



Dr Mallard-Smith / Dr Roberts

Dr Payne / Dr Stanbrook



July 2023

Autumn Seasonal Vaccines

The practice will once again be delivering eligible cohorts the seasonal influenza, shingles and pneumonia vaccinations this autumn.

We are awaiting final delivery dates to be confirmed to allow us to book appointments into scheduled clinics but will be advertising these as soon as delivery dates have been confirmed by the vaccine provider.

Please do try and book with the practice where you are able in order to ensure you receive all eligible vaccinations you can have this vaccination season. Do note pharmacies are unable to delivery shingles and pneumonia vaccinations to those who are eligible, this service is ONLY available via your GP.

UPDATE Regarding Emailing the Practice



The practice has reviewed the content of emails being received and unfortunately it seems patients continue to send medical enquiries, medical information and other inappropriate requests without any instruction from the practice and despite our best efforts with automatic response warnings.

PLEASE **DO NOT EMAIL** THE PRACTICE WITH ANY MEDICAL ENQUIRIES OR INFORMATION WITHOUT SPECIFIC INSTRUCTION. OUR EMAIL ADDRESS SHOULD ONLY BE USED TO COMMUNICATE:

- A PRESCRIPTION REQUESTS WHERE YOU DO NOT USE THE NHS APP
- SPECIFICALLY INSTRUCTED BY A TEAM MEMBER.

EMAILING THE PRACTICE OUTWITH THESE INSTRUCTIONS RISKS YOUR ENQUIRY NOT BEING RESPONDED TO AND MAY RESULT IN THE EMAIL ADDRESS FOR PATIENT USE BEING REMOVED.

Planned Closures



The practice will be closed.

- Wednesday 12th July –
CLOSED PM ONLY
PRACTICE TRAINING
- Monday 28th of
August- BANK
HOLIDAY

FOR ANY MEDICAL
CONCERNS DURING THESE
TIMES CALL 111.

What happens when you contact the surgery for a GP appointment?

Appointments are mainly pre-bookable. for both GP and Nursing appointments. For URGENT on the day need we operate a triage system.

Booking a routine appointment

1. To book a routine appointment, call the surgery weekdays on 01494 890 900, 8.30am-6pm (but not 1-2pm). We offer appointments with the surgery GPs and Nurses during those hours. We can also arrange appointments with other GPs and nurses' weekdays 7.30-8.30am and 6-8pm, and 7:30am-8pm at weekends. At the moment, NHS guidance says we can't book appointments online.
2. When you ring, the receptionist will ask if you would like a routine GP or routine Nurse appointment.
3. All routine GP appointments are initially by phone. You will be asked if you want to have the appointment with a particular GP and if you have a date or time in mind that would be convenient. You may have to wait a bit longer if you specify a particular GP or time.
4. The receptionist will then offer the next available telephone appointment which meets your request. They will ask you what number you want to be phoned on and give you a 1-hour time window when the GP will call you.
5. When you get an appointment, it is important to keep your phone beside you during the specified hour. If they can, the GP will try to reach you a second time if you don't answer straightaway. But if that fails, you will have to ring the surgery to reschedule.

Having a GP phone appointment

6. When you speak to the GP, they will use their clinical expertise to decide whether a face-to-face (F2F) or another type of appointment is then needed. The GP will also take into account if you say you think you need a F2F appointment and discuss the best plan forward. John Hampden Surgery 97 High Street, Prestwood, Great Missenden Buckinghamshire HP16 9EU Tel: 01494 890900 johnhampdensurgery@nhs.net Dr Mallard-Smith Dr Roberts Dr Payne
Urgent need for an appointment
7. If you tell the receptionist that your problem cannot wait until the next routine appointment, she will ask a few questions about it so she can pass a message to the GP for a triage decision. She will also ask for your contact phone number. You do not have to answer the medical questions, but it may make it more difficult for the GP to prioritise your request and could delay you getting a call back from the practice. The reception team never decide how urgent requests are dealt with – it is always one of the doctors.

8. The practice will get back to you the same day. Unfortunately, we can't specify a time in cases of urgent need, so please keep your phone beside you until you hear from us – it could be after 6pm. In cases where the GP decides you need a priority call-back, you will hear either from a GP or Nurse Practitioner. In other cases, a receptionist will ring to advise you what you should do.

Alternatives to a GP or nurse appointment

9. Don't forget that many conditions don't need the attention of a GP – please see the diagram below.



Community Pharmacy Consultation Service **LIVE**

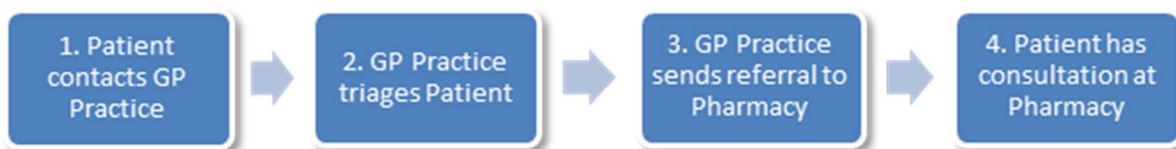
A new service to help you be seen more quickly and which our practice will now be using as a first point of call for on the day minor illness is via our local pharmacist for treatment of minor conditions

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

How does the new service work?



Click here to watch a [video](#) 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.

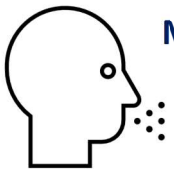
Health and Wellbeing Support



Get Active: Summer is the perfect time to get outside and get active. Take advantage of the warmer weather and longer days by going for a walk, run, or bike ride. Exercise is great for your physical and mental health.



Eat Seasonal Fruits and Vegetables: Eating a variety of fruits and vegetables is essential for good health. In the spring / summer, look for seasonal produce like asparagus, spinach, strawberries, and rhubarb.



Manage Allergies: Spring / Summer can be a tough time for allergy sufferers. If you have allergies, talk to your GP about ways to manage your symptoms. You can also reduce your exposure to allergens by keeping windows closed and avoiding outdoor activities during peak pollen times.



Protect Your Skin: As the weather warms up, it's important to protect your skin from the sun. Wear sunscreen with an SPF of at least 30 and cover up with a hat and light clothing and seek shade in the peak sun hours (usually between 10am and 4pm).



Stay Hydrated: Drink plenty of water throughout the day to stay hydrated. This is especially important if you're spending time outdoors or exercising. As the temperature rises, it is crucial to stay hydrated to prevent de-hydration. Drink plenty throughout the day even if you don't feel thirsty. Avoid excessive consumption of caffeinated beverages and alcohol, as they can contribute to dehydration.

Remember, if you have any health concerns or questions, please don't hesitate to contact your GP. We're here to support you and keep you healthy.



New Healthy Lifestyle Service – Be Healthy Bucks



A new healthy lifestyle service for Buckinghamshire launched on 1st April 2023, replacing Live Well Stay Well. Be Healthy Bucks provides support to thousands of residents to improve their health and wellbeing. The service adopts a community-centred approach, tailored to individual's needs, abilities and cultural requirements.

Be Healthy Bucks includes smoking cessation, adult and child (7-13 year olds) weight management, outreach NHS Health Checks and enhanced alcohol brief intervention. It provides a Single Point of Access for these services and a

wide array of external services including: National Diabetes Prevention Programme (Living Well Taking Control), Exercise on Referral, Pre-diabetes services, Healthy Minds and Drugs and Alcohol services.

Offering online and telephone advice, as well as in-person groups. Residents can self-refer to the service using the [website](#) or calling 03332 300177. Additionally, health professionals can refer clients through the health professional portal on the website.

Sexual Health

New Partnership Buckinghamshire Sexual Health and Wellbeing Service

On 1st April Buckinghamshire Healthcare NHS Trust and the charity Brook launched a new sexual health service in Buckinghamshire. The partnership, bSHaW (Buckinghamshire Sexual Health and Wellbeing) offers a wide range of sexual health services, including access to contraception advice, including emergency contraception, pregnancy testing, sexually transmitted infection (STI) testing and treatment, HIV prevention, treatment and support.

bSHaW

bucks sexual health and wellbeing

There are clinics in Aylesbury and High Wycombe, satellite clinics will also be available in Buckingham, Amersham and Chesham. A [digital service](#) is also available for testing and treatment of STIs.

A series of online sessions for parents to help support relationships and sex education outside of the classroom will soon be available.

For further information contact [Buckinghamshire Sexual Health and Wellbeing](#) (sexualhealthbucks.nhs.uk)

SOCIAL PRESCRIBING TALKING CAFÉ LAUNCHING JUNE 21ST

John Hampden Social Prescribing team will be based on the 3rd Wednesday of every month from June at Little Kingshill Baptist Church, Kingshill Kitchen, Windsor Lane, Little Kingshill, Great Missenden. HP16 0DZ

The Social Prescribers can signpost you to support with housing, debt, employment, lifestyle, managing your mental health, loneliness etc.

New 'Talking Café' is opening for patients of John Hampden, Prospect House, and Hughenden Valley/Chequers Surgeries.

Starting on Wednesday 21st June, patients of all these surgeries can turn up at Little Kingshill Baptist Church Hall on the third Wednesday of every month between 10-12noon for confidential advice on housing, debt, employment, managing your mental health, loneliness etc from the surgeries' qualified social prescribers. **No appointment needed.**

Finding the Little Kingshill Baptist Church <https://www.kingshillbaptist.co.uk/welcome.htm>

To find out more then please come along and meet us.

Julie, Cari, Sarah - Social Prescribers

John Hampden Surgery

More about the social prescribing service: <https://www.midchilternpcn.nhs.uk/social-prescribing/>



NEED HELP OR SUPPORT?



**JOIN YOUR LOCAL SOCIAL PRESCRIBERS
COME TO OUR NEW TALKING CAFE**



**DISCUSS WHAT MATTERS TO YOU.
SEE WHAT IS AVAILABLE IN THE COMMUNITY
AND MEET WITH OTHER LOCAL RESIDENTS**

**SOCIAL PRESCRIBING IS A FREE AND CONFIDENTIAL SERVICE
THAT CAN SUPPORT YOU TO FIND BETTER WAYS TO
MANAGE YOUR HEALTH AND WELLBEING**



**THE LIFESTYLE CENTRE
AMERSHAM HP6 5AH
EVERY THURSDAY 10AM - 12PM**

MID-CHILTERN.SOCIALPRESCRIBERS@NHS.NET

TEL: 01494 890900, EMAIL: Johnhampdensurgery@nhs.net, Website: www.johnhampdensurgery.co.uk



| **JHS Patient Participation Group**
| *The Patients' Voice*

Your surgery, your voice

Please join the 400 fellow patients who've opted to receive very occasional emails from us (the patients group).



We exist to support the surgery, but also to provide feedback. However, there are just 9 of us on the committee, so we can't possibly represent everyone's views without hearing from other patients.

If you do opt in, you'll receive our annual questionnaire and perhaps 2 or 3 other emails each year. And you can ask to be taken off our list at any time.

So please send us a one-line email now with your name and saying you'd like to join the patients group email list. Our address is jhs.patients.group@nhs.net.



Want to know what the patients group does on your behalf?



Here are some of the things we've done over the last while:

- we sent out our 2022 survey asking what the surgery does well (top responses: being friendly, efficient, caring, understanding, answering the phone promptly), what it might improve (dominant response was for more face-to-face appointments), and questions about the website and newsletter. The website has been revamped since the survey
- we advised on simplifying the notices on the front door of the surgery
- we monitor the results of the annual GP patient survey done by the NHS
- we've helped the surgery maintain the 'latest news' on the website
- we helped draft new guidance for patients: *What happens when you contact the surgery for a GP appointment?*
- we send welcome emails to all new patients who agree to be contacted by us
- we organised marshals for Covid booster clinics and flu jab clinics
- we assessed the surgery's annual end-of-year review
- we attend meetings of the Engagement Steering Group for Buckinghamshire patient groups, chaired by the Integrated Care

- we represent John Hampden on the patients group for the 5 surgeries in the Mid Chiltern Primary Care Network.

Generally, we monitor and comment on what is happening at the surgery. You can find minutes of recent meetings on the website at

<https://johnhampdensurgery.co.uk/patient-participation-group> .



Joint Forward Plan

The Integrated Care Board for Bucks, Oxon and Berkshire West (known as BOB) was created last year. It has produced various documents. The latest is a draft Joint Forward Plan.



The draft says it “describes how we intend to balance delivery of the BOB Integrated Care Strategy ambition with the national NHS commitments and recommendations, including the requirements of the 2023/24 operational plans”. It adds “In this Joint Forward Plan we set out our aim to further develop and improve our services to better meet the needs of our people and communities. We know that we can only do this successfully by working together, in partnership, to deliver change. However, this is not a plan just about the NHS, it is about how the NHS working with councils, charities, education, science and the voluntary sectors will combine the skills and resources to jointly improve the lives and communities of the people we serve.”

Yes, the whole draft plan is written in this sort of language. If it’s any reassurance, the patients group committee tries to follow what this might all mean for us patients. We’ve chipped in with a few comments, including saying that the Board needs to engage more with the public and do so in a way we can understand. For anyone keen to look at what the Board does: <https://www.bucksoxonberksw.icb.nhs.uk/> .



Coming up are:

Organ Donation Week - [link](#)



Alcohol Awareness Week – [link](#)



World Breastfeeding Week - [link](#)



World Sepsis Day - [link](#)



Macmillan Coffee Morning – [link](#)



Contact the patients group

As always, we can be reached at jhs.patients.group@nhs.net

Worried about your memory?

Join us for a Memory Information Session.

Tuesday 12th September 2pm – 4pm

**This free session will be held at:
Aylesbury Library, Walton Street, HP20 1UU**

The session will include information about:

- Understanding how your memory works and what may be happening when it is not working as well as you would like it to.
- Tips and coping strategies to help with independence and confidence.
- Useful services and organisations.

Places are limited and booking is required.

Please contact bucks.memorysupport@nhs.net or call for more information 01296 718956.



Dementia Connect; a personalised support service from Alzheimer's Society

If you need
dementia support,
we're here for you

 Alzheimer's Society
Dementia
Connect

Dementia affects everyone differently. So whether you, a loved one, a friend or neighbour needs dementia support, we're here for you.

Dementia Connect, from Alzheimer's Society, is a personalised dementia support service for anyone affected by dementia.

It connects you with a whole range of dementia support, by phone, online and face to face. So, you're one call away from someone who gets it. One click away from answers. One conversation away from help.

It's free, easy to access, and puts you in touch with our dementia advisers. They will connect you to the support you need, from local help to phone and online advice.

Here are a few examples of the support we provide:

- emotional support when things get tough
- connecting you to local support groups
- help to understand and live with dementia, including coping techniques
- support with everyday living, such as government benefits.

“

I can contact the service and ask questions, or seek advice and support, whenever needed or when things change.

Dementia Connect Service User, Birmingham

”

Phone support

Our dementia advisers are available on the phone to give you the support you need. They will offer you the option of regular calls so we can keep in touch and help meet your changing support needs.

Support line opening hours¹

Monday – Wednesday: 9:00am – 8:00pm

Thursday – Friday: 9:00am – 5:00pm

Saturday – Sunday: 10:00am – 4:00pm

Online support

Online support is available round the clock through our website. Find relevant information and advice, connect with others in a similar situation on our online forum, and search for local services through our dementia directory.

Face to face support

Our local dementia advisers can meet you to offer further support, practical advice and information. We can also connect you with other face to face services in your area.

If you or someone you care for needs support, get in touch.


T: **0333 150 3456**¹

W: **alzheimers.org.uk/dementiaconnect**

What happens next?

A dementia adviser will talk to you about what you need and connect you to the right support for you. And you'll only need to tell your story to us once.

¹Calls charged at standard local rate



Katherine, aged 60 from South Wales, was recently diagnosed with vascular dementia. Katherine was given information about vascular dementia, support to start attending local groups, advice about council tax reduction and Lasting Power of Attorney.

“

The dementia adviser was lovely and full of information. Without Alzheimer's Society and the dementia adviser we'd have nothing. She is a major networker and knows everything and everyone local, I feel in charge and empowered.

Katherine, living with dementia

”

96%

of people who used Dementia Connect felt the dementia advisers provided useful information²

If you need dementia support, get in touch today.

T: **0333 150 3456**¹

W: **alzheimers.org.uk/dementiacconnect**

Our support services are made possible thanks to generous donations from the public. If you would like to find out more please visit **alzheimers.org.uk**

¹ Calls charged at standard local rate

² Dementia Connect User Survey 2019. 164 respondents in the Birmingham and Solihull pilot area.

