



# The John Hampden Surgery Newsletter

Dr Mallard-Smith / Dr Roberts

Dr Payne / Dr Stanbrook



## April 2023

### Practice Update

Sadly, one of our Nurses has left and we now only have one practice nurse. The practice has successfully recruited a Health Care Assistant who will be starting in April and working alongside the Practice Nurse and clinical team to deliver our nursing services to our patients. More information will be available on our website regarding our newest employee in due course.

BP and Weight clinics – Did you know that we run a in house BP and Weight clinic over and above nurse clinics, this service is supported by our Primary Care Network staff and runs twice a week – Tuesday and Fridays afternoons.

### Spring Covid Vaccines



Covid Spring Vaccines will NOT be undertaken by the surgery. Patients will be invited directly by NHS England and will be able to book via 119.

Those patients who are recorded as Housebound will be contacted by our Primary Care Network Pharmacy team who will be providing this service.

### Announcements

I am very pleased to announce that Dr Rhian Stanbrook will be joining our GP team week commencing the 17<sup>th</sup> of April 2023, as a new partner to the practice.

Dr Stanbrook will join our clinical team as a GP Partner and will be working alongside our existing nursing team and three GP Partners, Dr Mallard-Smith, Dr Roberts and Dr Payne.

We are looking forward to Dr Stanbrook joining our team here at John Hampden Surgery and look forward to our patients meeting her and welcoming her to our practice.

### BANK HOLIDAYS

The practice will be closed

- **Friday 7<sup>th</sup> and Monday 10<sup>th</sup> April**
- **Monday 1<sup>st</sup> May**
- **Monday 8<sup>th</sup> May**
- **Monday 29<sup>th</sup> May**

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

**L Russell**  
Practice Manager

## Hello from Dr Stanbrook

*"I am delighted to be joining the friendly and supportive team here at John Hampden Surgery. Having grown up in a nearby village this is my home area. In 2009, I completed both academic and clinical training at the University of Cambridge. Following this, I did my house officer years in the Oxford Deanery and GP training in the Windsor Vocational Training Scheme. I qualified as a GP in 2015. Initially based in Surrey, the pandemic led to my husband and I moving back to Buckinghamshire.*



*Alongside being a clinical GP, I am currently undertaking a distance learning program with the London School of Hygiene and Tropical Medicine in Public Health. I love to combine supporting patients with General Practice research. It is rare to enter my consultation room without a recent medical paper or up-to-date guidance being open beside me!*

*I am a mother to three young boys, and so when not at work you are likely to find me stood at the edge of a pool/ football pitch/ rugby pitch/ piano or at the school gate. While juggling my medical degree I was lucky enough to spend time working on marine conservation and research projects around the globe and gained my professional Divemaster qualification.*

*I am extremely excited for the next challenge of joining John Hampden Surgery and working with the Partners and practice team to provide excellent patient care."*

**Dr Rhian Stanbrook, GP Partner**

**February 2023**

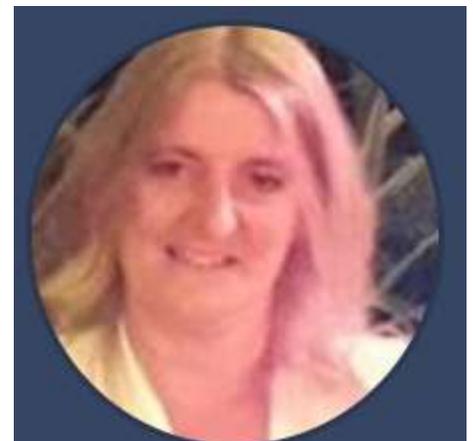
Dear Patients, After 27 years at John Hampden Surgery, I have decided to reduce my clinical sessions at the surgery to a day and a half a week. I will continue to combine my clinical role with my role as Medical Director for Buckinghamshire in the Local Medical Committee supporting my colleagues across the County and also at a National level on the General practice Committee.

I will be consulting Tuesday and Friday mornings and Wednesday afternoons from April. I understand this reduction in my clinical time will mean that you will not have such easy access to me as your GP. However, we have a wonderful new GP joining the surgery Dr Stanbrook who will be there to help and I encourage you to all speak to her if you need to.

I will remain supporting the business structure and service delivery of the surgery with my partners despite my reduced clinical presence and we all strive to give all our patients a good clinical experience.

Many Thanks to you all for your ongoing support through the difficult times we have had together.

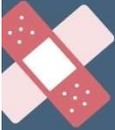
Best Wishes, Dr Mallard-Smith





CONTACT:

AMERSHAM@BUCKINGHAMSHIRE.GOV.UK



# HEALTH & WELLBEING EVENT

## WEDNESDAY 5TH APRIL 1-5PM AMERSHAM COMMUNITY CENTRE



LIGHT REFRESHMENTS WILL BE PROVIDED

DROP IN FOR FREE ADVICE AND INFORMATION FROM LOCAL PROVIDERS:

- RE-ENGAGE
- CHILTERN VOICE
- AMERSHAM LIBRARY
- BUCKINGHAMSHIRE ADULT LEARNING
- AMERSHAM NATIONAL TRUST
- CAFÉ 22 MEMORY SUPPORT
- NORDIC WELLBEING WALKS
- CHILTERN OPEN AIR MUSEUM
- CITIZENS ADVICE BUCKS
- MID CHILTERN SOCIAL PRESCRIBERS
- HEALTHWATCH BUCKS
- ACTIVE IN THE COMMUNITY
- DEPARTMENT OF WORK AND PENSIONS
- U3A
- ADULT SOCIAL CARE
- CARERS BUCKS
- CHILTERN COMPASS
- HELPING HAND TEAM
- COMMUNITY ENGAGEMENT AND DEVELOPMENT
- AND MORE...



Community Board  
Amersham and Villages

Working in partnership with:  
Community Engagement & Development  
Adult Social Care East

## Social Prescribing and Health and Wellbeing Services

There's a new website - [www.midchilternpcn.nhs.uk](http://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](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 >.



## Community Pharmacy Consultation Service **LIVE**

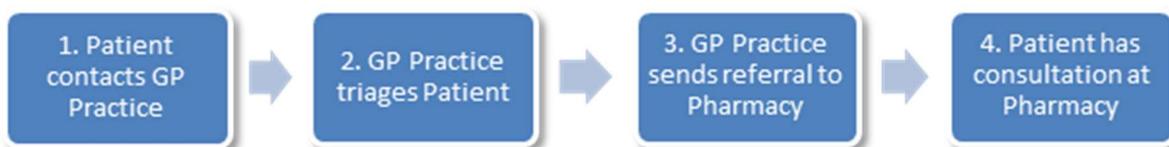
A new service to help you be seen more quickly and which our practice will now be using as a first point of call for on the day minor illness is via our local pharmacist for treatment of minor conditions

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](#) 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.

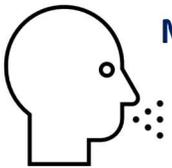
## Health and Wellbeing Support



**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.





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

## **Surgery telephone system**

The surgery has kindly consulted the patients group over plans to alter the telephone system, which will happen in due course



The idea is that patients are given a choice of options when they ring in. The basic reason is to point patients to alternative options to speaking to a receptionist and free up time for the reception team to handle the stuff that the surgery is best able to help with. **We have been assured that no-one will be prevented from speaking to a receptionist if they want to do so.**

We know that some patients may find this frustrating. That's why we are trying to get the new arrangements as patient-friendly as possible.

On the other hand, if the new system makes it easier to get through to a receptionist where needed, that will be a benefit.

At the time of writing, there is no date for when the new system will be launched. We know the surgery appreciates the importance of explaining clearly and simply beforehand what is going to happen and how the new system works.

And we, as the patients group, would be happy to take feedback from patients when everything goes live. Just email us at [jhs.patients.group@nhs.net](mailto:jhs.patients.group@nhs.net) . If you write to us, we won't share your details with the surgery unless you ask us to.



## **Public health briefing**

Here is some information from the Buckinghamshire Council public health team:

- **Grow it Cook it Eat** is a community food growing and cooking project, bringing communities together – click [here](#)
- **Free to use sexual health clinics and advice** – click [here](#)
- **Suicide bereavement support service** – click [here](#)



- **Simply walk** has 60 walks across Bucks for people to walk at their own pace and with trained volunteer leaders – click [here](#)
- **Here4YOUth** is an advice and support service from young people who may have drug or alcohol misuse problems – click [here](#)
- **BetterPoints Bucks** rewards you with vouchers for doing healthy activities – click [here](#)



## Don't forget, John Hampden isn't the only place to go for medical help



The surgery is here for you. But it's good to save the team time if you can get the care you need from elsewhere.

And, if you have difficulties with computers or mobile phones, you can just phone 111 .



## DO YOU KNOW WHERE TO GO?



Should you need medical advice

<b>SELF CARE</b> Sore throat - grazes - cough - stock-up	
<b>NHS 111 - Not sure what to do?</b> Go online 111.nhs.uk	
<b>PHARMACY</b> Headache - stomach upset - minor aches - pains, bites and stings - minor illness	
<b>GP PRACTICE</b> Persistent symptoms - chronic pain & long term conditions	
<b>A&amp;E / 999</b> Emergencies only - choking - chest pain - severe bleeding - blacking out	





## Coming up are:

Stress Awareness Month - [link](#)



National Carers Week - [link](#)



Men's Health Week - [link](#)



Sun Awareness Week - [link](#)



Learning Disability Week - [link](#)



**And let's all remember our nursing team on 12<sup>th</sup> May, International Nurses Day**



# Services, groups and activities in Buckinghamshire Winter 2022/23



## Dementia Support Service

The Dementia Support Service in Bucks is commissioned by Buckinghamshire Council and delivered by Alzheimer's Society. It is available for anyone who is worried about their memory or affected by dementia.

Our experienced, trained Dementia Advisers give information, practical advice, tips and strategies as well as signposting to legal and financial support, based on personal circumstances and needs. This is delivered by phone, online and face to face.

The support line is open 7 days a week:

- Monday to Wednesday: 9am – 8pm
- Thursday and Friday: 9am – 5pm
- Saturday and Sunday: 10am – 4pm

**Tel: 0333 150 3456**

\*Calls are charged at standard local rate

**Website:** [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

**Please see over for additional services.**

**Registered Charity number 296645**

## Carer support groups

**What?** The group provides the option for carers to discuss issues and share experiences in a safe and supportive environment facilitated by a Dementia Adviser. Brief information sessions to help carers support a person with dementia are included at the group each month.

**When?** Meetings take place the 2nd Wednesday of each month online by Zoom 2 - 3:30pm.

**Contact:** 01296 718956 email: [bucks.memorysupport@nhs.net](mailto:bucks.memorysupport@nhs.net)

## Memory information session

**What?** During these free sessions which are open to members of the public a Dementia Adviser will deliver information about memory, what causes memory loss, useful coping strategies, memory aids, how to stay healthy and planning for the future.

**When?** Wednesday 25 January 2023 2 - 4pm to be held at **Aylesbury Library, Walton Street, Aylesbury, Bucks, HP20 1UU**

**Contact:** 01296 718956 email: [bucks.memorysupport@nhs.net](mailto:bucks.memorysupport@nhs.net)

## Singing for the Brain®

**What?** This is a friendly, fun, and social environment for those affected by dementia and their carers. Based on the principles of music therapy, the stimulating sessions include vocal warm-ups and singing a wide variety of familiar and new songs.

**When?** Two sessions take place online by Zoom on Mondays at 11am and 3pm. Face to face sessions take place at The Fitzwilliams Centre in Beaconsfield starting at 10:30am. They will be on Friday 13 & 27 January, 10 & 24 February and 10 & 24 March 2023.

**Contact:** 01296 718956 email: [june.kerr@alzheimers.org.uk](mailto:june.kerr@alzheimers.org.uk)

Services are **free** however donations can be made by going to [www.alzheimers.org.uk](http://www.alzheimers.org.uk) or you can make a donation over the phone: 0330 333 0804.

**Alzheimer's Society will not pass your details on to any other organisations and we will use the information you supply to communicate with you in line with the GDPR and Data Protection Act 2018.**

### **Equality, Diversity and Inclusion at Alzheimer's Society – What you can expect of us.**

At Alzheimer's Society we believe everyone affected by dementia has the right to live their life the way they want to live it, whether living with the diagnosis or supporting someone who is. Core to that belief is that everyone has the right to be the person they are, to live without fear or prejudice regardless of race, age, gender, sexual orientation, faith and belief or a disability, like dementia. Everyone should be able to make a full contribution to society the way they want to make it and live in a world which demonstrates respect and values diversity.