



The John Hampden Surgery Newsletter

Dr Roberts

Dr Stanbrook / Dr Waddington



April 2025

Important Notice: Clinical Matters and Contact Information via EMAIL



We'd like to remind you of the following important information regarding the use of our generic email address:

Clinical Matters and Urgent Enquiries

Please note that this email address is not monitored regularly and should not be used for:

- Clinical matters
- Appointment requests
- Urgent enquiries

For any medical concerns, issues, or questions, you must submit your request via our online triage form, which is available on our website under Appointments + Medical Enquiries - John Hampden Surgery.

We cannot take responsibility for missed or delayed responses to clinical matters sent through this email.

If you are unable to complete the online form, please contact the surgery directly by calling 01494 890900 during our opening hours:

- Monday to Friday, 8:30am - 6pm

For assistance outside of these hours, please contact NHS 111.

Prescriptions

- For patients aged 16 and over, prescription requests must be submitted via the NHS App. If you do not yet have access to the NHS please follow the link below for a guide on how to get registered:
<https://youtu.be/6FFjGUW6s7E> .
- For patients under 16, email requests are still accepted. However, using our online triage form is quicker and more efficient.

Thank you for your cooperation in helping us to manage enquiries effectively and ensure timely responses.

Best regards,
John Hampden Partners



BANK HOLIDAYS

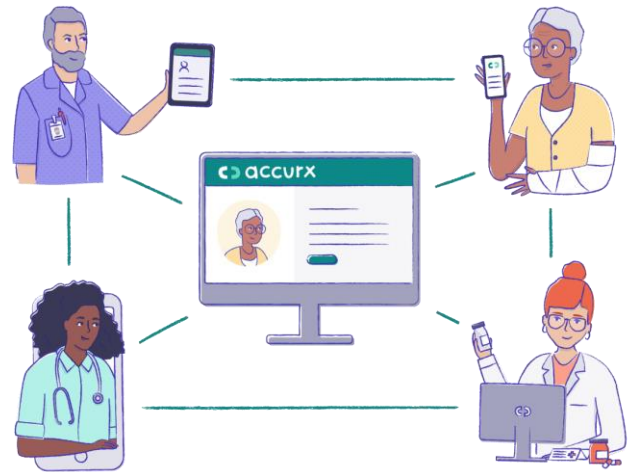
The practice will be closed

- **Friday 18th April 2025**
- **Monday 21st April 2025**
- **Monday 5th May 2025**
- **Monday 26th May 2025**

New way of contacting the surgery

In common with many other surgeries, **since the 29th of July** we have been using a new model for GP appointments, medical and administration enquiries via our online contact form. We call this 'online triage'.

Patients have still been able to telephone the surgery. But this new method is proving more efficient for booking appointments and getting you the right care. It has also freed up the telephone 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 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 ask the same questions that are on the form.

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

All forms are reviewed by the responsible team within 48 hours. The information you put on the form is 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 is available through our practice 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 before we went live back in July. They can be reached at jhs.patientsgroup@nhs.net

We are pleased to confirm we will be continuing with this new approach and would like to thank you for your patience during the initial stages of the new system.

John Hampden Surgery 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.

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.

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))

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.

John Hampden Surgery Partners



Staff Announcements

General Practitioners

We are delighted to announce our newest **GP Partner, Dr Waddington** who joined the practice in February 2025.

Dr Waddington brings a wealth of experience and is excited to become part of our team, dedicated to providing excellent patient care. She will work closely with Dr Roberts, Dr Stanbrook, and our wider team as she settles into her new role.

We kindly ask for your support and understanding during this time as Dr Waddington integrates into the practice. Your patience is greatly appreciated as she familiarises herself with our systems, team, and patients.

Thank you for helping us give Dr Waddington a warm welcome to the practice!

Best regards,
The Practice Team

In addition, we are very pleased to announce that **Dr Davidson-Fox** will be formally joining our team as a **salaried GP** from **April**.

Many of our patients may already recognise Dr Davidson-Fox, as he provided locum cover for the practice during the winter months. His calm, compassionate approach and clinical expertise were very well received by both patients and staff alike.

We're delighted to now welcome him on a permanent basis and look forward to the continuity of care and support he will bring to our team.

Please join us in offering Dr Davidson-Fox a very warm welcome – we're thrilled to have him on board!

After many years of dedicated service to our patients and the community Dr Mallard-Smith has retired.



Please see below a farewell message

Dear Patients,

After nearly 30 years at John Hampden Surgery, I have decided to retire from the Partnership at the surgery. I will continue my role as Medical Director in the Local Medical Committee supporting my colleagues across the Counties of Buckinghamshire, Oxfordshire and Berkshire.



My time at JHS has been an amazing transformation from a small 2 partner village surgery where I used to do my own on call overnight alternate nights to what you see today. I have enjoyed being in a very enviable position of a stable team of colleagues within the NHS who all had the same values and dedication to continue to deliver an outstanding and valued local surgery. I have seen the development of IT and computers on our desks instead of paper Lloyd George notes, improvements and the robust development of safe patient care in infection control, medications and referral pathways to name but a few. Education never stands still and as a GP I have constantly learn 't new things in medicine and that's what I have enjoyed putting in place to improve the care of our patients in Prestwood

I have always felt like a respected friend to many of you and have enjoyed your children being born and seeing them grow into the people they are today and following you all through your lives too. I will continue to live in the village, and I hope that I will continue to see many of you as I walk my dog "Molly" and frequent "Matilda's" for one of those naughty cooked breakfasts

Many Thanks to everyone colleagues and patients for your ongoing support through the difficult times we have had together. I will miss you all and some more.

Best Wishes,

Dr Becky Mallard Smith, January 2025

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.

YOUR PRACTICE PPG NEEDS YOU!



HAVE YOUR SAY IN YOUR HEALTH CARE

SHARE YOUR VIEWS AND IDEAS WITH YOUR GP PRACTICE

IMPROVE THE COMMUNICATION BETWEEN YOUR PRACTICE AND ITS PATIENTS

JOIN YOUR PRACTICES PATIENT PARTICIPATION GROUP!

Patient Participation Groups bring significant benefits to practices, and the more patients that join, the better! Being a volunteer member of your PPG will mean you have a closer link with your doctor's surgery.

Have your say and help your GP surgery to:

- Improve health services
- Improve communication between the practice, its patients and local community
- Help resources to be used more efficiently
- Help patients take more responsibility for their own health
-

If you would like to sign up or get more information about our PPG please email directly – jhs.patients.group@nhs.net

Seasonal Information

Spring into Health: Tips for a Healthy Season

As the weather warms up and flowers start to bloom, it's the perfect time to refresh your health routines. Here are a few seasonal health tips to help you make the most of spring:

- **Allergies acting up?** Pollen levels are higher in spring, so keep windows closed on high pollen days and try antihistamines if needed. Speak to your pharmacist or GP if symptoms persist.
- **Time to move!** Longer daylight hours mean more opportunity for gentle exercise like walking or gardening, which are great for both body and mind.
- **Hydration matters** – With rising temperatures, it's important to drink more water even if you don't feel thirsty.
- **Spring clean your medicine cabinet** – Check expiry dates and safely dispose of old medicines via your local pharmacy.

Managing Hay Fever: What You Can Do

Hay fever affects millions in the UK, especially in spring and early summer. If you suffer from sneezing, itchy eyes, and a runny nose during this season, you're not alone. Here's what helps:

- **Antihistamines** can ease most symptoms – speak to your pharmacist about the best option for you.
- **Nasal sprays and eye drops** can target specific symptoms more effectively.
- **Pollen forecasts** are available online – on high pollen days, try to stay indoors during peak times (early morning and late afternoon).
- **Barrier balms** placed around the nostrils can reduce the amount of pollen entering your nose.

If your hay fever feels hard to manage, speak to a GP – help is available.

Sun Safety: Protect Your Skin

Even in the UK, the sun's rays can damage your skin, particularly in spring and summer. Here's how to enjoy the sun safely:

- Use **broad-spectrum sun cream** with at least SPF 30 – and reapply every 2 hours.
- Wear **hats and sunglasses** when outside for extended periods.
- Be cautious during **peak sun hours (11am–3pm)**.
- **Children's skin is more sensitive** – ensure they're well protected with shade, clothing and SPF.

Sunburn increases your risk of skin cancer, even in mild temperatures, so make protection a habit.

Seasonal Mental Health: Lifting Your Mood

Spring can bring a boost in mood for many, but for others, seasonal changes can still be challenging. Here's how to support your mental wellbeing:

- **Light exposure** helps – try to get outside daily, especially in the morning.
- **Stay connected** – make time for social interaction, even short chats.
- **Be kind to yourself** – adjust gradually and don't feel pressure to be instantly energetic.
- If you're feeling persistently low, anxious or overwhelmed, **please don't struggle in silence**. Reach out to your GP or local mental health services – we're here to help.

Eat Well this Season: Fresh Spring Foods

Spring is a great time to refresh your diet with seasonal fruits and vegetables:

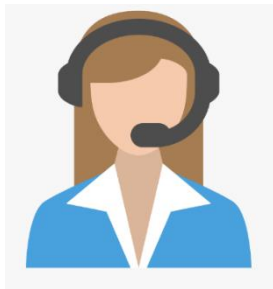
- **Strawberries, spinach, asparagus and rhubarb** are all in season and packed with nutrients.
- Try to include **five portions of fruit and veg daily** – they support immunity and digestion.
- **Lighter meals** like salads and grilled fish or chicken are great as the weather warms up.

Seasonal eating is not only healthy, but also more environmentally friendly and often cheaper.



DATA DASHBOARD

This is our latest service report for patients, from 1st January 2025 – 31st March 2025



5079 Answered Calls



1762 Total Booked Appointments in the last quarter + 6243 patients have successfully used our new triage system since the 29th of July 2024.



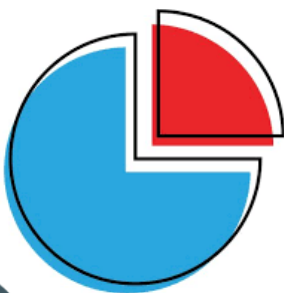
13 Staff Members, 6.4 Full Time Equivalent.



524 Planned Telephone Appointments



1487 Face to Face Appointments, 84.39% of all appointments booked.



Patient Feedback

- Very Good / Good –88%
- Neither Good, nor Poor – 7%
- Poor – 4%
- Very Poor – 1%
- Don't know – 0%



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



125 Patients DIDN'T ATTEND BOOKED APPOINTMENTS! (35 hours 10 mins of appointments wasted, equates to 141 GP appointments)



Presently serve 3797



1960 Prescriptions Issued

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



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

The changing face of general practice (multi-disciplinary teams)



There have been lots of changes to how GP surgeries work and there may be more coming.

The two biggest recent changes have been the introduction of digital triage and the development of what are called multi-disciplinary teams (MDTs). Both are said to be in answer to the pressures on surgeries from GP shortages and increasing patient demand.

For the benefit of JHS patients, here is a list of the healthcare staff you might be given an appointment with instead of one of our GPs. You can refer yourself to the staff marked with an asterisk:

- **Practice nurse:** the nurses hold clinics on a number of days each week
- **Phlebotomist:** there are clinics at the surgery to take blood samples two mornings a week. There is also the option of going to Amersham Hospital, which runs a clinic every day [Blood Tests \(Phlebotomy\) - Buckinghamshire Healthcare NHS Trust](#)
- **Social prescriber*:** these are staff who support patients who may have difficulties which are not strictly medical issues, such as debt, loneliness, and housing problems [Social Prescribing - Mid Chiltern PCN](#)
- **Health and wellbeing coach*:** they support patients by empowering them to become more confident at managing their own health [Health & Wellbeing - Mid Chiltern PCN](#)
- **Paramedic:** this member of the team does a lot of the surgery's home visits for patients who are housebound and unwell
- **Pharmacist:** you might be contacted by one of the team of pharmacists for example to have a review of your current medications. These pharmacists are separate from Prestwood Pharmacy and Kintons, who process prescriptions and advise on minor ailments [Minor Ailments – Enimed Limited](#)
- **Mental health practitioner:** this role mainly supports patients with complex mental health needs whose main need is not anxiety or depression
- **Physiotherapist:** their job is to assess, diagnose, treat and manage musculoskeletal (MSK) problems. Self-referral is available only for doing the actual physiotherapy* [Musculoskeletal - Stay Well](#)

- **Community midwife:** when you're pregnant you will have a named community midwife who will co-ordinate your antenatal care, guide you through pregnancy, and explain your care and options [About us - Buckinghamshire Healthcare NHS Trust - Birth Choices Website](#)
- **Community nurse:** housebound patients may see a community nurse for wound care, general nursing, end-of-life care, etc [Adult community healthcare - Buckinghamshire Healthcare NHS Trust](#)



Patient information is now shared with many local health bodies

Over 100 health and social care organisations and nearly 350 GP practices across the Thames Valley, including Buckinghamshire, have come together to share information.



This includes the care itself and planning and co-ordinating when and how it is provided to you. Information recorded about your health and care, such as illnesses, hospital admissions and treatments, can be accessed by the people who are involved in your care, wherever you are seen.

For more information, including patient rights and who to contact, visit the [BOB ICB website](#) or the [Thames Valley and Surrey Care Records website](#)



John Hampden 'fingertip' profile

Fellow patients might be interested in this data about our surgery.



You can find comparative information about size of the clinical workforce, number of appointments per registered patient, number of patients with a positive experience of the practice, and funding per patient at [GP profiles for patients - Data | Fingertips | Department of Health and Social Care](#)



DO YOU KNOW WHERE TO GO?



Should you need medical advice

SELF CARE

Sore throat - grazes - cough - stock-up



NHS 111 - Not sure what to do?

Go online 111.nhs.uk



PHARMACY

Headache - stomach upset - minor aches - pains, bites and stings - minor illness



GP PRACTICE

Persistent symptoms - chronic pain & long term conditions



A&E / 999

Emergencies only - choking - chest pain - severe bleeding - blacking out



Contact the patients group



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

Confidentiality: your email will only be read by Mike Etkind, the group chair. And if he raises any of your issues with the surgery he won't give any information that could identify you.