



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

JOHN HAMPDEN SURGERY PPG ANNUAL SURVEY OF PATIENTS, 2023

Each autumn, the PPG surveys its 'virtual' members to obtain insights into patient opinion.

Our surveys in 2020 and 2021 focused on getting patient views on the new ways of surgery operation since the pandemic began. In 2022 it focused on more general questions about what the surgery does well and what it might improve, plus questions about use of the surgery website.

This year we've repeated parts of the 2022 survey to monitor any change of opinion and added questions about appointment booking, health inequalities, and the Mid Chiltern Primary Care Network, as well as inviting other feedback. We used SurveyPlanet for the survey for the first time.

This report summarises the responses. It also contains conclusions and recommendations based on the responses and broader considerations. A summary of the report will be included in the surgery's patient newsletter and the PPG will ask the surgery to put a copy of the full report on its website.

The surgery has helpfully provided a response to the survey, which is at appendix 1.

The questionnaire

The survey was sent to 400 patients who have specifically given the PPG consent to contact them. This is a smaller number than previous years because the PPG's database was reviewed during the year to remove patients no longer with the surgery or who no longer wished to be on the database.

It was initially sent out by the PPG on 6th November. Unlike last year, it was not possible to send out a reminder by SMS because the surgery is now limited in the number of texts it can send. An email reminder was sent by the PPG on 19th November. All responses received by 2nd December have been analysed for this report.

Responses were received from 126 patients, which was similar to levels in 2021 and before, but significantly higher than the 2022 response rate. As previously, those completing the survey were predominantly aged 46 and over. The survey was only sent out by electronic means. Given all this and the fact that the surgery currently

has a list size of approaching 4,000, the survey results cannot be regarded as fully representative of all patient opinion.

In reaching conclusions and recommendations, account has also been taken of the results of the 2023 GP Patient Survey undertaken by NHS England.

Summary of results (see appendix 4 for graphs)

Experience of getting through to the surgery by phone

very easy	30
easy	60
OK	31
difficult	5
very difficult	0

Experience of using the surgery website and accessing information on it

very easy	9
easy	32
OK	27
difficult	5
very difficult	0
don't use it	53

How far ahead would you like to book an appointment

2 weeks	89
3 weeks	20
4 weeks	14
longer	3

What the surgery does well

- Top comment was the friendliness of the receptionists. 23 respondents specifically added compliments about the reception team, although there were 5 dissenting voices

What the surgery might improve

- As last year, the dominant response was a call for more face-to-face (F2F) appointments, plus some call for less of a wait for appointments, including telephone appointments

Other points made about what is done well and what can improve

- 5 patients criticised the length of the introductory telephone message. This is something the PPG committee has raised before
- a few patients asked for alerts/reminders of appointments, annual tests, and (in one case) when they were asked to submit a second photo after one month
- several patients complimented the ease and efficiency of the repeat prescription system
- there were several compliments for the nurses and doctors and for the surgery as a whole
- individual respondents said
 - time with the doctor always feels rushed
 - they had had no contact from the surgery about their blood test results
 - waiting 3 weeks for a telephone appointment is too long
 - telephone calls are rushed and so much communication is lost
 - it's important to give swift advice and reassurance for parents of newborns
 - they felt fortunate being a patient of John Hampden
 - they were reluctant to phone the surgery
 - blood tests take a very long time
 - need for a focus on men's health
 - there was no contact from the surgery about blood test results
 - telephone calls are rushed so much communication is lost

The circumstances where patients think a F2F appointment should be offered

a) when I think my condition could be serious (even if the GP or nurse doesn't think a F2F appointment is necessary)	86	(17%)
b) when my condition needs visual examination and I think a photo won't be good enough (even if the GP or nurse disagrees)	97	(19.1%)
c) when the GP or nurse thinks it is medically necessary	104	(20.5%)
d) when I cannot easily find a private space to have a telephone or video consultation	30	(5.9%)
e) when I don't feel comfortable talking about a particular condition remotely	59	(11.6%)
f) when I can't get a suitable remote appointment: ie it is at a time that works for me and I can be sure it will happen close to that time	26	(5.1%)
g) when I am nervous about talking about my condition	37	(7.3%)
h) when I have more than one thing to talk about	37	(7.3%)
i) any time I want one	25	(4.9%)
j) other	6	

The success of GP telephone appointments

very successful	41
successful	45
OK	29
a bit unsatisfactory	7
very unsatisfactory	4

Numbers using healthcare professionals working for Mid Chiltern Primary Care Network

social prescriber	2
pharmacist	20
health and wellbeing coach	1
care coordinator	1
physio	10
mental health practitioner	0
had an appointment with one of these but don't know if they came from Mid Chiltern Primary Care Network	23

Who knew of the Mid Chiltern Primary Care Network before the survey

Yes - 42

No - 84

Age of respondents

The breakdown of respondent ages (where given) is as follows (with results from the 2022 survey in brackets)

18-30	1 (0)
31-45	11 (2)
46-60	26 (19)
61-75	54 (36)
≥76	32(10)




It is welcome that we have heard from a few more patients under 46, but getting voices of the <30s remains a challenge

GP Patient Survey 2023

NHS England send surveys to a random group of patients from every surgery in England once a year. The results for John Hampden are shown below, compared with the regional (integrated care system) and national results. The final “overall experience” question shows a significantly better score for John Hampden than for the region and nationally. More information about the survey is at <http://www.gp-patient.co.uk/>

	JHS 2019	JHS 2020	JHS 2022	JHS 2023	ICS 2022/23	National 2023
Find it easy to get through to practice by phone	92	95	92	85	58/53	50

Find receptionists helpful	92	94	94	89	82/83	82
Satisfied with available appointment times	74	69	62	56	58/52	53
Usually get to speak to preferred GP when want to	80	76	52	60	58/41	35
Offered choice of appointment when last tried to make one	61	69	79	54	58/59	59
Satisfied with type of appointment offered	78	77	74	65	58/72	72
Took appointment offered	94	96	98	98	58/96	96
Described experience of making an appointment as good	78	82	71	65	58/55	54
Waited ≤15 minutes after appointment time to be seen	86	82	-	-	-	-
Were given a time for their last GP appointment	-	-	95	94	58/91	91
Healthcare professional saw or spoke to was good at giving enough time during appointment	99	90	93	91	58/85	84
Healthcare professional was good at listening to them during appointment	98	98	93	92	58/87	85
Healthcare professional saw or spoke to was good at treating them with care and concern	99	98	92	94	58/85	84
Were involved as much as they wanted to be in decisions about their care and treatment	99	98	90	92	58/92	90
Had confidence and trust in healthcare professional saw or spoke to	99	98	94	96	58/94	93
Healthcare professional recognised or understood any mental health needs	93	94	87	76	58/83	81
Felt their needs were met	99	95	92	92	58/93	91
Have had enough support from local services or organisations in the last 12 months	96	94	68	82	58/68	65
Describe their overall experience of the practice as good	96	95	88	78	85/73	71

 GP services	 Making an appointment	 Your last appointment	 Your health	 Overall experience
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294 surveys sent out, 124 completed = 42% completion rate. Numbers in small writing in the table = breakdown of red number.

Conclusions and recommendations

The PPG is grateful for all the effort and dedication shown by every member of the John Hampden team. It is easy to point to things that may not be perfect, but, from a broader perspective, the surgery remains highly regarded by many patients and

compares very well when judged against many other surgeries. We particularly commend the reception team for all the positive comments they have received. The Care Quality Commission's interim assessment last year maintained the surgery's 'outstanding' classification and we congratulate the surgery for this, not least given all the pressures on primary care that are nowadays often reported in the media.

Throughout the country there have been declining levels of satisfaction with primary care and particular concerns about appointments. However, the results from the latest national patients survey shows that satisfaction levels remain generally higher for JHS patients compared with those nationally and more locally.

On the other hand, there is a clear message from this survey that many patients still remain uncomfortable or unhappy with the current appointment system, in terms of the time taken to get an appointment and the perceived shortage of F2F appointments. The same message came from the 2022 survey.

In our last report, the PPG committee commented that there was scope to further improve the way patients are informed of what services are available, when and why, in order to improve the ability of patients to understand what they can realistically expect and to navigate the system. However there must always be a clear understanding as to what can realistically be expected both from patients and the surgery and, largely repeating what we said last year, our suggestion is that this involves the following:

From patients

- an attempt to adjust to the fact that, whether we like it or not, primary care throughout the country in the 2020s looks different to before and is unlikely to revert. (But that doesn't deny patients right to assess and comment on the surgery's performance, especially via the PPG)
- an attempt to keep abreast of information from the surgery when it is made available, especially patients who tend to use surgery services more often
- an attempt to keep the PPG informed of concerns about general issues to do with the surgery (although NB specific complaints must go through the formal complaints procedure [here](#))
- a commitment to always treat surgery staff with respect. They are doing a difficult job and are always trying to do what they believe is best for patients, even if it may seem to you in the heat of the moment (or even in the cold light of day) that this isn't the case.

From the surgery, a strong effort to

- be clear, transparent and up-to-date about what service patients can expect and why, and to use a variety of communication channels so as to reach out to as many patients as possible
- tell patients about any forthcoming changes to service levels

- seek to continually improve services where possible, listen to patient views and experience, and be open when services can't be improved or might decline
- generally, keep patients up-to-date via an effective communications regime.

Since that report, the surgery website has been revamped and anecdotal evidence is that patients find it easier to navigate. However, this year's survey report shows that many patients don't use the website. The PPG is also aware that, as a result of action from the Integrated Care Board, the surgery now has only enough funds to use SMS texts for essential clinical communications.

The PPG is aware that there are initiatives at national, NHS England level, and by the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board, aimed at improving primary care, with a significant focus on appointments and what is termed "access". We have to hope that these will either provide further help to our surgery to deliver the appointment service patients are ideally looking for, or will help inform patients of the service they can reasonably expect, such as the alternative options of the additional roles, eg social prescribers, physios, mental health practitioners, care coordinators, etc.

In the meantime, **we would urge the surgery to continue to look for ways of making all patients aware, or reminding them, of what levels of service they can expect and why.** This might include clear and widely promoted statements of the normal timescales to wait for an appointment and the circumstances when an appointment will be F2F or not. It could also include publication on the website and in the newsletter of monthly data about numbers of appointments of different types.

In this context, it is worth noting that 25 out of the 126 patients responding to the survey said they would like a F2F appointment any time they want one. However, taking a broad perspective, the PPG recognises there is a continuing upward demand for appointments and understands the importance of the clinical staff exercising their professional judgement about whether a F2F is needed, so that the finite number of F2F appointment slots can be used to see patients who have a clear clinical need to be physically present.

Lastly, we would also ask the surgery to study the individual comments made by patients, contained in appendix 2. In particular, we would remind the surgery that it is frustrating to patients who are in regular contact with the surgery to have to negotiate a long recorded message each time (including at 1-2pm when it precedes the lunchtime message), and any such aggravation could potentially have knock-on effects when they get to speak to the reception team. We would also be interested in the surgery's views on the potential for providing more reminders to patients in the sort of situations described in the comments.

Appendices

There are four appendices

1. surgery response to the survey
2. the comments received in relation to each survey question
3. the survey questionnaire
4. results in graphs

Appendix 1



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Dear Patients,

Thank you for all your support and we are grateful for feedback from our patient community and for the survey report. We aim to deliver a safe and high-quality service to our patients, continuity of care with good health outcomes and offer an excellent patient experience. We are proud of all our team members, and we were particularly heartened by the positive feedback about our receptionists who are the solid foundation of our team.

We recognise that the survey confirms that access to our service remains a high priority for our patients. This picture is echoed across the UK, particularly as we continue to be challenged by the impact of the Covid pandemic.

Nationally, it is predicted that demand for access will increase further, as the number of people over 70 (who are five times more likely to need a GP appointment than teenagers) has increased by a third since 2010. Primary care is already treating record numbers, with half a million more appointments delivered every week compared to pre-pandemic.

NHS England has acknowledged this crisis and has plans to improve access to care with better support for patients to manage their health and modernise general practice for future generations.

Primary care is the first point of contact for patients. Modern primary care is a multidisciplinary team, GPs, nurses, pharmacists etc. When patients are seen by the right professional in the team, GP capacity is freed up for patients who need them most and reduces waiting times for appointments.

With this in mind, we are actively moving towards a modern access model for our surgery too. It represents our commitment to maintain the high standard of care patients expect and deserve.

We have reviewed our patient access at John Hampden Surgery and would like to share some positive changes that we've put in place. Hopefully we can reassure you that we continue to be accessible despite the challenges highlighted.

1. **PCN working;** John Hampden Surgery is a member of Mid Chilterns Primary Care Network (PCN) along with Amersham Health Centre, Rectory Meadow Surgery,

Prospect House, and Hughenden Valley Surgery. The PCN employs additional staff to our core practice staff to support our patients, Social Prescribers, Health and well-being coordinators pharmacists, Care coordinators, physiotherapists, paramedics etc. These additional roles have been invaluable and providing care such as blood tests, spirometry, blood pressure, medication reviews, long-term condition support, etc.

2. **Access to appointments;** we provide a hybrid of appointments including telephone and face-to-face appointments. This model enables the surgery to maximise patient contacts and reduce the waiting times for a booked consultation. Telephone appointments enable people to access healthcare from their homes, or work, without the need to attend the surgery. We advise patients when a face-to-face is required, and book these in accordingly. Currently approximately 74% of our appointments are face to face. We are also exploring online consulting opportunities for the future.
3. **Extended Access;** we continue to offer early or late appointments outside our core hours across the week to provide additional appointments and to offer convenience for patients who are working etc
4. **Community Pharmacy support;** NHSE has encouraged the increased use of pharmacies for minor illnesses, blood pressures etc. We have excellent community pharmacies who provide these services, and we signpost appropriate patients to see accordingly.
5. **Digital tools;** we have adopted software that enables patients to send photos, and videos to support consultations. We can also share information and signpost to alternative services to support patient health care. We would encourage our patients to use the NHS App for visibility of their test results and consultations.
6. **Self Care;** patients can self-refer to certain services directly rather than needing a GP referral eg Bucks Talking Therapies, hearing tests, podiatry, physios, speech and language services, dementia support services and drug and alcohol services.
7. **Winter Access;** when demand outstrips our capacity in winter months, patients may be requested to call 111 who work with us to offer a supplementary primary care service.
8. **Staffing;** We have extended our nursing team to two nurses and a health care assistant. We also have 4 part-time doctors on our team providing continuity of care.

Conclusion.

Patient health and well-being remain our top priority and we aim to provide our patients with the best possible care. We strive to provide continuity of care which is possible with our small but enhanced primary care team. We greatly value patient feedback which has been instrumental in identifying both our strengths and areas for improvement.

Yours Sincerely,

The John Hampden Partners

Comments on different survey questions

In one case text has been redacted to avoid any possibility of identifying an individual patient.

The following comments include a few criticisms of the surgery. Patients can, of course, use the surgery's complaints process. You can find it if you click on 'suggestions and complaints' at the bottom of the surgery website front page. The surgery has been unable to investigate or respond individually to the criticisms below because they are anonymous.

Please list two things you think the surgery does well and two things that might be better

76 responses

- Mostly very helpful and friendly receptionists The same goes for the nurses Would be nice to be able to see a doctor face to face more easily as it used to be.
- 1/ All patients should be offered a face to face appointment if they need one. 2/ There should be somewhere to talk to reception if you go in there. It maybe personal. 3/ You can usually get an appointment on the same day if needed. 4/ The staff are very pleasant.
- Never have a problem getting through to the surgery on the phone The surgery responds quickly to prescription requests over email
- A request for a telephone appointment is always arranged within maximum five days and a recommendation/referral to an outside agency is arranged almost immediately. After 23 years in the NHS myself I'm very conscious of the pressures on health providers, but wish I didn't feel guilty or hesitant with regard to contacting the surgery - I have no answers to this. Personally I feel very fortunate in being a patient at the John Hampden Surgery.
- The surgery does well working with older patients, female patients and those with dementia. A larger focus on mens health would be useful especially regular PSA tests, also better advice on the website describing tests & vaccinations that should be available at certain age thresholds. It would be useful to have a choice of a video appointment in place of/addition to telephone appointments.
- The nurses are very knowledgeable and helpful. The receptionist do their best for you. We have to wait too long when making an appointment. The message is far too long.
- I'm not sure about 2 things but I definitely feel reluctant to phone the surgery any more.
- Friendly and helpful receptionists Prompt referrrals
- Answers calls in timely manner Scheduled non urgent call in timely manner Might do better - no suggestions
- Always helpful, and polite. Would prefer more face to face appointments
- Appointment reminders Repeatment Perscriptions. Face to face Appointments. Shorter Appointment times.
- Helpful reception staff. Good follow up support
- Good reception staff - very helpful. Caring and empathetic health care practitioners

- * answers the phone quickly * replies to emails quickly I haven't come across anything I feel needs improving
- They are friendly I've always managed to get a phone conversation with the doctor when I've needed one I would like to be able to have a face to face appointment more easily I feel we, the older patients could be offered health checks to make sure the medication we are on is still necessary and doing the right thing, and also pick up any hidden things like raised blood sugar or cholesterol. This would prevent more serious problems down the line.
- (1 phone appointments reliable. (2 why do phone apps take so long
- Repeat prescriptions good Discussions with doctors good Some receptionists attitudes bad Telephone repeat info whilst on hold bad
- Patient helpful receptionists Doctors do show they care Can't think of anything negative
- I was asked to submit another mole photo after a month. It would have been good to have a reminder at the point of a month. Because I lost track I thought I had lost my slot so I didn't submit a photo.
- Staff always do their best to help. Appreciate all that they do. Surgery endeavours to triage patients but not always satisfactorily. Definitely would prefer to have more face to face appointments available
- Phone consultation so don't need to go the surgery unless you need to, picking up prescription is then pretty seamless. Pro-active programs - health check and blood pressure. More appointment availability would be good.
- I have always appreciated Dr Mallard-Smith's knowledge and approachability. I felt she was under a lot of pressure last time I saw her, and frustrated not to be able to help me, because of the system. That was just my impression. Length of time in being able to get an appointment, like all surgeries, has become too long I don't feel like my daughters anti depression medication has even been reviewed, which concerns me. Is there no automatic regular follow up The surgery is always clean, tidy and accessible. Staff always doing their best under challenging circumstances. Practice nurses always punctual and efficient, also knowledgeable. I'm grateful for having such a great surgery on the doorstep, with great staff. Thank you!
- Appointment reminders, Nurse appointments Too much info on phone before getting to reception
- Reduce length of introductory telephone response to call when making telephone contact with surgery. A quick sub program to allow impatient callers to circumvent rigmarole? Reception staff are excellent, friendly and helpful.
- Does well: - I like the ipad check in facility - easy to use - nice, friendly staff and clean premises - I like telemedicine for non-urgent questions Might be better: - I'd like to have a reminder for blood work 1x/year to check cholesterol, etc - shorter booking periods would be nice.
- Prompt responses Good communication
- Well : 1. Is nearby 2. Can go to it Not so well : 1. With Dr Mallard Smith working only 1 day a week very difficult to have an appointment with her 2. One of the receptionists is not fit for the job and often makes mistakes. Perhaps too old and therefore not her fault
- I think that the surgery does preventative healthcare and repeat prescriptions well.

- I have genuinely never experienced care like it, I had so good can't health problems recently and the care was faultless from the nurse and the GP. Reception staff are lovely, helpful, know their patients and work hard or provide an exceptional service
- When you are able to see the GP or nurse they are very good and thorough with the diagnosis Unfortunately it seems to take a while to get follow up actioned
- Does well: Customer service-ordering prescriptions etc Phone line management Improvements Follow up appointments-been told a few times I will have a follow up, I chase and still nothing Time with the doctor, always feels rushed
- I would like to be able to talk to a doctor within a day or so, not 2 weeks in the future
- Very helpful on the phone Let me know when I need vaccinations
- Good 1. Diane the receptionist is great I always like talking to her. 2. Reminders by text and being able to do prescriptions by the NHS App. Better: asthma reviews (more in depth, thorough and booked regularly) Nurse/GP knowledge of what's available/signposting. I was eligible to be referred to the ENT nurses at Stoke Mandeville but only found this out via an audiology appointment. The audiologist was surprised I hadn't been referred by the GP practice given my medical history
- I find the receptionists very pleasant and helpful and the nurse who gave my flu injection was also very kind and efficient. These have been my only contacts with the practice as I am a new patient and have not needed to make an appointment with a doctor yet.
- Excellent relationships with patients. Patients are seldom kept waiting for more than just a few minutes after the appointed time - and if that happens there is an apology. Cannot think of any things that might be better.
- + Processes repeat prescriptions quickly + Blood test appointment was very speedy - I had a blood test for PSA. The result was on my NHS record (on app). However blood was also taken for other tests (according to the nurse, who was lovely and efficient). None of these results are on the app. - No contact from medical team to discuss any of the results.
- Keep it going as there are no complaints I can think of. (I am easily pleased though
- Receptionists very polite and helpful Doctors and staff very helpful Sometimes appointments can be a bit long to wait for, unless urgent.
- Always really polite & helpful Amazing doctors
- I would like to be able to get an appointments with the doctor face to face Even telephone appointments are hard to get, 3 weeks in the future is not good enough!
- Reception staff friendly and helpful Repeat prescriptions easy to order Shorter wait for a telephone appointment
- Well - Vaccination's, Doctors phone calls and repeat prescriptions. Improve - Try to keep appointments on time.
- Dr Mallard-Smith is most helpful in sending referrals efficiently and speedily. Lynn Tarn is very competent and organised with the travel clinic. The only comment I have about possible avenues of improvement is that because of new LMC rules, withdrawal of certain long term prescribed medication is now practice policy but this should be done after discussion with the patient, offering advice and help to withdraw, not simply deleting a prescription without any notification. Otherwise I think the surgery is run very well, managing patients' interests in the best of ways.
- Offering physio appointments at the surgery is good, on the downside seems to only be recommending exercises not deploying any techniques to aid faster recovery such as

shockwave therapy. Blood tests take a very long time there are not enough appointments at the surgery, expanding this service with additional professionals would be beneficial

- It's great to have the option of telephone appointments with the doctor, but it would be good to be able to see them in person sometimes without feeling like it is an imposition.
- Initially the concerned receptionist's help with a call in recently With so many changes afoot cannot say at this moment in time
- Receptionists are excellent and so are nurse services such as blood test and vaccination. Luckily I am pretty healthy so have not had to use gp services. So no bad experiences.
- Answer the phone by helpful polite receptionists.
- Had a problem getting a follow up appointment after change in medication.
- I am very sorry to be struggling to find positives this year. After 25 years of supporting JH Surgery I have given up defending them as the "service" has changed for the worse so much, I suspect like other GPs but that is no excuse. I am happy with the medical appointments I have had personally. Lack of thought: My elderly relative was told by the Receptionist "you know you have a urinary infection". Well she did not know and this was hardly how to be told. She was then sent to the Pharmacy to ask for a particular antibiotic, without being given the necessary prescription. Shocking! They seem to have stopped recommending other services - I was trying to avoid having a doctor's appointment and wanted a podiatrist - I was effectively told to google it.
- I feel that face to face appointments are very reluctantly given and one has to be satisfied with a telephone appointment - whatever the symptoms are. I feel that via a telephone appointment I was fobbed off with an xray which did not identify that I needed a hip replacement, and then recommended to get expensive physio treatment, and it was not until I had an MRI privately was the condition correctly identified.
- Staff, really helpful The Doctors take time and know you, you don't feel rushed
- 1. 2. 1. Improve communication and follow ups. 2. See patients F2F if patient requests.
- Very good at getting my problems sorted At the moment I do not need to much help so not sure what to tell you. Very happy at the moment with service.
- Attempts to get you appointments Most receptionists good Records not always looked at particularly on discharge from hospital
- Your reception staff are excellent and always polite and helpful Your practice nurses are polite and helpful. Unfortunately it takes far too long to get an appointment if not urgent Telephone appointments are ok sometimes but often you really need a doctor to see what the problem is
- Very good at keeping times of phone appointments Staff very polite and good at explaining matters in easily understandable language Would be good if test results were sent rather than having to phone in
- more face to face appointments less reliance on non doctor staff
- from recent experience I would say it is fine
- Friendly - good doctors Not enough appointments and difficult to actually see a doctor
- Lovely staff Easy to park in public car park Have not seen a doctor in person for ages Need to chase up my blood sample appointment
- Does well in responding quickly when contacted. Does well in providing a quiet and comforting atmosphere. Not yet aware of anything that might need improvement - I'm quite new to the surgery.

- The surgery does a great job with flu vaccinations The surgery always answers the phone even although there might be a bit of a wait It would be good if the surgery did reminders about annual tests It would also be good to have more frequent mot's
- Great telephone service. Short waiting time when an appointment has been agreed. I can't think of anything that might be better. Sorry!
- I don't really know as haven't had to come in recently , probably doing health checks more often blood pressure and cholesterol checks
- Processes prescriptions welll.Organises flu jabs well. Reception team present a negative face, and ask too many medical questions which I believe they should not be in a position to ask. They make getting a timely phone or face to face appointment virtually impossible. They are a barrier to timely interaction with a GP. Too many part time GPs.
- Receptionists are very understanding and helpful. Practice nurses - Lyn & John are always very pleasant and able to put you at ease when attending. I feel that the Covid situation is well and truly behind us now, therefore, in my opinion face to face appointments should be the norm or at least be an option when booking an appointment instead of the default seeming to be a telephone consultation. I feel the practice could be more pro-active when it comes to reminding patients about NHS health checks covering things such as cholesterol, PSA, blood pressure, weight etc. I do understand that this is a very busy practice and that from personal experience the response is excellent when appropriate.
- The receptions are always polite and friendly which makes the world of difference. They answer the phone promptly and really try to help, So far I haven't seen anything to improve
- Exceptional staff at reception, nurses, GPs and other medical support staff and Locum GP, in how they deal with patients over the phone and at the surgery itself. All staff went the extra mile during and post covid. Reception staff have also gone the extra mile to support the unique situation of my partner who has severe hearing loss by allowing me to telephone and make appointments for him and understanding that he requires face-to-face appointments as telephone appointments simply don't work as he can't hear well enough. The surgery is doing brilliantly, and I cannot think of things they could do any better currently.
- The surgery has always been friendly, very efficient and caring. If I've had cause to have anything done at hospital or anywhere else, my treatment is always carried out swiftly. That is to say the doctor's at the surgery, especially Dr. Roberts as she is the one I would normally have contact with, get onto any issue with my health without delay. I can honestly say that I have never been disappointed, or had any complaints about the service or the treatment I have received. This surgery must surely be one of the very best. The doctors and the nurses are first rate. I cannot think of anything they might do better, in my opinion. We are truly blessed in Prestwood to have such a fantastic surgery.
- The surgery generally answers the phone fairly quickly. Telephone consultations are available within a reasonable timeframe. F2F appointments can involve a much longer wait, especially if you specify a particular doctor.
- The surgery seems to do its utmost to avoid seeing patients face to face. I have lived in Prestwood for nearly three years, am 75 with the odd health issue but have never actually been seen by a doctor at the surgery.

- Routinely delaying appointments for three to five weeks. When you have a telephone appointment the Dr can appear impatient, wanting you off the phone before you explain your concerns. Scrap the repeat telephone message about Covid. Inform us of Dr changes at the surgery!! Why do you now get referrals to the nurse who speaks to the doctor on our behalf.
- Courteous and helpful staff Reminders for appointments and seasonal jabs sent by text Make it easier and quicker to either have a telephone appointment or to see a Doctor face to face. Waiting 3 weeks for a telephone appointment is too long
- Good: Answering telephone Urgent triage/appointments Not so good: Routine appointment availability Routine appointment wait time too long
- Lack of availability of face to face appointments. Forced to use Dr Now as I had a very bad infection in June which needed two lots of antibiotics. Tbh, most things can be done better! On the plus side, the receptionist is very nice, friendly and tries to accommodate as far as possible.
- Luckily I haven't need to have an appointment with the doctor recently. But I understand that there is quite a wait to actually see one.
- Always a warm welcome with a smile. It goes a long way to making patients feel comfortable and less anxious.
- Appt reminders are good. Can't think of any improvements that I would like to see.
- Helpful secretaries , good experience with the male practice nurse very helpful Nothing to do better in my personal experience:)
- Good flu injections repeat prescriptions Could be better response to blood tests etc - not convinced they receive the attention they need appointments take too long - even by
- General communication (answering the phone, text messages etc) Ensuring I am aware of what is available to me (flu/shingles jabs etc)
- Very friendly receptionists and all staff I have come into contact with.
- Well - The nurses are really excellent. Lyn and John make time, listen, don't make you feel rushed and seem to really care. The phone is answered relatively quickly. Diane in particular is a really helpful receptionist. Needs to be Better - Still feel that if you want to see a doctor you should be able to see a doctor not go through numerous hoops to get to that stage. The nurses are so excellent but I feel they are being used more and more instead of doctors. Not sure thats how it should work.
- Friendly, helpful staff especially receptionist and Great knowledgeable practice nurses. In an ideal world I'd like face to face GP appointments.
- Friendly and welcoming but accessibility to medical care still far from easy. How can someone only be diagnosed over the phone. Need much more patient help/face to face again. All seems to have disappeared everywhere since Covid
- 1/Good communication 2/ nice environment 1/ medication reviews with patients 2/ GP patients consistency (same patient same GP)
- JUST ALWAYS BEEN PERFECT FOR ME
- Nurses and doctors are kind and friendly. Receptionists not so much! Rather brusque and rushed. Kindness and understanding costs nothing.
- Receptionist response is always excellent. Appointments for tests/ jabs always well run. Length of time waiting for phone appointment is overlong Can't think of anything else.
- Good doctors that listen. Efficient vaccine program. Better available appointments

- Very friendly and helpful If there's a chance you have something seriously wrong it's dealt with and investigated very quickly Having been diagnosed I realise that I first went to the doctors with symptoms in 2008ish but it's taken until 2023 to actually find out the cause. (And it was in a very roundabout kind of a way) Women's health needs to be investigated and not just treat the symptoms. Long waiting lists for non-urgent things - not the surgery's fault though.
- Well. Staff attitude and helpfulness. Nurse availability. Not so well. More information could be easily available on facilities available from outside agencies such as NRS.
- Well= receptionist and doctors Better= can't think of anything
- Answering the phone, trying to sort problems etc
- No recent experience, but.. Make it easy to SEE a doctor as it used to be It's wrong that the first appointment with a dr in only on the phone, and that is only after a 1-2 week wait What can't there be surgeries run as before
- Reception staff are very helpful and friendly as are the doctors when you see them Can take a long time to get an appointment
- Great doctors and nurses Great reception and phone staff
- My recent Health check was completed very professionally, Mr Harper took the time to ensure I understood my results, was thorough in his explanation of the data, all whilst making me feel at ease. Generally, appointments are easy to make and when contacting the Surgery I always feel my requests/needs are taken into account.
- Communicates well Responds to prescription requests quickly Recalling for blood tests re diabetes/cholesterol Recalling for BP etc
- The receptionists are very helpful and knowledgeable. Booking flu jabs and asthma review appointments etc is very easy via the text and online system. It is still very tricky to see a doctor in person and it isn't always easy to talk on the phone. The broad time slots given mean it's easy to miss a call, even if the surgery is called straight back, and appointments then need to be re-booked for weeks later
- More face to face appointments. More time to talk to GP without interruption, and for the GP to check that the patient is happy with the treatment/response. Calls are too rushed and so much communication is lost.
- Most times I've called I can get through and not waited too long. The website has the information I have wanted to access. Getting a face to face appointment is difficult. Feel unable to discuss ongoing problem with doctors as they are too nervous persue after a drug reaction.
- Helpful on phone Good GP (Dr Roberts) Would like option of regular face to face appointments and if not then the option of video call instead of phone call.
- Friendly Helpful Help for people suffering from deafness due to wax in ears Not having to wait so long for telephone consultations with the doctor
- The ladies on Reception are very friendly, helpful and polite. As i try to stay well, I had not needed to see a doctor
- Great triage of treatment via phone Availability of in-person appointments when required I don't think there is much to do better. This surgery offers great service.
- I think the surgery staff are all friendly and making an appointment is fairly easy (fast at answering the phone). I appreciate that someone (GP or receptionist) does phone back in a timely manner. I have had my first baby in the last year and i feel special priority should be given to parents who phone about a concern regarding an infant. A GP calling back to discuss over the phone within a few hours or a same-day appointment would be

ideal? It is an anxious time and first-time parents can feel overwhelmed by things and the internet doesn't help anxiety levels. However I did feel well supported in my immediate care after birth and the above situation was my only "issue" with the surgery this past year.

- Well: doctors call at time arranged and online prescription service works well
Improvement: chance for face to face appointment with doctor and shorter message when ringing up surgery

The NHS is concerned about health inequalities. These are where there are health differences among different groups in society. For example, where people living in certain areas or from particular social groups live (on average) shorter healthy lives than in other areas or groups. Are you aware of any health inequalities and do you think there is anything the surgery might do to tackle this?

- Offering face to face appointments when requested and sympathetic staff from reception to GP's. Reception staff to be mindful of health inequalities
- No I am not aware of any health inequalities. Also not sure what the surgery can do given the limited funds available to spend
- I am aware of the issue of health inequalities Not sure what the surgery can do specifically to address these. Outreach to disadvantaged groups via community organisations? Making sure information (eg about health checks, vaccines, etc) is available in minority languages spoken in the area - eg. for the growing Ukrainian community.
- I have no helpful experience of this
- Older people living alone who become less able to use the phone etc and have little money
- Females taken more seriously or treated the same as men
- Predominantly white affluent area
- No, in the absence of more doctor-hour and nurse availability. Hopefully the practice is using/understands its own demographic data - who it is seeing and the outcomes it achieves for different patient groups. Does the practice have the same referral rates for e.g. women vs men and outcomes e.g. blood pressures managed in line with recommendations across different genders/ethnicities...?
- I am not aware of any health inequalities personally , we live in quite a fortunate area, but I am sure there will be health differences and I haven't got an easy answer as to how you deal with it at a surgery. Everyone can try to keep themselves healthier but it's not always as simple as that
- see all patients annually for review/health check irrespective of social background
- The only inequality in our area is between those that can have treatment privately rather than wait for an NHS appointment. I have been waiting since the 21st March for new inserts in my shoes to aid walking!
- Not aware of any health inequalities in this area but I do not know the broader picture.
- Yes I am aware of health inequalities and feel if there were more face to face appointments given this would help in identifying these inequalities. The doctors could then act to help the people concerned

- my awareness is down to media reporting of such inequalities. I do not feel that the surgery make any bias between different social groups
- Need more full time GP's. and less part timers. Stop surgery reception staff from being barriers to patients wanting dialogue with GP's.
- No I find them very fair.
- Yes I am aware, not clear on what specifically the Surgery can do to help.
- Targeted information regards those affected
- I am aware, and as I get older I can see the differences in lifestyles in people I know get wider depending on their backgrounds. It's very difficult when the inequalities are a result of society - government policies etc. I don't think there are easy answers. A rounded holistic view with many different options and pathways for people to choose from to improve their health may work.
- People who work finding time to see the doctor. More out of hours access.
- If the Surgery treats every patient equally then there should not be any health inequalities.
- Many elderly patients have a number of ailments and concerns which need a holistic view which I'm not sure is available
- not aware/no: 34 respondents
- not sure: 1 respondent
- don't know: 1 respondent

Are there any comments you'd like to make as regards the above questions?

- Overall I think the practice does a great job. Thank you to everyone for being there when we need you.
- One negative point. I was concerned about my daughter's mental health and possible deterioration. I was offered a telephone call appointment. However, I explained that my daughter is ■ [teenager] and that it was unreasonable to expect a minor to discuss her mental health difficulties and symptoms over the phone. I didn't think this would put her at her ease or help her to open up In my opinion children with mental health difficulties should be seen F2F so that they can see who they are talking too. Especially if it is a new concern.
- In general, it's a good service and I'm happy with the service I've received over the years. Great job! Thank you.
- Apparently I have to answer question 8 to be able to submit this! Having filled it all in I have assumed an answer to that question as I have not seen a doctor!
- I personally don't normally have an issue with phone consultations. However, I have elderly relatives who struggle to hear on the phone and need things to be discussed a little more slowly. I feel very strongly that the Surgery should be considering patients on a person by person basis and it should be standard to allow F2F appointments for identified (generally older) patients. If necessary instructions should be written down for them to ensure they can remember and understand what they have been told.
- The surgery should provide F2F appointments if the patient feels it's necessary. Urgent Appointments should be prioritised especially if patient is in excruciating pain. Give clear instructions when referring patients for further investigations.
- Yes to old to understand a lot of what you clever computer guys are on about did my best .

- On occasion I have not found our local pharmacy to be very helpful. They are also using young counter staff to make medical recommendations.
- I have had treatment at Wycombe Hospital, Stoke Mandeville Hospital and Mount Vernon Cancer Centre and although the surgery is informed of these visits it is hard to say I feel any real involvement from the surgery, especially, as I say above I have never seen a doctor at the surgery.
- We very rarely have need to call the surgery but have been grateful when it has arranged vaccinations (Covid, flu) etc. Thanks for being there
- Put a time limit on the questions ie. In the last 6 months have you..... in that way the questions are relevant. Some people might not have used the services for 12 months or more. No place to say this question is not relevant to me.
- I recently changed my practice to John Hampden and I'm so glad I did. The biggest difference is that at JH staff are happy to see and talk to their service users in an approachable manner. It makes such a difference when staff are open and inclusive.
- Why does the question regarding appointments start at 2 weeks surely 1 week should be offered
- I was impressed by the response to my self diagnosis of shingles. Telephone appointment, sent photo, prescribed anti virals and collected them all within 2 hours. But it worked because I was tech savvy and knew what the rash was. Less we'll informed or tech savvy patients (eg my mother) would not have managed without a F2F.
- Would it not be possible for a system to be introduced whereby continuous repeat prescriptions could be sent automatically to the pharmacy at regular intervals rather than having to be requested each time?
- Had a telephone appointment booked for last Friday No one rang
- Maybe having the option of not applicable to some questions - especially if haven't had any contact with Surgery in a long while.
- Thank you for your caring work
- Would be helpful to know more about the services offered

Is there any other feedback you'd like to give about the surgery?

- Always find Diane on reception to be really helpful and knowledgeable
- Grateful to have such a dedicated team
- I have always been satisfied with my contacts with all the staff at the surgery
- I've been away for 8 months so no recent knowledge or use of the surgery to be able to comment. The last appointment I had in March lead me to have to go privately, as the NHS was unable to help in the timescale available
- Nice caring people
- We ought to be able to have more F2F appointments
- This surgery is exceptional! Please keep going, you are all really special
- Just want to say I'm always pleased when Diane answers the phone
- I am not in a position to do so as I have not luckily been unwell since I joined the practice but feel confident that I would be looked after were I to need the care of a doctor.
- 10/10

- As always I am so pleased to be one of your patients. I have nothing but praise for the way the surgery is run. I am always dealt with politely with respect and whatever I ask for is always sorted out from me as quickly as possible. Thank you
- I am very happy with the service I receive from John Hampden Surgery, especially when I here sad stories from friends who live outside our catchment area. Keep up the good work.
- It is a well organised, reliable and helpful giving good care and support to patients
- Face to face appointments are vital, there is a need to reduce the wait tube for non urgent matters. I have had to wait between 3-4 weeks for an appointment on 2 occasions during the past 6 months. I do not feel looked after by the GP service any longer, although the staff are polite and kind the GPs spend more time filling in the computer forms than looking at me listening to me or really thinking about what might be going on for me underlying other things, I do not feel seen I simply feel like I am on a conveyor belt with the professionals doing only what is necessary and all without eye contact. The nurses at the practice are not so robotic they do make eye contact and are a huge asset to the surgery
- With the surgery now open for patients to use easily, it can only make it one of the best.
- I changed from the Hughenden Valley surgery because of numerous problems. There have been none here and I should have changed earlier
- Firstly I know everyone is busy, but lack of coordination seems to increase workload in the long run. Back to elderly or vulnerable patients. There seems to be little oversight/coordination. for these patients. My elderly relative was given appointments for different conditions at different times without thinking through the appropriate order (or combination for ease of attendance). I am extremely concerned for patients who do not have family support to help manage their medical care.
- My medication has been the same for years - should there not be a regular review of medication?
- I hear horror stories of other surgeries, not only in Bucks and consider myself to be fortunate to belong to a practice that is so good and really cares
- 1. Be more welcoming and not make patients feel they're an inconvenience. 2. Train staff about open access and what it means and how it works 3. See patients F2F if they request.
- Please give more face to face appointments. Sometimes you just need a doctor to see you and reassure you and as a patient you really don't want the doctor to think you are wasting their time. This is how you feel if it's not an urgent appointment but you just want to see them quickly.
- I think that we are very lucky to have JHS as our surgery. The other local ones are simply not performing well.
- I no longer find the surgery to be as welcoming. There seem to be too many back office staff, considering the difficulty in getting a timely appointment with a GP.
- Thank ALL the staff - they are a fantastic team of caring individuals who always go the extra mile.
- Can always contact the surgery easily (which I hear is not always the case with other surgeries), and urgent care is excellent.
- Although I haven't had to have much contact with the surgery so far, all interactions I have had have been excellent.

- always empty when I go in.
- please reintroduce more accessibility
- In general the surgery is run very efficiently and I believe I receive a really good personal service and it's a credit to the NHS
- JUST THANK YOU
- Overall I think it's very good and thus far my experiences seem much better than people I know who attend other surgeries.
- I think they do a good job in difficult circumstances.
- I feel very fortunate to be a patient of this practice
- Very helpful caring staff who actually listen
- I think they do a brilliant job! V happy
- Really like this surgery but have noticed it is getting harder and harder to get an appointment without a long wait.
- I appreciate that the receptionist maybe busy when I approach the desk (in person) however, especially if they are not on a phone call, I do feel it is courteous to at least acknowledge the presence of a patient standing in front of you (either with a nod, or a verbal, be with you in a moment). I was left standing at the desk for several minutes, whilst the receptionist continued to type, without any communication.
- I am truly thankful for the sheer hard work of ALL the Staff who try their best in the difficult circumstances to serve their clients/patients. Thank you JHS
- I feel fortunate to be a patient at JH surgery
- Generally a good place to visit
- The Surgery is run very efficiently and all the doctors and staff are very kind
- Thanks for all you do. I think this is a great surgery
- I have always found staff to be caring, thoughtful and considerate!
- I feel since covid the surgery is less keen to see people and hesitate to ring unless I feel there is an urgent or extremely uncomfortable condition. I accept an individual should make all efforts to care for oneself and not rely on others but I feel strongly phone calls and photos are not an ideal replacement for face to face consultations.

Questionnaire used in survey

Q1. What is your experience of getting through to the surgery by phone?

very easy
easy
OK
difficult
very difficult

Q2. What is your experience of using the surgery website and accessing information on it?

very easy
easy
OK
difficult
very difficult
don't use it

Q3. How satisfied are you with the appointments available to you at the surgery?

very satisfied
satisfied
OK
dissatisfied
very dissatisfied

Q4. How far ahead would you like to be able to book a non-urgent appointment

2 weeks
3 weeks
4 weeks
longer

Q5. Please list two things you think the surgery does well and two things that might be better

Q6. We'd love more people to join the patients group (PPG) committee? We meet every quarter and try to keep the surgery in touch with what patients think. We also see what we can do to help the surgery. If you want to know more look at our page on the surgery

website <https://johnhampdensurgery.co.uk/patient-participation-group> . Please give your contact details if you might be interested.

Q7. In June 2023 the surgery held 1,856 face-to-face (F2F) appointments and 478 telephone appointments. What are the circumstances where you think a F2F appointment should be offered (please indicate all statements you agree with).

- a) when I think my condition could be serious (even if the GP or nurse doesn't think a F2F appointment is necessary)
- b) when my condition needs visual examination and I think a photo won't be good enough (even if the GP or nurse disagrees)
- c) when the GP or nurse thinks it is medically necessary
- d) when I cannot easily find a private space to have a telephone or video consultation
- e) when I don't feel comfortable talking about a particular condition remotely
- f) when I can't get a suitable remote appointment: ie it is at a time that works for me and I can be sure it will happen close to that time
- g) when I am nervous about talking about my condition
- h) when I have more than one thing to talk about
- i) any time I want one
- j) other

Q8. When you last talked to a GP on the phone, was it

- very successful
- Successful
- OK
- a bit unsatisfactory
- very unsatisfactory

Q9. The NHS is concerned about health inequalities. These are where there are health differences among different groups in society. For example, where people living in certain areas or from particular social groups live (on average) shorter healthy lives than in other areas or groups. Are you aware of any health inequalities and do you think there is anything the surgery might do to tackle this?

Q10. Before taking this survey had you heard of the Mid Chiltern Primary Care Network <https://www.midchilternpcn.nhs.uk/> ?

Q11. Have you had one or more telephone or F2F appointments with any of the following healthcare professionals working for Mid Chiltern Primary Care Network (please tick all that are appropriate) ?

social prescriber
pharmacist
health and wellbeing coach
care coordinator
physio
mental health practitioner
I had an appointment with one of these but I don't know if they
came from Mid Chiltern Primary Care Network

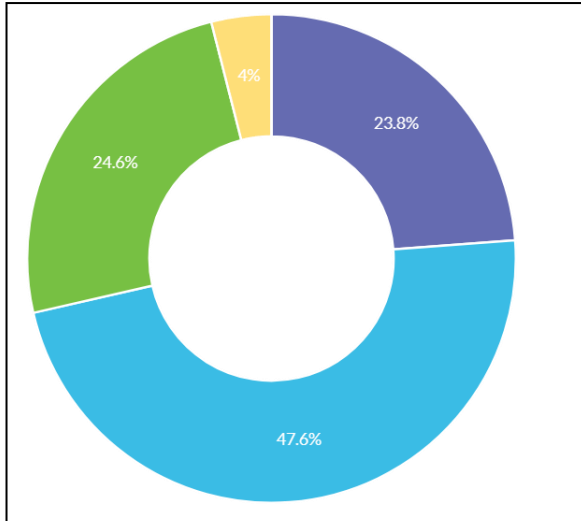
Q12. Are there any comments you'd like to make as regards the above questions?

Q13. Is there any other feedback you'd like to give about the surgery?

Q14. What is your age group?

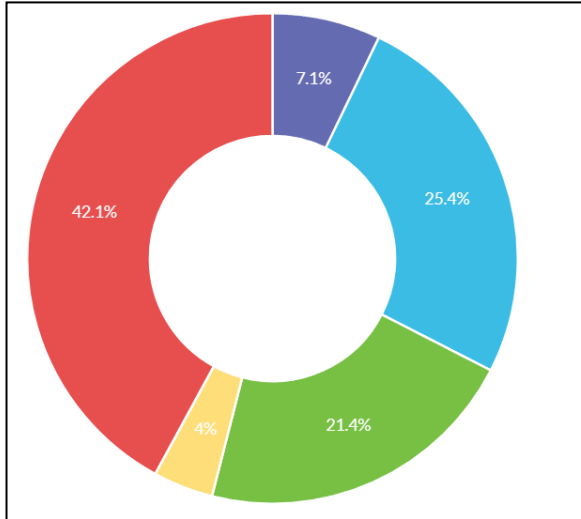
18-30
31-45
46-60
61-75
76 or older
Prefer not to say

Q1. What is your experience of getting through to the surgery by phone?



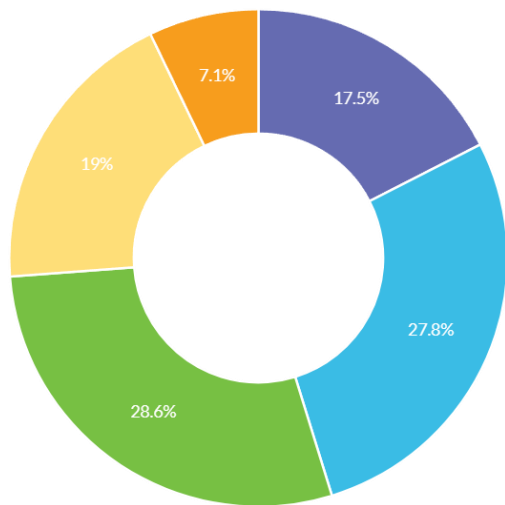
	very easy
	easy
	OK
	difficult
	very difficult

Q2. What is your experience of using the surgery website and accessing information on it?



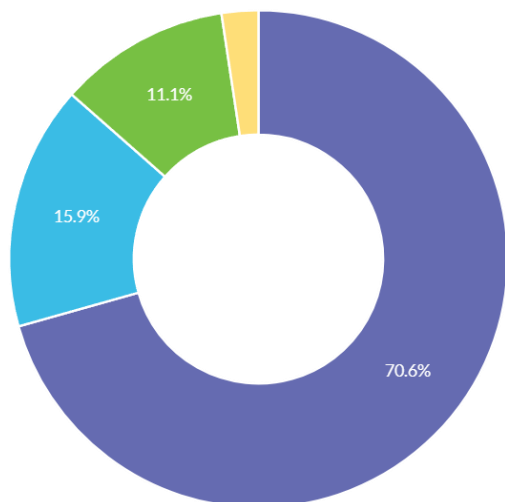
	very easy
	easy
	OK
	difficult
	very difficult
	don't use

Q3. How satisfied are you with the appointments available to you at the surgery?



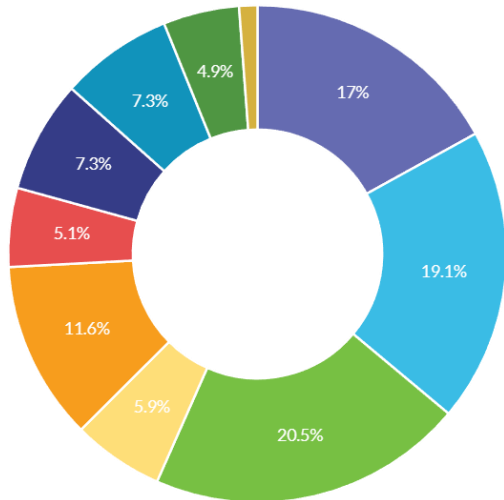
very satisfied
satisfied
OK
dissatisfied
very dissatisfied

Q4. How far ahead would you like to be able to book a non-urgent appointment



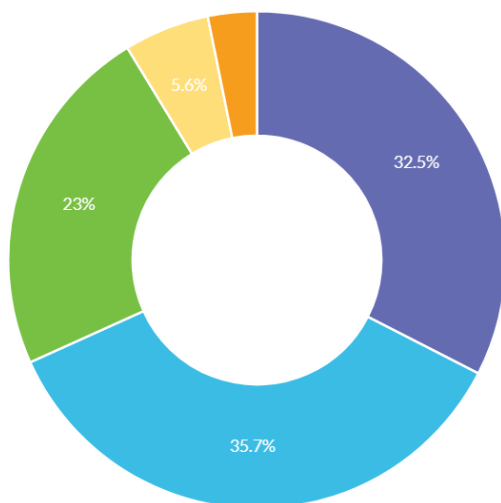
2 weeks
3 weeks
4 weeks
longer

Q7. In June 2023 the surgery held 1,856 face-to-face (F2F) appointments and 478 telephone appointments. What are the circumstances where you think a F2F appointment should be offered (please indicate all statements you agree with).



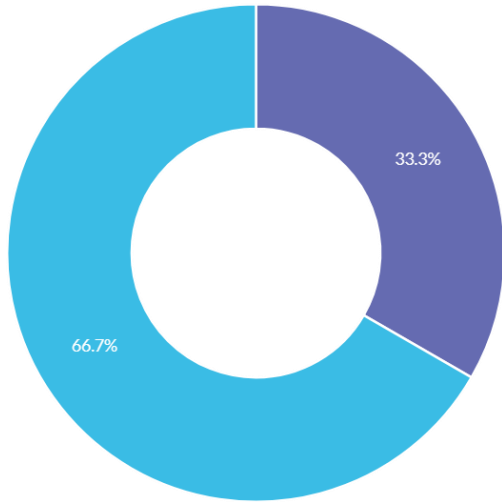
17%	when I think my condition could be serious (even if the GP or nurse doesn't think a F2F appointment is necessary)
19.1%	when my condition needs visual examination and I think a photo won't be good enough (even if the GP or nurse disagrees)
20.5%	when the GP or nurse thinks it is medically necessary
5.9%	when I cannot easily find a private space to have a telephone or video consultation
11.6%	when I don't feel comfortable talking about a particular condition remotely
5.1%	when I can't get a suitable remote appointment: ie it is at a time that works for me and I can be sure it will happen close to that time
7.3%	when I am nervous about talking about my condition
7.3%	when I have more than one thing to talk about
4.9%	any time I want one
~0.5%	other

Q8. What is your experience of getting through to the surgery by phone?



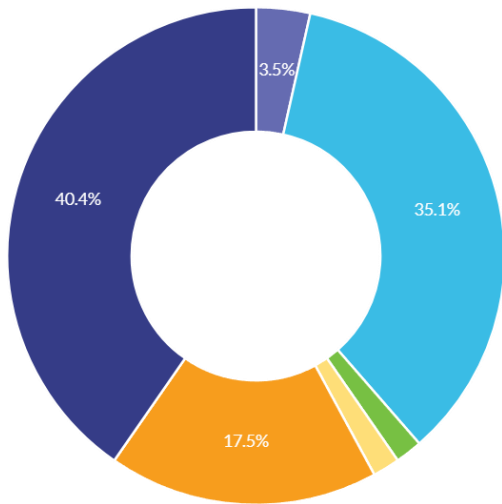
32.5%	very successful
35.7%	successful
23%	OK
5.6%	a bit unsatisfactory
~2.5%	very unsatisfactory

Q10. What is your experience of getting through to the surgery by phone?



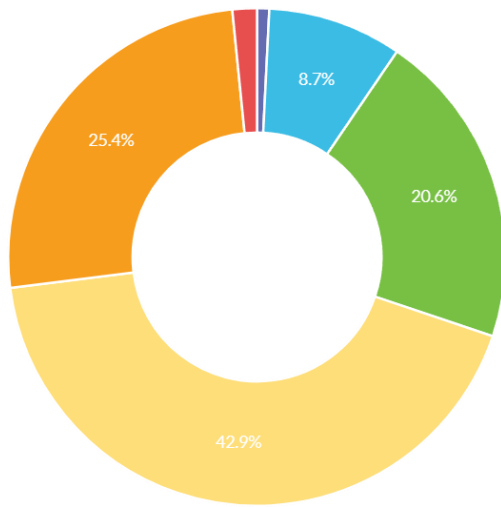
	no
	yes

Q11. Have you had one or more telephone or F2F appointments with any of the following healthcare professionals working for Mid Chiltern Primary Care Network (please tick all that are appropriate) ?



	social prescriber
	pharmacist
	health and wellbeing coach
	care coordinator
	physio
	mental health practitioner
	I had an appointment with one of these but I don't know if they came from Mid Chiltern Primary Care Network

Q14. What is your age group?



18-30	
31-45	
46-60	
61-75	
76 or older	
prefer not to say	

Dear Patients,

Thank you for all your support and we are grateful for feedback from our patient community and for the survey report. We aim to deliver a safe and high-quality service to our patients, continuity of care with good health outcomes and offer an excellent patient experience. We are proud of all our team members, and we were particularly heartened by the positive feedback about our receptionists who are the solid foundation of our team.

We recognise that the survey confirms that access to our service remains a high priority for our patients. This picture is echoed across the UK, particularly as we continue to be challenged by the impact of the Covid pandemic.

Nationally, it is predicted that demand for access will further increase further, as the number of people over 70 (who are five times more likely to need a GP appointment than teenagers) has increased by a third since 2010. Primary care is already treating record numbers, with half a million more appointments delivered every week compared to pre-pandemic.

NHS England has acknowledged this crisis and has plans to improve access to care with better support for patients to manage their health and modernise general practice for future generations.

Primary care is the first point of contact for patients. Modern primary care is a multidisciplinary team, GPs, nurses, pharmacists etc. When patients are seen by the right professional in the team, GP capacity is freed up for patients who need them most and reduces waiting times for appointments.

With this in mind, we are actively moving towards a modern access model for our surgery too. It represents our commitment to maintain the high standard of care patients expect and deserve.

We have reviewed our patient access at John Hampden Surgery and would like to share some positive changes that we've put in place. Hopefully we can reassure you that we continue to be accessible despite the challenges highlighted.

1. **PCN working;** John Hampden Surgery is a member of Mid Chilterns Primary Care Network (PCN) along with Amersham Health Centre, Rectory Meadow Surgery, Prospect House, and Hughenden Valley Surgery. The PCN employs additional staff to our core practice staff to support our patients, Social Prescribers, Health and well-being coordinators pharmacists, Care coordinators, physiotherapists, paramedics etc. These additional roles have been invaluable and providing care such as blood tests, spirometry, blood pressure, medication reviews, long-term condition support, etc.

2. **Access to appointments;** we provide a hybrid of appointments including telephone and face-to-face appointments. This model enables the surgery to maximise patient contacts and reduce the waiting times for a booked consultation. Telephone appointments enable people to access healthcare from their homes, or work, without the need to attend the surgery. We advise patients when a face-to-face is required, and book these accordingly. Currently approximately 74% of our appointments are face to face. We are also exploring online consulting opportunities for the future.
3. **Extended Access;** we continue to offer early or late appointments outside our core hours across the week to provide additional appointments and to offer convenience for patients who are working etc
4. **Community Pharmacy support;** NHSE has encouraged the increased use of pharmacies for minor illnesses, blood pressures etc. We have excellent community pharmacies who provide these services, and we signpost appropriate patients to see accordingly.
5. **Digital tools;** we have adopted software that enables patients to send photos, and videos to support consultations. We can also share information and signpost to alternative services to support patient health care. We would encourage our patients to use the NHS App for visibility of their test results and consultations.
6. **Self Care;** patients can self-refer to certain services directly rather than needing a GP referral eg Bucks Talking Therapies, hearing tests, podiatry, physios, speech and language services, dementia support services and drug and alcohol services.
7. **Winter Access;** when demand outstrips our capacity in winter months, patients may be requested to call 111 who work with us to offer a supplementary primary care service.
8. **Staffing;** We have extended our nursing team to two nurses and a health care assistant. We also have 4 part-time doctors on our team providing continuity of care.

Conclusion.

Patient health and well-being remain our top priority and we aim to provide our patients with the best possible care. We strive to provide continuity of care which is possible with our small but enhanced primary care team. We greatly value patient feedback which has been instrumental in identifying both our strengths and areas for improvement.

Yours Sincerely,

The John Hampden Partners