



JOHN HAMPDEN SURGERY NEWSLETTER

QUARTER 2 JULY 2025

USE OF EMAIL



Please note that our practice email address is only for prescription requests for patients under 16 years old.

Despite reminders on our website and automatic replies, we are still receiving emails about unrelated issues. This causes delays and adds unnecessary work for our team.

From now on, we will not reply to any emails that are not about under-16s prescriptions. The automatic reply will be the only response. Please do not follow up, as you will not receive a further reply. We appreciate your understanding and cooperation.

Sorry we're
CLOSED

**The Practice will
be closed:**

- **MONDAY 25TH AUGUST
2025**

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

ZERO TOLERANCE



We would like to take a moment to remind all patients that our staff are here to help, support and care for you.

Unfortunately, we have seen an increase in instances of poor behaviour and inappropriate tone directed towards our team. We understand that at times people may feel worried or frustrated, but it is never acceptable to take this out on our staff.

Our practice operates a zero-tolerance policy towards any form of abuse—whether verbal, physical or written. This includes shouting, swearing, aggressive body language or rudeness towards any member of our team.

Such behaviour will not be tolerated. The Partners have agreed that in light of the recent increase in poor patient etiquette, we will be actively enforcing this policy. This may include issuing formal warnings and, where necessary, removing patients from our list. We remain committed to providing you with the best possible care, and we ask that you treat our staff with the same respect and kindness that you would expect in return.

Thank you for your understanding and continued support. – The Partners



01494 890900

WWW.JOHNHAMPDENSURGERY.CO.UK



YOUR PRACTICE PPG NEEDS YOU!



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



FUNDRAISING

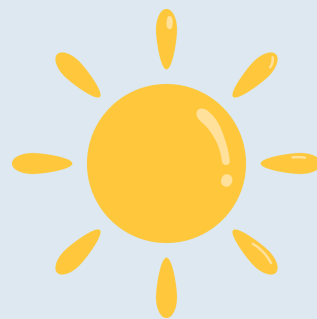
Support Our Practice – Join the Patient Fundraising Group!

Would you be interested in helping improve local GP services for our community?

Our Patient Group is launching a fundraising arm to support additional services and equipment that fall outside of the standard NHS GP contract. These can make a real difference to patients – for example:

- Purchasing diagnostic equipment that reduces the need for hospital trips
- Funding services or tools that shorten waiting times for certain treatments
- Supporting patient wellbeing initiatives within the practice

If you'd like to get involved, share ideas, or simply learn more about how you can help, please contact us at: jhs.patients.group@nhs.net



As we enjoy the warmer months, it's important to stay healthy and safe. Here are some top tips to help you and your family stay well this summer:

1. Stay Sun Safe

- Wear sunscreen (SPF 30 or higher) and reapply every 2 hours, especially after swimming.
- Seek shade between 11am and 3pm when the sun is strongest.
- Wear a wide-brimmed hat and sunglasses to protect your face and eyes.

2. Hydrate Regularly

- Aim for 6–8 glasses of water a day, more if you're active or in the sun.
- Avoid excess alcohol and caffeine, which can dehydrate you.
- Carry a refillable water bottle when out and about.

3. Beat the Heat

- Keep your home cool by closing curtains during the day and ventilating at night.
- Wear light, loose-fitting clothing.
- Check on older neighbours or relatives who may be more vulnerable in hot weather.

4. Allergy Awareness

- Hay fever sufferers: check the pollen forecast and take antihistamines as advised.
- Keep windows closed on high pollen days and shower after being outdoors.

5. Travel Health

- If going abroad, check you're up to date with any recommended vaccinations.
- Carry a basic first aid kit and remember travel insurance.
- Be cautious with food and water hygiene when travelling.

6. Bug Bites and Stings

- Use insect repellent when outdoors, especially near water.
- If stung, apply a cold compress and monitor for allergic reactions. Seek medical help if needed.

7. Stay Active – Safely

- Exercise during cooler parts of the day – early morning or evening.
- Don't forget to warm up, cool down, and stay hydrated.

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.

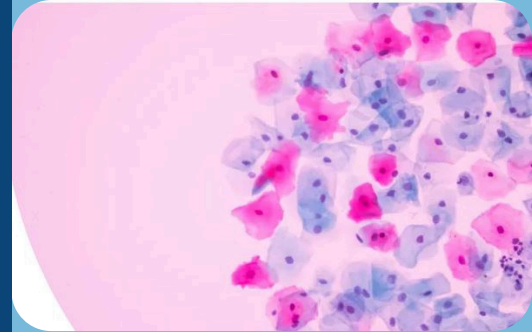
THE FORM IS AVAILABLE THROUGH OUR PRACTICE WEBSITE AND CAN BE USED BETWEEN 8AM AND 4PM WEEKDAYS.

THERE'S A VIDEO SHOWING HOW THE NEW SYSTEM WORKS PATIENT FLASH DEMO: HOW TO SUBMIT A MEDICAL REQUEST IN PATIENT TRIAGE ([YOUTUBE.COM](https://www.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](mailto: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.

CERVICAL SCREENING UPDATES JULY 2025



NHS England announced it will be updating its cervical screening programme so that eligible 25 to 49-year-olds are invited every **five years instead of every three years** if their routine screening (sometimes known as a smear test) shows they do not have HPV.

The change, which will come into effect from July, follows recommendations from the UK National Screening Committee, an independent body of experts who review screening evidence and advise the four UK governments. Scotland and Wales made the same change in 2020 and 2022 respectively.

What do I need to do?

Cervical screening is offered to women, some transgender men and some non-binary people aged 25 to 64 in the UK.

Those aged 50 to 64 are already invited for screening every five years as standard. The NHS has explained that the shift for 25 to 49-year-olds will not change any current due dates. People will still be invited after the interval they were given at their last test. Then, from 1 July 2025, those whose screening tests show no signs of HPV will have their next test due date set at five years, rather than three.

To be invited for cervical screening you must be registered with a GP and ensure they have your up-to-date contact details. Then, look out for your screening invite; you can now get this through the NHS app, so be sure to turn on notifications.

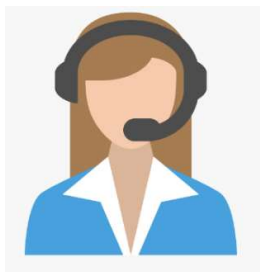
[You can find out more about cervical screening here.](#) If you're trans or non-binary, you can find out how to take part in [cervical screening here.](#)

It's important to remember that cancer screening is for people without symptoms. If you notice anything that is not normal for you, don't wait for your screening invite, contact your US.



DATA DASHBOARD

This is our latest service report for patients, from 1st April 2025 – 30th June 2025



3012 Answered Calls



1594 Total Booked Appointments in the last quarter + 2474 patients have successfully used our triage system this quarter.



13 Staff Members, 6.4 Full Time Equivalent.

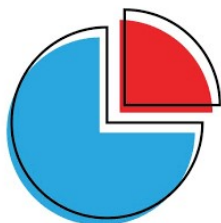


609 GP Planned Telephone and 543 GP Face to Face Appointments



1145 Face to Face Appointments, 71.8% of all appointments booked.

Patient Feedback



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



238 Patients DIDN'T ATTEND BOOKED APPOINTMENTS! (39 hours 40 mins of appointments wasted, equates to 158 GP appointments)

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



Presently serve 3848 patients.



2295 Prescriptions Issued



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



Important Patient Notice



Clarification on NHS Access to Mounjaro (Tirzepatide)

We are aware that recent media coverage has reported the availability of Mounjaro through the NHS.

However, it is essential to understand that access is strictly limited and not available for general or cosmetic weight loss purposes.

You May Be Eligible **ONLY** If You Meet **All** of the Following Criteria:

- ✓ Aged 18 years or older
- ✓ Body Mass Index (BMI) of 40+, or 37.5+ if you are from a Black, Asian or other minority ethnic background
- ✓ Diagnosed with four or more weight-related health conditions, such as:
 - Type II Diabetes
 - High Blood Pressure (Hypertension)
 - Heart Disease
 - Sleep Apnoea, or similar conditions



Help Us Prioritise Medical Need

- Do not use online request forms or telephone lines to request weight-loss medication unless you meet the full criteria.



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

24/7 text service for mental health support

Urgent mental health support is now available by text message to people of all ages across Buck and Oxon.



The service provided by Oxford Health NHS Foundation Trust offers free, confidential, 24/7 support for anyone struggling to cope.

Anyone experiencing anxiety, stress, loneliness, depression, self-harm, suicidal thoughts, or other mental health challenges can text the word 'SUNRISE' to 85258 at any time of day or night - and get connected to a mental health professional.

It is a simple, straightforward way to get support when people need it most [24/7 text service for mental health support | Oxford Health NHS Foundation Trust](#) .



Integrated therapy service link for families and schools

BHT Therapy Link is a new way for parents/carers, children and young people, schools and early years settings to get in touch with its physiotherapy, occupational therapy and speech and language therapy teams.



Buckinghamshire Healthcare NHS Trust Children and Young People's Integrated Therapy Service has introduced the scheme. A text message to 07312 263754 will access a therapy link worker who will reply within two days [Integrated Therapy service launches BHT Therapy Link - Buckinghamshire Healthcare NHS Trust](#) .



New interpretation service to support patient care

Since April 2025 GPs in Bucks have been able to access a interpretation service for a range of locally-used languages including British Sign Language.



The service is provided by Dals. It allows doctors to book an appropriate interpretation platform to support patient care including on-demand telephone, video and face-to-face interpretations and translation services.



New booklet to help patients with disabilities manage in an emergency



The booklet includes photos of the equipment a patient may be treated, drawings of symptoms and medical conditions, with and yes/no questions to help patients communicate non-verbally.

The booklet is on all South Central Ambulance Service vehicles and with our Community First Responders [Accessible information | South Central Ambulance Service](#)



Guide to NHS waiting times in England



For information, the NHS [website](#) contains the following:

“If you're referred for a physical or mental health condition, you have the legal right to start non-urgent consultant-led treatment, or be seen by a specialist for suspected cancer, within maximum waiting times.

This right only applies to services commissioned by the NHS in England and does not include public health services commissioned by local authorities, maternity services, or non-consultant-led mental health services.

Your waiting time starts from when the hospital or service receives your referral letter, or when you book your first appointment through the [NHS e-Referral Service](#).

During this time period, you may:

- have tests, scans or other procedures to help ensure that your treatment is appropriate for your condition
- have medicine or therapy to manage your symptoms until you start treatment
- be referred to another consultant or department

Your waiting time ends if a clinician decides no treatment is necessary, if you decide you do not want to be treated, or when your treatment begins.

Tip: Did you know that in most cases you have the legal right to choose the hospital or service you'd like to go to, as well as the clinical team led by a consultant or named healthcare professional?

Check waiting times. If you're waiting for a hospital appointment or treatment, you can use the [My Planned Care website](#) to check the waiting times at your hospital.”



Fund-raising



Some years ago, the surgery had a ‘Friends’ group who raised money to enable the surgery to buy some equipment that is not provided to them by the NHS. This means patients can now, for example, have an ECG at the surgery rather than attend a hospital outpatients clinic. The money also pays for annual music and public performance licences, which enable music to be played in the waiting room aimed at masking conversations with the receptionists.

There are on-going costs of maintaining the equipment and getting the licences. But, unfortunately, the Friends folded a while back and the JHS patients group’s attempt to revive it failed. We’re now left with one patient very kindly donating to the surgery at the moment – currently £780 a year - but it’s unsustainable to rely on just one person. So, if anyone would like to help in any way, please do contact the patients group at the email address below, or ring Mike on 07799 726231.

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.