



January 2024



Wishing all our patients a very  
happy 2024!

Your NHS, your way  
Download the NHS App 😊



We are using the NHS App for online access.

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



## FLU JABS

If you are eligible please call us to book in with the Nurse, if you have received a text please contact us to book 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.

We are a booking child flu please contact the surgery to book an appointment.

If you are eligible for Shingles and Pneumonia contact the Surgery. [Shingles vaccination: why you are being asked to wait - GOV.UK \(www.gov.uk\)](#)

## 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

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## In house Physio

We have a Physiotherapist that attends the surgery every Monday to support our patients, please speak to our Reception about booking an appointment to come in.

They can help with musculoskeletal issues such as back, neck and joint pain by:

- assessing and diagnosing issues
- giving expert advice on how best to manage their conditions.
- referring them onto specialist services if necessary.

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## Registrations

At the moment the Surgery is not taking new patients but please visit the NHS choices website to access local Surgeries that are taking registrations. This also applies to temporary patients.



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## 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.

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### SPRING BANK HOLIDAYS



The practice will be closed.

- 29<sup>TH</sup> March
- 1<sup>st</sup> April
- 6<sup>th</sup> May

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

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### 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.

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## 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.

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## 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 >.

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## 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

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## Community Pharmacy Consultation Service **LIVE**

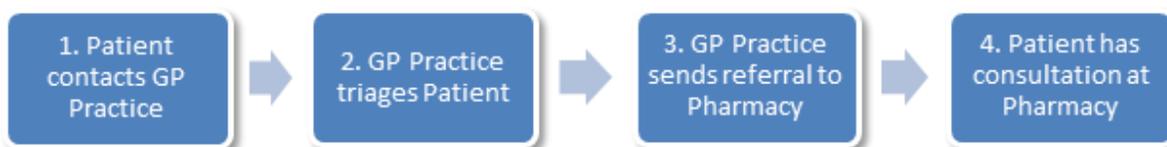
A new service to help you be seen more quickly and which our practice will now be using as a first point of call for on the day minor illness is via our local pharmacist for treatment of minor conditions.

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.

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Working  
together  
to improve  
wellbeing

**NHS**

**Buckinghamshire  
Talking Therapies**

**Are you struggling with any of the following:**

**Feeling nervous,  
anxious or on edge?**

**Unable to stop or  
control worrying?**

**Little interest or pleasure  
in doing things?**

**Feeling down,  
depressed or hopeless?**

**Buckinghamshire Talking Therapies** is your local fast and free NHS service offering tried and tested psychological therapies for people aged 18 or over with a registered GP in Bucks.

We help with stress, anxiety, low mood, employment difficulties and long term health conditions.

**Let's talk We're here to help**

**Book your 1st appointment  
through our website**  
[www.bucks-talking-therapies.nhs.uk](http://www.bucks-talking-therapies.nhs.uk)



Scan the QR Code or  
phone 01865 901600  
or text TALK & your name  
to 07798 667169



**for anxiety and depression**

Service provided by Oxford Health NHS Foundation Trust



**Buckinghamshire Healthcare**  
NHS Trust



**Oxford Health**  
NHS Foundation Trust

# Living with and Beyond Cancer

## Working together to improve wellbeing

**Buckinghamshire Talking Therapies now offers free,  
confidential support for those impacted by a Cancer diagnosis**

**Delivered jointly by Buckinghamshire Healthcare Trust and  
Oxford Health NHS Foundation Trust**



To book an initial assessment now:  
scan the **QR Code**

or visit **[www.bucks-talking-therapies.nhs.uk](http://www.bucks-talking-therapies.nhs.uk)**

or phone **01865 901 600**

or text **TALK** and your name to **07798 667169**



**for anxiety and depression**

Service provided by Oxford Health NHS Foundation Trust

**[www.bucks-talking-therapies.nhs.uk](http://www.bucks-talking-therapies.nhs.uk)**

**I'm feeling low,  
worried or stressed  
because of my  
cancer, how do I  
get support?**



**Self-refer Online:  
[www.bucks-talking-therapies.nhs.uk](http://www.bucks-talking-therapies.nhs.uk)  
Telephone: 01865 901 600  
Monday-Friday 7am-5pm  
OR**

**If you need help with  
your referral you can  
ask at your GP practice,  
speak to your cancer  
nurse or other health  
professional**

# What to expect

Following your referral, you will usually be offered an assessment which will usually last around 45 minutes. This can be on the telephone, on a video call or in person. By completing our online self-referral, you can book yourself straight into your first appointment.

Your therapist will talk to you about how you have been feeling and ask some questions to understand your current needs.

We will then consider suitable talking therapy treatments that may be right for you.

This may include group, individual, online or in person treatments.

For a full description of the types of therapy we offer, please see our website:

[www.bucks-talking-therapies.nhs.uk](http://www.bucks-talking-therapies.nhs.uk)



# What support is available?

## Buckinghamshire Talking Therapies

[www.bucks-talking-therapies.nhs.uk](http://www.bucks-talking-therapies.nhs.uk)

Tel: 01865 901600

Email: [bucks-talking-therapies@oxfordhealth.nhs.uk](mailto:bucks-talking-therapies@oxfordhealth.nhs.uk)

## Cancer Information and Wellbeing Service

[www.buckshealthcare.nhs.uk/our-services/cancer-care/](http://www.buckshealthcare.nhs.uk/our-services/cancer-care/)

[how-we-support-you/](#)

Tel: 01296 838340

Email: [bht.cancer.inf@nhs.net](mailto:bht.cancer.inf@nhs.net)



[www.cancercaremap.org](http://www.cancercaremap.org)



[www.macmillan.org.uk](http://www.macmillan.org.uk)



[www.maggies.org/our-centres/maggies-oxford](http://www.maggies.org/our-centres/maggies-oxford)



[www.thehummingbirdcentre.org.uk](http://www.thehummingbirdcentre.org.uk)



[www.sbh.org.uk](http://www.sbh.org.uk)

# Terms and conditions of accessing our service

For information on our Terms and Conditions please scan this QR Code:



Or you can visit our website:

**[www.bucks-talking-therapies.nhs.uk](http://www.bucks-talking-therapies.nhs.uk)**

Patient Advice and Liaison Service (PALS):

Freephone: **0800 328 7971**

Email: **[pals@oxfordhealth.nhs.uk](mailto:pals@oxfordhealth.nhs.uk)**

Oxford Health NHS Foundation Trust  
Trust Headquarters, Littlemore Mental Health Centre  
Sandford Road, Littlemore, Oxford, OX4 4XN



# This leaflet can be made available in different languages

If you would like to have this information translated into a different language, please contact the NHS Bucks Talking Therapies Team at:  
**bucks-talking-therapies@oxfordhealth.nhs.uk**

إذا كنتم ترغبون في الحصول على المعلومات مترجمة إلى لغة أخرى، يُرجى التواصل مع فريق عبر NHS Bucks Talking Therapies البريد الإلكتروني:  
**bucks-talking-therapies@oxfordhealth.nhs.uk**

আপনি এই তথ্য অনয্ ভাষায় অনুবাদ করাতে চাইলে, অনুগ্রহ করে হেলিথ মাইন্ডস্ টিম-এর সাথে এই ই-মেল ঠিকানায় যোগাযোগ করুন:  
**bucks-talking-therapies@oxfordhealth.nhs.uk**

如需将此信息翻译成其他语言，请联系 NHS Bucks Talking Therapies 团队：  
**bucks-talking-therapies@oxfordhealth.nhs.uk**

Jeśli chcesz uzyskać informacje przetłumaczone na inny język, skontaktuj się z zespołem NHS Bucks Talking Therapies pod adresem:  
**bucks-talking-therapies@oxfordhealth.nhs.uk**

Se pretender traduzir esta informação para outro idioma, contacte a equipa NHS Bucks Talking Therapies através do endereço:  
**bucks-talking-therapies@oxfordhealth.nhs.uk**

اگر آپ کسی مختلف زبان میں اس معلومات کا ترجمہ چاہتے ہیں تو برائے مہربانی ہیلدی مائنڈز ٹیم سے اس پر رابطہ کریں:  
**bucks-talking-therapies@oxfordhealth.nhs.uk**



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

## PPG survey: results + surgery response

We sent a survey to 400 fellow patients in November. You can find the results and survey report on the PPG pages of the surgery [website](#) .



The PPG's conclusions include the following:

- It is easy to point to things that may not be perfect, but, from a broader perspective, the surgery remains highly regarded by many patients and compares very well when judged against many other surgeries. We particularly commend the reception team for all the positive comments they have received. The Care Quality Commission's interim assessment last year maintained the surgery's 'outstanding' classification and we congratulate the surgery for this, not least given all the pressures on primary care that are nowadays often reported in the media.
- Throughout the country there have been declining levels of satisfaction with primary care and particular concerns about appointments. However, the results from the latest national patients survey shows that satisfaction levels remain generally higher for JHS patients compared with those nationally and more locally.
- On the other hand, there is a clear message from this survey that many patients still remain uncomfortable or unhappy with the current appointment system, in terms of the time taken to get an appointment and the perceived shortage of F2F appointments. The same message came from the 2022 survey.
- The PPG is aware that there are initiatives at national, NHS England level, and by the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board, aimed at improving primary care, with a significant focus on appointments and what is termed "access". We have to hope that these will either provide further help to our surgery to deliver the appointment service patients are ideally looking for, or will help inform patients of the service they can reasonably expect, such as the alternative options of the additional roles, eg social prescribers, physios, mental health practitioners, care coordinators, etc.
- It is worth noting that 25 out of the 126 patients responding to the survey said they would like a F2F appointment any time they want one. However, taking a broad perspective, the PPG recognises there is a continuing upward demand for appointments and understands the importance of the clinical staff exercising their professional judgement about whether a F2F is needed, so that the finite number

of F2F appointment slots can be used to see patients who have a clear clinical need to be physically present.

We note, from the surgery's response to the survey report that

- Nationally the number of people over 70 (who are five times more likely to need a GP appointment than teenagers) has increased by a third since 2010
- Primary care is already treating record numbers, with half a million more appointments delivered every week compared to pre-pandemic.
- Currently approximately 74% of our surgery's appointments are face to face
- The surgery lists 8 "positive changes" it has put in place to target patient access.

The PPG would welcome any comments on the report, which should be sent to [jhs.patients.group@nhs.net](mailto:jhs.patients.group@nhs.net) .

There is also an opportunity to comment on the Buckinghamshire etc Integrated Care Board's Primary Care Strategy, which is being consulted on in January and possibly February. This can be found at <https://yourvoicebob-icb.uk.engagementhq.com/primary-care-conversation>



## NHS Prescription Prepayment Certificate

A prescription prepayment certificate could save you money if you pay for your NHS prescription.



You save money if you need more than 3 items in 3 months, or 11 items in 12 months.

The certificate covers all your NHS prescriptions for a set price:

- £31.25 for 3 months
- £111.60 for 12 months

You can buy a certificate online <https://services.nhsbsa.nhs.uk/buy-prescription-prepayment-certificate/start> or call 0300 330 1341.

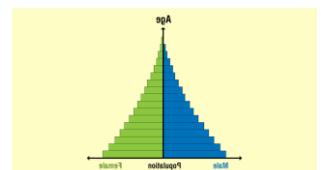


## Know your fellow patients

You can get the profile of John Hampden's patients from the Office for Health Improvement & Disparities website.

Click on <https://fingertips.phe.org.uk/profile/general-practice/data#page/12/ati/7/are/K82035> and you will information about:

- age profile



- life expectancy
- level of deprivation
- ethnicity.



## Winter support in Bucks

Buckinghamshire Council's 'Helping Hand' service offers help with the cost of living.



This includes help

- with heating, bills and home essentials
- buying or accessing food.

Other help includes

- benefits, debt and money advice
- budgeting courses for help with low-cost cooking
- a household support fund
- welcoming spaces
- help finding employment
- help looking after your mental health

More info on the Bucks Council website at [https://www.buckinghamshire.gov.uk/cost-of-living/?dm\\_i=5438,WD91,30HQMD,3QZPL,1](https://www.buckinghamshire.gov.uk/cost-of-living/?dm_i=5438,WD91,30HQMD,3QZPL,1)



## Find a pharmacy that offers free blood pressure checks

There's a website for locating nearby pharmacies that offer free blood pressure checks if you're eligible.



Just click on <https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/find-a-pharmacy-that-offers-free-blood-pressure-checks/> and enter your postcode.

You can get a free blood pressure check if you:

- are aged 40 or over
- live in England

You can't get one if:

- you already have high blood pressure

- a doctor, nurse or pharmacist has checked your blood pressure in the past 6 months.



## GP Patient Survey

NHS England's annual GP patient survey launched in January. We would encourage all patients in receipt of the questionnaire to answer it.

GP PATIENT SURVEY



## Coming up are:

Time to Talk Day- [link](#)



International Epilepsy Day - [link](#)



Kidney Cancer Awareness Week - [link](#)



National Hug Day- [link](#)



Contact the patients group



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