



# The John Hampden Surgery Newsletter

Dr Mallard-Smith Dr Roberts

Dr Payne Dr Stanbrook



October  
2023



World Mental Health Day 10<sup>th</sup> October



Every year we celebrate **World Mental Health Day on 10 October**. The theme for 2023, set by the World Foundation of Mental Health, is 'Mental health is a universal human right'.

World Mental Health Day is about raising awareness of mental health and driving positive change for everyone's mental health. For more details follow [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

## FLU CLINICS

The surgery will be holding flu jab clinics on Friday 6<sup>th</sup> October for over 65's and 14<sup>th</sup> October for under 65's. We are a booking child flu please contact the surgery to book an appointment.

We have been contacting all eligible patients, if you have received a text please contact us to book here and support your surgery. See [here](#) if you want to check if you are due a jab: those aged 50-65 who are normally healthy with no chronic diseases who have been vaccinated in the previous two years will not become eligible until after the 15th of October.

If you are eligible for Shingles and Pneumonia this will be done at the same time. To check eligibility for Shingles use the link [Shingles vaccination: why you are being asked to wait - GOV.UK \(www.gov.uk\)](https://www.gov.uk/shingles-vaccination)

## Covid Vaccinations

The Surgery is not part of this new wave of Covid -19 vaccination, please contact 119 for any questions relating to vaccines and eligibility. We do ask that you refrain from phoning the surgery regarding this matter. You can also book through your NHS APP and find local walk in centres using your APP

## We are using the NHS App for online access.

Your NHS, your way  
Download the NHS App 😊



The NHS App has a number of advantages for you and us, which we have described on the Online Services page of the surgery website where there are also instructions on how to upload the NHS app and register with it.

Please visit: <https://johnhampdensurgery.co.uk/doitonline.aspx>

for more information

### 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 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 app

#### 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.

## BANK HOLIDAYS

The practice will be closed

- Monday 25<sup>th</sup> December
- Tuesday 26<sup>th</sup> December
- Monday 1<sup>st</sup> January

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



## Prescriptions

We ask you to give us 48 hours to process your requests. Requests can be made via your NHS APP, the admin email address [johnhampdensurgery@nhs.net](mailto:johnhampdensurgery@nhs.net), paper requests and lastly telephoning the surgery after 10am.



## Face Masks

Please be aware when visiting the practice, you will be required to wear a face covering if you have any COVID symptoms. At the moment we are requesting that all patients seeing Lyn, our practice nurse must wear a mask.



## Social Prescribing and Health and Wellbeing Services

[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 >.



## 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*

## What to do when you need urgent or emergency care

Click on the links below to help you decide what action to take in urgent or emergency situations.



[When to use NHS 111 online or call 111](#)

[When to call 999](#)

[When to go to A&E](#)

[When to visit urgent treatment centres \(urgent care services\)](#)

[Find urgent and emergency care services](#)

Depending on what you need, if you either use 111 online or you call 111 you could be advised to

- call 999 or go to A&E in an emergency
- got to an urgent treatment centre
- see an evening and weekend GP at a service that covers for John Hampden
- book a callback from a nurse
- get urgent specialist support for dental or mental health problems
- contact John Hampden
- see a pharmacist for help with a minor illness
- look after yourself safely at home.



## Out of hours medicines

If you run out of medicine outside of the GP surgery's normal opening hours and need some urgently, there are a few ways



to get an emergency supply quickly, even if you're away from home.

All you need to know can be found on the NHS website at <https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/pharmacies/out-of-hours-medicines/>



## Patients group supports surgery zero tolerance policy

The surgery has reported an increase in unfortunate incidents where dissatisfaction has been directed to the reception team.

The patients group supports the statement put on the surgery website in August and calls for fellow patients to adhere to it. A recent [legal case](#) supports their approach.



## A new primary care strategy

Watch out for opportunities to comment on a new strategy for primary care (GPs, pharmacies, dentists and opticians). It's being produced by the Integrated Care Board for Bucks, Oxfordshire and Berkshire West.



According to the Forward Plan [published](#) by the Board in June 2023, they intend an “integrated approach” to primary care. The plan says:

“To support people better in their communities we need to materially change the way our primary and community care services operate across the system. In 2023/24 we are therefore committed to developing a Primary Care Strategy to confirm how we can develop our primary care services in particular to support a more community-focussed model of care that better meets the needs of our population, balancing continuity of care with same day access where needed.”

The patients group understands that the forthcoming proposals will be based around recommendations in a recent report for the Government by Dr Claire Fuller. She recommended streamlining access to care and advice; providing more proactive, personalised care with support from a multidisciplinary team of professionals; and helping people to stay well for longer



## Coming up are:

STOPTOBER (smoking cessation) - [link](#)



World Menopause Day - [link](#)



National Self- Care week - [link](#)



Carers Rights Day - [link](#)



**Contact the patients group**



As always, we can be reached at [jhs.patients.goup@nhs.net](mailto:jhs.patients.goup@nhs.net)