

The John Hampden Surgery Newsletter

Dr Mallard-Smith / Dr Roberts

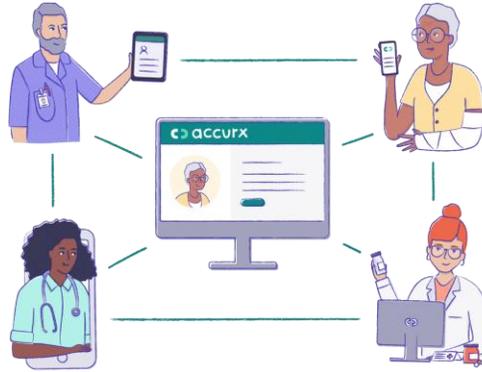
Dr Payne / Dr Stanbrook



July 2024

New way of contacting the surgery

In common with many other surgeries, **from the 29th of July** we will be introducing an online contact form. We call this 'online triage'.



NHS
BANK HOLIDAYS



The practice will be closed

- **Monday 26th August**

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

You will still be able to telephone the surgery. But this new method will make more efficient the process of booking appointments and getting you the right care. And it will free up the lines for patients who are vulnerable or do not have internet access, and also for requests for nurse appointments which will still be by phone.

What this means for you - Instead of ringing the surgery, you will be able to fill in a short form on your computer, tablet or smartphone. There's one form if you want to make contact about a medical matter, and another one if you have an administrative query. If you do phone, our receptionist will ask the same questions that are on the form.

All the medical forms will be looked at by the clinical team. They will read what you say about your medical condition and decide next steps. You will then hear directly from the practice by phone, text, or email (you can say which you prefer).

All forms will be reviewed by the responsible team within 48 hours. The information you put on the form will be kept confidential in the same way we do with your medical records. These new arrangements do not affect the existing methods of getting help, including 999 for any emergency and 111.

The form will be available on the NHSApp and from a link on our website and can be used between 8am and 4pm weekdays. There's a video showing how the new system works [Patient Flash Demo: How to submit a medical request in Patient Triage \(youtube.com\)](#). There's also an FAQ guide on our website.

The patient group did a survey of some patients to prepare for online triage. They can be reached at jhs.patientsgroup@nhs.net

Thank you for your patience during the initial stages of introducing the new system.

Dr Mallard-Smith and Partners

FAQ(s) RE NEW TRIAGE SERVICE



1. What is the new triage model?

The new triage model is a system where all GP appointment requests, medical queries, and administrative inquiries are submitted through a triage form, including prescription requests. This form can be accessed via a link on our practice website John Hampden Surgery - powered by My Surgery Website or through the NHS login or online equivalent, Log in - NHS App Online (service.nhs.uk).

2. Why is the practice moving to this new model?

The practice is adopting this model to reduce phone queue times, increase efficiency, improve patient accessibility, and provide more flexible communication options.

3. How do I submit a triage request?

You can submit a triage request by filling out a form available on our practice website John Hampden Surgery - powered by My Surgery Website or through the NHS login or online equivalent, Log in - NHS App Online (service.nhs.uk).

4. Who will review my triage request?

All triage requests will be reviewed by a clinician, ensuring that your medical and administrative needs are assessed by a qualified professional.

5. How will I be contacted after submitting my request?

We aim to contact you within 2 working days after reviewing your request, the practice team will contact you based on your indicated preference—by telephone, text message, or email.

6. What if I don't have access to the internet or can't complete the form?

If you do not have internet access or are unable to complete the form, our reception team will be available to assist you.

7. I have a vulnerable relative; how will this new process apply to them?

We would still request a triage form is completed; the system will allow someone other than the patient to complete this on their behalf. In addition, our experienced reception team can assist. This will allow the team to safely triage the need.

8. Are there any exceptions to submitting a triage form?

No, all requests for GP appointments, medical queries, and administrative inquiries must be submitted through the triage form without exception.

However, nurse appointments will still be bookable via the reception team by calling the practice.

9. Is my information secure with ACCURX?

Yes, ACCURX is an approved NHS partner and complies with strict confidentiality and governance requirements for use in the NHS. More information can be found by clicking the following link, [Accurx | Security](#).

10. Is there a guide to help me complete the triage request form?

Yes, there is a 5-minute video available on our practice website to help you familiarize yourself with the simple process of completing the triage request form. Patient Flash Demo: How to submit a medical request in Patient Triage ([youtube.com](https://www.youtube.com/watch?v=...))

11. What information should I include in the triage request?

Patients should include as much relevant information as possible in the triage request to help the clinician reviewing their request prioritize and direct it accordingly.

12. How was this FAQ developed?

This FAQ was created following feedback from our Patient Participation Group (PPG), which canvassed their virtual patient group for input on this new direction. The PPG can be contacted at jhs.patients.group@nhs.net.

For further information and support, please refer to the resources available on our practice website.

Dr Mallard-Smith and Partners

Prescription Pre-Payment Certificates (PPC)

With rising costs, we would like to highlight some cost-effective ways to save money for those on repeat medications.

- 3-month PPC - £32.05
- Will save money if require more than 3 prescribed items in 3 months.
- 12-month PPC - £114.50
- Will save money if require more than 11 prescribed items in 12 months.
- HRT - annual PPC £19.80
- Will save money if require more than 2 prescribed HRT items in 12 months.



More information -

<https://www.nhs.uk/nhs-services/prescriptions/save-money-with-a-prescription-prepayment-certificate-ppc/>

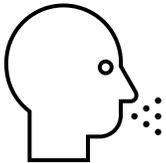
Health and Wellbeing Support



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, 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.





DATA DASHBOARD

This is our latest service report for patients, from 1st April 2024 – 30th June 2024.



7640 Answered Calls



1546 Total Booked Appointments + 791 contacts on the day with GP / Nurse involvement.



12 Staff Members, 6.4 Full Time Equivalent.



373 Planned Telephone Appointments



1120 Face to Face Appointments, 72% of all appointments booked.



Patient Feedback

- Very Good / Good –90%
- Neither Good, nor Poor – 4.5%
- Poor – 3.5%
- Very Poor – 1.5%
- Don't know – 0.5%



26 Hours of Planned GP Appointments over and above the normal 8:30am – 6pm working day.



151 Patients DIDN'T ATTEND BOOKED APPOINTMENTS!

(10% of appointments wasted)

PLEASE TELL US IF YOU CAN'T ATTEND SO OTHERS CAN BE SEEN



Presently serve 3700



1936 Prescriptions Issued

Most pharmacies can help you with **seven common conditions** without needing a GP appointment



- **Sinusitis**
(adults and children aged 12 years and over)
- **Sore throat**
(adults and children aged 5 years and over)
- **Earache**
(children and young adults aged 1 year to 17 years)
- **Infected insect bite**
(adults and children aged 1 year and over)
- **Impetigo**
(adults and children aged 1 year and over)
- **Shingles**
(adults aged 18 years and over)
- **Urinary tract infection**
(women, aged 16 to 64 years)



Ask your pharmacy for more information about this free* NHS service



**Visit your
Pharmacy First!**

*NHS prescription charge rules apply where a medicine is supplied



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.

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.

Flu Clinics Autumn 2024!

That time already?

We would like to reassure patients that we will again be undertaking the seasonal influenza vaccination for those eligible patients from September onwards. We are awaiting our delivery dates and will announce appointment availability in due course.

Please help support your practice by having your vaccination with us!
REMEMEBER we are the only provider who can give additional vaccinations that may be due such as Shingles and Pneumococcal.

PREVENT THE SPREAD OF THE FLU

Besides getting vaccinated, the CDC recommends taking these steps:



■ **Avoid contact** with sick people.



■ If you have flu-like symptoms, **stay home** until 24 hours after the symptoms disappear.



■ Disinfect surfaces and **wash your hands** often with soap and water.



■ **Avoid touching** your eyes, nose and mouth, as germs spread faster that way.



■ **INSTEAD,** cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue away.



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

Patient group meetings

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



We discussed:

- the introduction of online access/digital triage
- communication of when patient self-referral is available
- adding a call-back facility to the surgery phone system
- communication with patients via SMS texts and the NHSApp
- the patients group fund
- adding a patient information dashboard to the website
- finding new patient members for the patient group committee
- Prestwood Pharmacy
- the departure of Dr Mallard-Smith, Lyn Tarn (nurse) and Robert (healthcare assistant), and
- the reopening of the patient list.



'Talking café' at The Pantry

The social prescribing team are at The Pantry on the third Wednesday of each month from 10-12am.



The team of qualified social prescribers from Mid Chiltern Primary Care Network will be on hand to give confidential advice about

- housing
- debt
- employment
- managing your mental health
- loneliness
- etc.

You can find out more about the team and what they do [here](#).



Patients group suggests new dashboard

Following up a suggestion from the patients group, the surgery website now has a quarterly snapshot of some key data.



Were you a patient who missed a booked appointment?

The dashboard shows that 10 percent of appointments were wasted between April and June because patients didn't show up.



Of course, this means that 151 fellow patients had to wait longer for an appointment.

Everyone can make a mistake. But for the sake of all other patients, please, please make a note of any appointment so you don't forget it. And if you no longer need an appointment, you **MUST** contact the surgery quickly to cancel it.



Refer yourself for help

Self-referral is now available for musculoskeletal (physio) services, social prescribing and health and wellbeing coaching.



Click [here](#) to refer yourself for musculoskeletal (MSK) help.

Click [here](#) to refer yourself to a social prescriber or health and wellbeing coach.

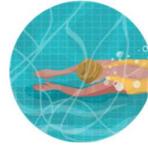
According to the first of the above links, self-referral may in future become available for audiology (hearing), podiatry (foot care), weight management, falls prevention, community equipment, and wheelchair services.

Coming up are:

Sarcoma Awareness Month - [link](#)



National Psoriasis Awareness Month – [link](#)



World Breastfeeding Week – [link](#)



Makaton International Awareness Day - [link](#)



Contact the patients group



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