



January 2023

Wishing all of our patients a very
happy New Year!



Face Coverings



Please be aware when visiting the practice, you will be required to wear a face covering where you have the below symptoms, otherwise, the practice is exercising patient choice at this time.

- Fever
- Wheeze
- Flu symptoms
- General cold
- Runny nose
- Sore Throat

Have you heard about ASK FIRST?

Ask First is a new app commissioned by NHS Buckinghamshire (CCG) to help patients get the right healthcare they need at the right time. It has been developed by local GPs along with a leading IT company, Sensely. Using the app can help patients take more control of their own health.

What is ASK FIRST?

- instead of using 111, Buckinghamshire patients can use it if they have the digital capability
- the app is available 24/7 and has a virtual health care assistant called Olivia. You tell her your symptoms and she asks a series of questions (roughly 15) and then recommends next steps. Her assessment is based on work done by the National Institute for Clinical Excellence
- it might offer self-care advice, help you organise a GP appointment (urgent or routine) or GP call-back without contacting the surgery or GP call-back, refer you to 111, or advise you to go to A&E
- the transcript of your answers to Olivia's questions will be sent to the surgery to help if you have an appointment or call-back

The John Hampden Surgery, 97 High Street, Prestwood, Great Missenden, Bucks, HP16 9EU
TEL: 01494 890900, EMAIL: Johnhampdensurgery@nhs.net, Website: www.johnhampdensurgery.co.uk



BANK HOLIDAYS

The practice will be closed

- Friday 7th and Monday 10th April
- Monday 1st May
- Monday 29th May

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



ask
FIRST

- the app is easy to use and is a great alternative way to get medical advice
- anyone can download the app, but we advise patients under 18 or with mental health symptoms to contact the surgery direct rather than use the ap

Where do I get the app from?

AskFirst is available on both IOS, Android phones and smart devices. It is free to download.



Future Integration

It is hoped soon ASKFIRST will be integrated with the NHS App, however for the moment you can log into ASKFIRST using your NHS App credentials.

Social Prescribing and Health and Wellbeing Services



There's a new website - www.midchilternpcn.nhs.uk for the Mid Chiltern Primary Care Network which covers John Hampden Surgery. You can use it to refer yourself for help from one of the expert local social prescribers or health and wellbeing coaches. They can give free help if your health is affected by loneliness, your weight or diet, addiction, your housing, debt, stress, or other things.

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. At the moment, NHS guidance says we can't book appointments online.
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 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 >.



Zero Tolerance



As a Practice we are very aware that visiting your GP can, at times, be stressful and concerning for patients. Delays in obtaining appointments and delays in surgery times, due to unforeseen emergency appointments, can also add to these concerns.

We always strive to meet patient expectation and deliver the highest standards of healthcare. For the vast majority of our patients, we achieve this, despite the finite resources and steadily increasing demand for services that exists today within the NHS.

Our staff come to work to care for others, and it is important for all members of the public and our staff to be treated with respect.

In line with the rest of the NHS and to ensure this is fully observed we have instigated a Dignity at Work and Zero Tolerance policy, whereby aggressive or violent behaviour towards our staff will not be tolerated under any circumstances.

Anyone patient who verbally abuses a member of practice staff will be sent a letter from the Practice confirming that this behaviour will not be tolerated. Any future violation of this policy may result in removal from the Practice patient list. The Police will be called in all cases of violence

The Practice feels sure you will understand that proper behaviour is absolutely necessary for our staff and patients and that non observance will not be accepted.

Thank you in advance,

Dr Mallard-Smith and Partners

Community Pharmacy Consultation Service **LIVE**

A new service to help you be seen more quickly and which our practice will now be using as a first point of call for on the day minor illness is via our local pharmacist for treatment 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

How does the new service work?



Click here to watch a [video](https://view.vzaar.com/22504178/player) that explains how this new service works, or visit <https://view.vzaar.com/22504178/player> to watch .

Now, when you contact us regarding a minor condition, after discussing your condition, where appropriate, our receptionist will offer you the option of having a same-day appointment with your community pharmacist.

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.



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

Results from the PPG's yearly survey of patient opinion

This year we, the PPG, asked what fellow patients think the surgery does well and what it might improve. We also asked questions about patient use of the surgery's website.



We have produced a report summarising the responses and setting out our findings and recommendations. The surgery has kindly replied to the report. You can find the report, which contains their reply, on the surgery website at <https://www.johnhampdensurgery.co.uk/patient-participation-group> .

We concluded from what patients told us that:

- the surgery remains highly regarded by many patients and compares very well when judged against many other surgeries
- patients remain uncomfortable with the time taken to get an appointment and with the perceived shortage of face-to-face appointments
- it's important that the surgery is clear, transparent and up-to-date about what service patients can expect and has an effective communications regime
- primary care in the 2020s - whether we like it or not - looks different throughout the country compared with before, and it is unlikely to revert.

The surgery has taken three immediate actions, partly due to the report:

- ❖ they've unlocked the front door so anyone can come in without ringing the bell
- ❖ you no longer have to wear a mask in the surgery, except if you have a cough, wheeze, cold-like symptoms, temperature, sore throat, runny nose, or if a clinician asks you to
- ❖ there's now an extra GP session each week, so there'll be 16% more appointments available this winter.

The PPG would welcome any feedback on our report and, indeed, is pleased to receive any general feedback from patients throughout the year. You can reach us on jhs.patients.group@nhs.net . Nothing we receive will be shared with the surgery in a way that you could be identified. If you have specific complaints about your treatment, please use the official complaints procedure at <https://www.johnhampdensurgery.co.uk/suggestions--complaints> .



You can refer yourself to a social prescriber or health and wellbeing coach



You now don't have to ask a doctor or nurse if you want to ask for help from a social prescriber or health and wellbeing coach.

Do you need support with housing, debt, employment, lifestyle, managing your mental health, becoming healthier and more active? Do you feel lonely and seek companionship? Social prescribers can link you in to support from within our local community to help you to work towards a more fulfilling life. Health and wellbeing coaches can support you with healthy eating, weight management, advice on how to reduce blood pressure, stress management, and reducing addiction.

Just go to the self-referral pages of the Mid Chiltern Primary Care Network <https://www.midchilternpcn.nhs.uk/self-referral/>. Or, you are unable to use the internet, ask one of the surgery's reception team.



Some patients will have received a letter from the NHS asking them to fill in a patient survey

This is an annual exercise undertaken centrally by the NHS. The PPG would encourage every patient who has received one of these to complete the survey either using the paper copy or online.



Looking for advice: try the Patients Association

The Patients Association website has all sorts of advice.

Topics covered include long-term conditions, shared decision-making (being involved in choices about your medical treatment), navigating the adult social care system, nominating your next of kin to receive information about your medical care, making the most of your GP appointment, and understanding your medicines.

<https://www.patients-association.org.uk/Pages/Category/advice-and-information-leaflets>



Want to know what our GPs do when they're at work

This diagram shows work GPs do which is often unseen by patients.



General Practice





Coming up are:

Beat Eating Disorders Awareness Week - [link](#)



International Happiness Day - [link](#)



Brew Monday - [link](#)



Ovarian Cancer Awareness Month - [link](#)



Neurodiversity Celebration Week - [link](#)



**Are you worried
about your
memory?**



Join us for a

Memory Information Session

Wednesday 25th January 2023

2pm - 4pm

This free session will be held at
Aylesbury Library, Walton Street, HP20 1UU

The session will include information on:

Understanding how your memory works and what may be happening when it is not working as well as you would like it to.

Discussing memory problems, tips and coping strategies to help with independence and confidence.

Signposting to other useful services and organisations.

Places are limited and booking is required
Please email
Buckinghamshire Dementia Support Service at

bucks.memorysupport@nhs.net
or call for more information 01296 718956

