nhs.uk/pharmacyadvice)

## APPENDIX 7

### **New Urgent Treatment Centre opens at St George's**

Published: 24 Aug 2022

The newly built Urgent Treatment Centre (UTC) has opened at St George's to help provide the best possible care for patients with minor injuries and illnesses. The unit will help support the Emergency Department (ED) to focus on providing emergency care for life threatening conditions.

It replaces the temporary Injuries Unit in St James' Wing Outpatients created during the pandemic and will continue to see the types of patients previously seen in the ED Injuries Unit, as well as an extended patient group requiring urgent care.

The UTC is equipped to diagnose and deal with many of the most common injuries and ailments that people have when they attend the ED. The service will be provided by emergency practitioners, GPs, emergency medicine clinicians and registered nurses.

Vicky Mummery, Lead Emergency Practitioner at St George's, said: "Opening the UTC will help ensure patients are seen in the right place at the right time by the correct clinician. The centre will also provide great support to the main ED by freeing up capacity for patients who are acutely unwell.

"The clinical area has been purpose built to see patients presenting with minor injuries and minor illness and is a great addition to the Emergency Department."

Jack, Senior Staff Nurse, said: "As a team we are so excited that our urgent care patients will have a permanent purpose-built new home. Professionally, the nursing team are really excited to support the development and evolution of urgent care services at St George's starting from the opening of the UTC."

The operational hours are 7.30am-2am, seven days a week. Accessing the UTC continues to be via the Emergency Department, therefore please continue to present here initially. The ED will remain open 24/7.

The UTC service is one option in the wide range of local healthcare services available. These include visiting your local pharmacist, bookable GP services, and GP Out of Hours. If you need medical help, please call NHS 111 first and they will advise and signpost you as needed.

Anyone with serious injuries or a potentially life-threatening medical emergency should dial 999.