



## July 2022

Your NHS, your way  
Download the NHS App 😊



We are using the NHS App for online access in future.

The NHS App has a number of advantages for you and us, which we have described on the Online Services page of the surgery website where there are also instructions on how to upload the NHS app and register with it.

Please visit: <https://johnhampdensurgery.co.uk/doitonline.aspx>  
for more information

### Have you heard about ASK FIRST?



Ask First is a new app commissioned by NHS Buckinghamshire (CCG) to help patients get the right healthcare they need at the right time. It has been developed by local GPs along with a leading IT company, Sensely. Using the app can help patients take more control of their own health.

### What is ASK FIRST?

- instead of using 111, Buckinghamshire patients can use it if they have the digital capability
- the app is available 24/7 and has a virtual health care assistant called Olivia. You tell her your symptoms and she asks a series of questions (roughly 15) and then recommends next steps. Her assessment is based on work done by the National Institute for Clinical Excellence
- it might offer self-care advice, help you organise a GP appointment (urgent or routine) or GP call-back without contacting the surgery or GP call-back, refer you to 111, or advise you to go to A&E
- the transcript of your answers to Olivia's questions will be sent to the surgery to help if you have an appointment or call-back
- the app is easy to use and is a great alternative way to get medical advice
- anyone can download the app, but we advise patients under 18 or with mental health symptoms to contact the surgery direct rather than use the app



### BANK HOLIDAYS



The practice will be closed

- Wednesday 13<sup>th</sup> July  
AFTERNOON
- Monday the 29<sup>th</sup> of  
August 2022

**FOR ANY MEDICAL CONCERNS  
DURING THESE TIMES CALL  
111.**

### Where do I get the app from?

AskFirst is available on both IOS, Android phones and smart devices. It is free to download.



### Future Integration

It is hoped soon ASKFIRST will be integrated with the NHS App, however for the moment you can log into ASKFIRST using your NHS App credentials.



### Face Masks

Please be aware when visiting the practice, you will be required to wear a face covering. This is a decision that is supported by the British Medical Council and is a precaution to protect the vulnerable patients who are visiting the practice as well as the staff working here. Due to our small nature in the event of a covid outbreak between staff in practice we would be legally obliged to close the surgery due to the NHS setting we are in therefore we must continue to try and protect the service and our staff within our best capabilities, and this includes mandatory mask wearing for staff, patients, and visitors.



## Forget-Me-Not-Club – Prestwood

### Social Prescriber Monthly Drop In Sessions – Prestwood

The Mid Chiltern Social Prescribers will be attending the Monthly Forget Me Not social group that meets on the first Tuesday in the month (except January, June and December( in Prestwood Village Hall) The social group is for the over 60's of Prestwood, come along and enjoy a sociable afternoon tea with entertainment.

If you are a patient of one of the Mid Chiltern PCN then please come along and meet the social prescribers and find out how they may be able to support you.

### Did you know that your local pharmacist can help?

#### How?

- Ask your pharmacist for advice about choosing the right medicines for common ailments.
- Your pharmacist will advise you if you are unsure about seeing a doctor.
- He/ She can offer advice about a problem if you are not sure what is causing it.
- Ask for advice about staying healthy.
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#### Notice

**Be sure to tell your pharmacist if you are taking other medicines – some medicines are not compatible.**

To find your local pharmacy please visit - [Find a pharmacy - NHS \(www.nhs.uk\)](https://www.nhs.uk)

## National Cancer Screening

The NHS runs three cancer screening programmes,

These are:



- **Bowel Screening**
- **Breast screening**
- **Cervical screening**

It can be difficult for people with learning disabilities to take part in cancer screening.

It is important to find out if people have cancer as early as possible. This makes it easier to treat.

Please use the links below to view videos and pictures that explain what happens during each screening process.

### Bowel Screenings

- If you're aged between 60 and 74, you will be invited to take part in bowel cancer screening every two years.
- If you're aged 75 or over, you can ask for a screening test by calling the free bowel cancer screening helpline on **0800 707 60 60**
- Call the screening helpline on **0800 707 60 60** or visit [NHS](#) for more information about bowel screening in England

**Bowel Cancer Screening (Easy Guide)** can be found - [BCSP FIT easy read final.pdf \(publishing.service.gov.uk\)](#)

## Breast Screenings

- If you're a woman aged 50 up to your 71st birthday, you'll be automatically invited for breast screening through your GP practice every three years.
- If you want to ask for an appointment because you're 71 or over and are no longer automatically invited for screening, you'll need to contact your local screening unit.
- Find out how to contact your local screening unit on the [NHS](#) website.

**Breast Screening (Easy Guide)** can be found - [Breast screening easy guide.pdf \(learningdisabilityservice-leeds.nhs.uk\)](#)

## Cervical Smear Screenings

The table below shows when you will be invited for a Cervical screening.

Age	When you're invited
under 25	up to six months before you turn 25
25 to 49	every 3 years
50 to 64	every 5 years
65 or older	only if 1 or your last 3 tests was abnormal

- Women between the ages of 25 and 64 should go for regular cervical screening, you'll get a letter in the post inviting you to make an appointment.
- Your letter will tell you where you can go for cervical screening and how to book. Most cervical screening is done in a GP surgery by a female nurse or doctor.
- Call your GP surgery to book an appointment with them.
- For more information about Cervical Screenings visit the [NHS](#) website.

**Cervical Screening When You Have a Learning Disability** guide can be found - [Cervical Screening When You Have a Learning Disability | Jo's Cervical Cancer Trust \(jostrust.org.uk\)](#)





## Local Volunteer-led Group



@mhmbucks



Mental  
Health  
Mates

Join our free

# Monthly Walk & Talks

Monthly Walk and Talks – Is a local volunteer-led group that runs monthly meet ups for those affected by mental illness. Mental Health Mates aims to provide an informal opportunity for both sufferers and carers to meet with peers and walk and talk without fear of judgement whilst getting some valuable time in the outdoors.

The idea for Mental Health Mates came from journalist and mental health campaigner Bryony Gordon, who set up her first local group in London in 2016. Now the #findyourwe campaign has enabled volunteer led groups to spring up all over the country connecting people dealing with mental ill-health and their carers, loved ones and families who are welcome to attend.

For more information please visit -  
<http://www.mentalhealthmates.co.uk/>

Peer support for mental health and wellbeing

Contact [mhmbucks@gmail.com](mailto:mhmbucks@gmail.com) for more details

## A new service to help you be seen more quickly via your local pharmacist for treatment of minor conditions

We are introducing a new, same-day, GP community pharmacist consultation service to help you receive quality care and support for minor health conditions, more quickly by accessing care from your community pharmacist.

This is for minor illnesses such as: -

- Ankle, foot, knee, lower leg or arm swelling or pain
- Athlete's foot
- Allergic reactions
- Bites or stings
- Coughs and colds
- Eye infections
- Headaches



TEL: 01494 890900, EMAIL: [Johnhampdensurgery@nhs.net](mailto:Johnhampdensurgery@nhs.net), Website: [www.johnhampdensurgery.co.uk](http://www.johnhampdensurgery.co.uk)

- Lower back pain
- Mouth ulcers and blisters
- Rashes
- Sore throat
- Shoulder pain

### How does the new service work?



Click here to watch a [video](https://view.vzaar.com/22504178/player) that explains how this new service works, or visit <https://view.vzaar.com/22504178/player> to watch .

Now, when you contact us regarding a minor condition, after discussing your condition, where appropriate, our receptionist will offer you the option of having a same-day appointment with your community pharmacist.

Community pharmacists are highly qualified and experienced in providing clinical advice and care (including recommending over the counter treatments) for minor illnesses and conditions. They will offer you a same-day consultation via the phone, or in person, which can be arranged quickly and at a time to suit you.

Your pharmacist will take your medical history, ask about your symptoms and any current medication you might be taking. Following the consultation, the pharmacist will offer you self-care advice and if appropriate, offer you an over-the-counter product. The pharmacist will make a record of the outcome of your consultation and send it to your GP.

If having given you advice/treatment, your pharmacist identifies you need further specialist help your pharmacist, will be able to refer you back to your GP, or onto another health service for support.

Community pharmacists have already successfully seen thousands of patients for a consultation for a minor condition, following a call to NHS 111 and through GPs around the country who have been piloting this service

Evidence from these pilots shows advice provided by community pharmacists results in the same outcome, as if the patient went to see their GP, or attended an emergency department.

### Advantages for patients using the new GP Community Pharmacist consultation service

- Community pharmacies are local, open longer hours than the GP practices and can offer you the same consultation outcome at a time that is more convenient for you either on the phone, in person or through a video consultation
- If the pharmacist thinks you need to see the GP or other health professional, they can help arrange an urgent appointment for you.
- This will help ensure as patients you receive the right care, in the right place, with the right person and at the right time.
- Introducing this new service, frees up GP appointments for those people with more complex symptoms who really need to see a GP.



**JHS Patient Participation Group**

*The Patients' Voice*

## Thank you, Chris

Chris Jarvis has been serving John Hampden patients for well over 40 years. First as practice manager and then as long-serving member of the patients group.

Chris has decided that now is the time to focus on other things. So, thank you so much Chris for your tremendous contribution to our local community and very best wishes for the future.

If anyone might be interested in joining the surgery's patient group, just drop a line to me at [jhs.patients.group@nhs.net](mailto:jhs.patients.group@nhs.net) or ring me on 07799 726231.



## Find out about waiting times at local hospitals

There's a new *My Planned Care* website that gives you advice and support while you wait for a hospital consultation, treatment, or surgery.

Just go to <https://www.myplannedcare.nhs.uk/>, click on the name of a hospital and then click on the speciality you want. It appears there is no non-digital way of accessing this service, so any patients unable to use digital will unfortunately need to ask a relative or friend to help.



## Support with food, bills and finances

Buckinghamshire Council has a Helping Hand team. It supports and advises people in need, on low incomes, or have a financial emergency or crisis.



Contact them on 01296 531151 Mon-Fri 9-5.30 (5.00 on Fridays) or using their [online form](#). They also have an out-of-hours emergency team: ring 0800 999 7677



The Buckinghamshire Council [website](#) also gives information about:

- help with food
- help with fuel and household bills
- help with essential items for your home
- money problems.



## You can refer yourself to a social prescriber or health and wellbeing coach



You now don't have to ask a doctor or nurse if you want to ask for help from a social prescriber or health and wellbeing coach.

Do you need support with housing, debt, employment, lifestyle, managing your mental health, becoming healthier and more active? Do you feel lonely and seek companionship? Social prescribers can link you in to support from within our local community to help you to work towards a more fulfilling life. Health and wellbeing coaches can support you with healthy eating, weight management, advice on how to reduce blood pressure, stress management, and reducing addiction.

Just go to the self-referral pages of the Mid Chiltern Primary Care Network <https://www.midchilternpcn.nhs.uk/self-referral/>. Or, you are unable to use the internet, ask one of the surgery's reception team.

## Coming up are:

South Asian Heritage Month  
<https://www.southasianheritage.org.uk/>



World Breast Feeding Week <https://waba.org.my/wbw/>



Know Your Numbers! Week - [link](#)



Organ Donation Week - [link](#)

