



# The John Hampden Surgery Newsletter

Dr Mallard-Smith / Dr Roberts

Dr Payne / Dr Stanbrook



**BANK HOLIDAYS**

The practice will be closed

- **Monday 6<sup>th</sup> May**
- **Monday 27<sup>th</sup> May**

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

## April 2024

### 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.
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](mailto: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 >.



## Pharmacy First

A new service to help you be seen more quickly is now up and running. Our practice will now be using Pharmacy First as a first point of call for on the day minor illness support 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
- Sinusitis
- Earache
- Impetigo
- Urinary Tract Infections



**YOU DO NOT NEED TO COME THROUGH THE GP PRACTICE TO ACCESS THIS FACILITY, SIMPLY VISIT YOUR LOCAL PHARMACY TO ACCESS THIS SERVICE.**

Click here to watch a [video](#) that explains how this new service works, or visit [John Hampden Surgery - powered by My Surgery Website](#) to watch .

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.

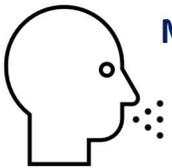
## Health and Wellbeing Support



**Get Active:** Spring 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, look for seasonal produce like asparagus, spinach, strawberries, and rhubarb.



**Manage Allergies:** Spring 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.



**Stay Hydrated:** Drink plenty of water throughout the day to stay hydrated. This is especially important if you're spending time outdoors or exercising.

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.



## Policy Reminder for Patient Behaviour

Dear Valued Patients,

We hope this message finds you well. We'd like to take a moment to remind everyone of our practice's zero-tolerance policy regarding inappropriate or disrespectful behaviour towards our staff.

We have recently noted an increase in unfortunate incidents where dissatisfaction has been directed towards our receptionists. We understand that health matters can often evoke strong emotions, but it is crucial to remember that our receptionists and staff are here to assist you. They follow the protocols and guidelines set by our partners and medical team, and their main goal is to ensure your experience with us is as smooth and positive as possible.

We kindly ask for your understanding and respect when interacting with our team members. It is essential to maintain a safe and comfortable environment for all parties involved - patients, doctors, and administrative staff. Negative behaviour will not be tolerated, and continued instances may result in re-evaluation of the provided services.

We appreciate your patience and cooperation in maintaining a respectful and courteous atmosphere within our practice.

Thank you for your understanding,  
John Hampden Management Team



ZERO  
TOLERANCE

**TAKING CARE**



**TAKING CALLS**



**TAKING ABUSE**



**HELP US  
FOCUS ON  
CARING  
FOR YOU.**

**NHS**

We have the right to refuse treatment and take further action against anyone who threatens the safety of our staff and our patients.



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

## Patient group meetings

The notes of the January meeting of the patient group can be found [here](#).



We discussed:

- the results of our annual survey and the surgery's response
- changing ways the surgery can send messages to patients
- the primary care strategy
- what patients have said about having access to their notes since last November
- the improvements made to the inside of the surgery
- the implications for the surgery of the junior doctors' strike
- whether any patients would be willing to help produce the surgery's quarterly newsletter, and
- the length of the surgery's recorded telephone message.



## New strategy affecting local GP services

A new draft primary care strategy proposes new integrated neighbourhood teams, same-day care hubs, and action to deal with cardiovascular (heart and blood vessel) disease.



The October newsletter said a new strategy was expected. There has now been a consultation on a draft strategy and we can expect to see the final version in the next three months. It seems likely that the key elements in the draft strategy will remain:

- Integrated neighbourhood teams (INT). The proposal was for up to nine of these teams in Bucks by February 2026. There's no single model for what an INT looks like. Broadly, they're aimed at patients with more complex, often long-term, conditions. They involve more join-up of different health professionals in a local area, working in multi-disciplinary teams. The patient group is lobbying to be involved in designing the INT which will cover John Hampden. Concerns include whether patients might have to travel to other surgeries for appointments and any effects on continuity of care (seeing your regular GP or healthcare professional).

- Same-day care. These are aimed at processing patients who want help with one-off, less complex conditions. Again, it would seem that there is no single model and the patient group is also seeking to be involved in the design of these.
- Cardiovascular disease (CVD). The aim is to reduce the number of heart attacks and strokes. In particular, those in certain communities can be more likely to have a heart attack or stroke (known as 'health inequalities'), and preventative steps will be targeted especially at these.

The strategy is being devised by the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) - <https://bobicb.nhs.uk> .



## Over 40s urged to get their blood pressure checked

Free blood pressure checks at local pharmacies for anyone over 40.



High blood pressure rarely has symptoms and is often described as a 'silent killer'. It affects an estimated one in three adults. Around three in 10 of these cases remain undiagnosed. So, because there are often 'no clues' you have high blood pressure, the only way to find out is a simple blood pressure test.

Anyone over 40 who hasn't had a check in the last six months is encouraged to go to a local pharmacy for a free test. The procedure is quick, painless and there's no need to book in advance. For more, see [here](#).



## Bucks Mind community navigators



Anyone over 18 referred to Bucks Mind for a mental health assessment may be able to use this free service.

You must have been referred to [Bucks Mind](#) by a healthcare professional.

You'll first have a one-to-one meeting with the community navigator to discuss your social, emotional, medical and practical needs. You'll then meet weekly or fortnightly for 4-6 weeks. Meetings can be online or face-to-face. The community navigator will work with you to identify support within the community that will meet your needs. They can make referrals for you and help you access services + community groups.



## Compassionate café

Rennie Grove Peace and Bucks Council Libraries now have compassionate café events - last Wednesday of every month.

The café takes place from 10-11.30am on the last Wednesday of every month at Great Missenden Library. It's a drop-in session for anyone affected by any type of loss. Trained volunteers are on hand. More information [here](#).



## Coming up are:

Bowel Cancer Awareness Month - [link](#)



MS Awareness Week - [link](#)



World Ankylosing Spondylitis Day - [link](#)



National Tea Day- [link](#)



**Contact the patients group**



As always, we can be reached at [jhs.patients.goup@nhs.net](mailto:jhs.patients.goup@nhs.net)