



## January 2025



## Happy New Year 2025 from John Hampden Surgery!

As we step into 2025, all of us here at John Hampden Surgery would like to take this opportunity to wish you and your families a very Happy New Year!

The past year has been one of growth, learning, and community spirit. We are grateful for the trust and support you have shown us throughout 2024. It has been a privilege to care for your health and well-being, and we remain committed to delivering the best possible service in the year ahead.

This year, we aim to further enhance the care we provide by continuing to listen to your feedback, introducing new services, and ensuring that John Hampden Surgery remains a place of comfort and trust for all our patients.

We hope 2025 brings you happiness, health, and success. Together, let's make this a wonderful year!

Warm regards,

The John Hampden Surgery Team



**BANK HOLIDAYS**

The practice will be closed

- Friday 18<sup>th</sup> April 2025
- Monday 21<sup>st</sup> April 2025
- Monday 5<sup>th</sup> May 2025
- Monday 26<sup>th</sup> May 2025

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

## NEW RSV Vaccination

We continue to offer the RSV vaccine for those eligible, having commenced clinics early December. All adults turning 75 on or after the 1<sup>st</sup> of September and pregnant ladies will be eligible for the routine Respiratory Syncytial Virus vaccination. If you have not yet had your vaccine, please contact the surgery to arrange an appointment.

### What is RSV?

- RSV is one of the common viruses that cause coughs and colds in winter. It is transmitted by large droplets and by secretions from contact with an infected person. The virus can survive on surfaces or objects for about 4 to 7 hours and the incubation period is about 3 to 5 days.
- RSV circulates in temperate climates and epidemics generally start around October and last for 4 to 5 months, peaking in December. The sharp winter peak varies little in timing or magnitude, in contrast to influenza virus infection which is much less predictable in its timing. In most people, RSV infection causes a mild respiratory illness, but for a small number of people who are at risk of more severe respiratory disease, it might cause pneumonia or even death.
- High risk groups are the very young (under 1 year of age) and older adults. Infants aged less than 6 months frequently develop the most severe disease and require hospitalisation. Children born prematurely or with underlying lung disease, and the elderly with chronic illness are also at risk of developing severe disease.

For more information about this vaccination please visit – [NHS England » General practice respiratory syncytial virus \(RSV\) vaccination programme: contractual guidance](#)

## PREVENT THE SPREAD OF THE FLU

Besides getting vaccinated, the CDC recommends taking these steps:



■ **Avoid contact** with sick people.



■ If you have flu-like symptoms, **stay home** until 24 hours after the symptoms disappear.



■ Disinfect surfaces and **wash your hands** often with soap and water.



■ **Avoid touching** your eyes, nose and mouth, as germs spread faster that way.



■ **INSTEAD**, cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue away.

## **Important Notice: Clinical Matters and Contact Information via EMAIL**

We'd like to remind you of the following important information regarding the use of our generic email address:

### **Clinical Matters and Urgent Enquiries**

Please note that this email address is not monitored regularly and should not be used for:

- Clinical matters
- Appointment requests
- Urgent enquiries

For any medical concerns, issues, or questions, you must submit your request via our online triage form, which is available on our website under Appointments + Medical Enquiries - John Hampden Surgery.

We cannot take responsibility for missed or delayed responses to clinical matters sent through this email.

If you are unable to complete the online form, please contact the surgery directly by calling 01494 890900 during our opening hours:

- Monday to Friday, 8:30am - 6pm

For assistance outside of these hours, please contact NHS 111.

### **Prescriptions**

- For patients aged 16 and over, prescription requests must be submitted via the NHS App. If you do not yet have access to the NHS please follow the link below for a guide on how to get registered: <https://youtu.be/6FFjGUW6s7E> .
- For patients under 16, email requests are still accepted. However, using our online triage form is quicker and more efficient.

Thank you for your cooperation in helping us to manage enquiries effectively and ensure timely responses.

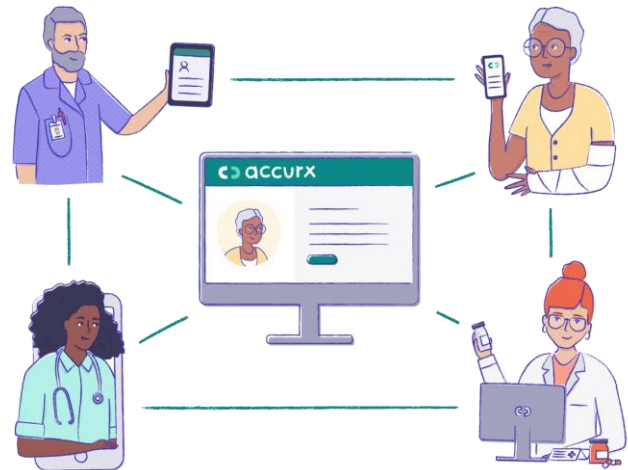
Best regards,  
John Hampden Partners



# New way of contacting the surgery

In common with many other surgeries, since the 29<sup>th</sup> 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 \(youtube.com\)](#). 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.

**Dr Mallard-Smith and Partners**

# FAQ(s) RE NEW TRIAGE SERVICE



## 1. What is the new triage model?

The new triage model is a system where all GP appointment requests, medical queries, and administrative inquiries are submitted through a triage form, including prescription requests. This form can be accessed via a link on our practice website John Hampden Surgery.

## 2. Why is the practice moving to this new model?

The practice is adopting this model to reduce phone queue times, increase efficiency, improve patient accessibility, and provide more flexible communication options.

## 3. How do I submit a triage request?

You can submit a triage request by filling out a form available on our practice website John Hampden Surgery.

## 4. Who will review my triage request?

All triage requests will be reviewed by a clinician, ensuring that your medical and administrative needs are assessed by a qualified professional.

## 5. How will I be contacted after submitting my request?

We aim to contact you within 2 working days after reviewing your request, the practice team will contact you based on your indicated preference—by telephone, text message, or email.

## 6. What if I don't have access to the internet or can't complete the form?

If you do not have internet access or are unable to complete the form, our reception team will be available to assist you.

## 7. I have a vulnerable relative; how will this new process apply to them?

We would still request a triage form is completed; the system will allow someone other than the patient to complete this on their behalf. In addition, our experienced reception team can assist. This will allow the team to safely triage the need.

## 8. Are there any exceptions to submitting a triage form?

No, all requests for GP appointments, medical queries, and administrative inquiries must be submitted through the triage form without exception.

However, nurse appointments will still be bookable via the reception team by calling the practice.

#### **9. Is my information secure with ACCURX?**

Yes, ACCURX is an approved NHS partner and complies with strict confidentiality and governance requirements for use in the NHS. More information can be found by clicking the following link, [Accurx | Security](#).

#### **10. Is there a guide to help me complete the triage request form?**

Yes, there is a 5-minute video available on our practice website to help you familiarize yourself with the simple process of completing the triage request form. Patient Flash Demo: How to submit a medical request in Patient Triage ([youtube.com](https://www.youtube.com))

#### **11. What information should I include in the triage request?**

Patients should include as much relevant information as possible in the triage request to help the clinician reviewing their request prioritize and direct it accordingly.

#### **12. How was this FAQ developed?**

This FAQ was created following feedback from our Patient Participation Group (PPG), which canvassed their virtual patient group for input on this new direction. The PPG can be contacted at [jhs.patients.group@nhs.net](mailto:jhs.patients.group@nhs.net).

For further information and support, please refer to the resources available on our practice website.

**Dr Mallard-Smith and Partners**





# Staff Announcements

We are delighted to announce that Dr Waddington will be joining our practice as a new GP partner in February 2025.

Dr Waddington brings a wealth of experience and is excited to become part of our team, dedicated to providing excellent patient care. She will work closely with Dr Roberts, Dr Stanbrook, and our wider team as she settles into her new role.

We kindly ask for your support and understanding during this time as Dr Waddington integrates into the practice. Your patience is greatly appreciated as she familiarises herself with our systems, team, and patients.

Thank you for helping us give Dr Waddington a warm welcome to the practice!

Best regards,  
The Practice Team

## Retirements and Goodbye(s)

*Dear Patients*

*After 5 years at The John Hampden Surgery, and 35 years working for the NHS of which I've spent 31 years working as a GP in some capacity or another, I've decided to hang up my stethoscope for good, from the end of February 2025.*

*The last 5 years have been amongst the most enjoyable of my career – for which I thank all the team at The John Hampden. We managed the tricky times of Covid with good humour and a strong desire to look out for one another and our patients as best we could – I would not like to have been working anywhere else during that time.*

*I now plan to spend time with my husband as we would like to travel, plus I will be preparing both my sons for university life – we will soon be “Empty Nesters”!!*

*The John Hampden Surgery is a very special place to work – and I'd like to thank Laura, my Partners and all our staff for their hard work and support over the last 5 years. I'd also like to welcome Dr Karen Waddington to the Practice – I'm sure you'll enjoy working here as much as I have.*

*I wish the John Hampden patients all the best moving forwards.*



**Dr Payne, January 2025**

**After many years of dedicated service to our patients and the community Dr Mallard-Smith will be retiring in March 2025.**

**We know how much she has meant to so many of you, and we'd love to give her a heartfelt send off. A special retirement wishes book has been placed at reception for anyone who would like to leave a message, memory or well wishes for her next chapter.**

**Please feel free to pop by and add your message before the 19<sup>th</sup> of March 2025. Your kind words and memories will mean the world to her!**

**Thank you for helping us celebrate the remarkable career of Dr Mallard-Smith**

*Dear Patients,*

*After nearly 30 years at John Hampden Surgery, I have decided to retire from the Partnership at the surgery. I will continue my role as Medical Director in the Local Medical Committee supporting my colleagues across the Counties of Buckinghamshire, Oxfordshire and Berkshire.*

*My time at JHS has been an amazing transformation from a small 2 partner village surgery where I used to do my own on call overnight alternate nights to what you see today. I have enjoyed being in a very enviable position of a stable team of colleagues within the NHS who all had the same values and dedication to continue to deliver an outstanding and valued local surgery. I have seen the development of IT and computers on our desks instead of paper Lloyd George notes, improvements and the robust development of safe patient care in infection control, medications and referral pathways to name but a few. Education never stands still and as a GP I have constantly learn 't new things in medicine and that's what I have enjoyed putting in place to improve the care of our patients in Prestwood*

*I have always felt like a respected friend to many of you and have enjoyed your children being born and seeing them grow into the people they are today and following you all through your lives too. I will continue to live in the village, and I hope that I will continue to see many of you as I walk my dog "Molly" and frequent "Matilda's" for one of those naughty cooked breakfasts*

*Many Thanks to everyone colleagues and patients for your ongoing support through the difficult times we have had together. I will miss you all and some more.*

**Best Wishes, Dr Becky Mallard Smith, January 2025**





Most pharmacies can help you  
with **seven common conditions**  
without needing a GP appointment



- **Sinusitis**  
(adults and children aged 12 years and over)
- **Sore throat**  
(adults and children aged 5 years and over)
- **Earache**  
(children and young adults aged 1 year to 17 years)
- **Infected insect bite**  
(adults and children aged 1 year and over)
- **Impetigo**  
(adults and children aged 1 year and over)
- **Shingles**  
(adults aged 18 years and over)
- **Urinary tract infection**  
(women, aged 16 to 64 years)



Ask your pharmacy for more  
information about this  
free\* NHS service



**Visit your  
Pharmacy First!**

\*NHS prescription charge rules apply where a medicine is supplied



## Pharmacy First

A new service to help you be seen more quickly is now up and running. Our practice will now be using Pharmacy First as a first point of call for on the day minor illness support 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
- Sinusitis
- Earache
- Impetigo
- Urinary Tract Infections



**YOU DO NOT NEED TO COME THROUGH THE GP PRACTICE TO ACCESS THIS FACILITY, SIMPLY VISIT YOUR LOCAL PHARMACY TO ACCESS THIS SERVICE.**

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.

# YOUR PRACTICE PPG NEEDS YOU!



**HAVE YOUR SAY IN YOUR HEALTH CARE**

**SHARE YOUR VIEWS AND IDEAS WITH YOUR GP PRACTICE**

**IMPROVE THE COMMUNICATION BETWEEN YOUR PRACTICE AND ITS PATIENTS**

**JOIN YOUR PRACTICES PATIENT PARTICIPATION GROUP!**

**Patient 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
- 

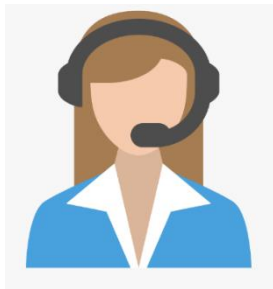
**If you would like to sign up or get more information about our PPG please email directly – [jhs.patients.group@nhs.net](mailto:jhs.patients.group@nhs.net)**





## DATA DASHBOARD

*This is our latest service report for patients, from 1<sup>st</sup> October – 31<sup>st</sup> December 2024.*



5693 Answered Calls



1566 Total Booked Appointments in the last quarter + 4093 patients have successfully used our new triage system since the 29<sup>th</sup> of July 2024.



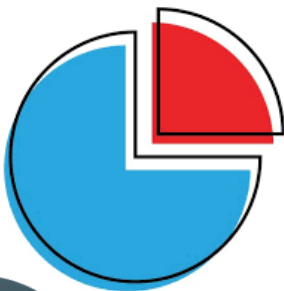
14 Staff Members, 6.4 Full Time Equivalent.



524 Planned Telephone Appointments



1342 Face to Face Appointments, 85.69% of all appointments booked.



### Patient Feedback

- Very Good / Good –90%
- Neither Good, nor Poor – 4.5%
- Poor – 3.5%
- Very Poor – 1.5%
- Don't know – 0.5%



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



136 Patients DIDN'T ATTEND BOOKED APPOINTMENTS!

(9.9% of appointments wasted)



Presently serve 3773



3100 Prescriptions Issued

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



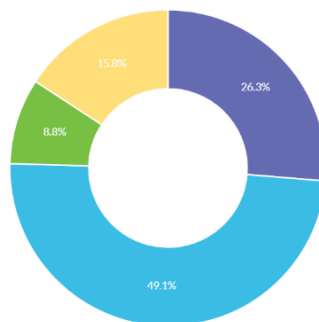
**| JHS Patient Participation Group**  
**| *The Patients' Voice***

## **Patient views of digital triage**

The patients group contribution to the surgery newsletter this quarter just summarises the results of our survey of patient opinion about the new online triage system which began on 1<sup>st</sup> August 2024.

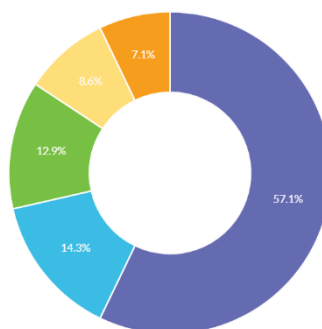
### Speed of surgery response

Just over half of those replying to the survey said they had so far used the online form. Of these, about a quarter received a response from the surgery within an hour, and three-quarters within 3 hours. 9% waited over 6 hours. The surgery says that no-one waited more than the ultimate 48-hour cut-off.



### Quality of surgery response

84% said it was either excellent, good or OK. That left 16% who said it was not as helpful as they would have like or unsatisfactory.



### Comments received

An important part of the survey were the comments fellow patients gave. It is clear, and not altogether surprising, that not all patients are enthusiastic about the new system. Criticisms included it being ageist, confusing, pushing people away, not the same as talking to a real person, and trickier to use. Some patients however welcomed it as very easy and infinitely better than phoning while on the way to work,



and appreciated the quick response. The patients group has concluded that online triage is being rolled out nationally and not something that can be resisted. However, it is important that all John Hampden patients are aware that they can still ring the surgery and that the reception team provide support to patients who have difficulties.

The patients group has drawn the surgery's attention to the 16% of patients who were unhappy with the surgery response when they submitted an online form, and to other detailed points such as call-back for patients who work and being asked to book an appointment when none are available.

### Surgery response

The surgery's written response says that they appreciate the changes may take time to be fully accepted and are dedicated to maintaining a balance between embracing innovation and preserving the human touch that remains central to their care.

At the January meeting the PPG had with Dr Roberts and Laura Russell, the PPG welcomed the surgery's response to the survey and its clear willingness to carefully take account of all the patient feedback. The PPG said it was pleased that the surgery would be undertaking a further communications initiative to inform patients about online triage and would be involving the PPG in it. The minutes of this meeting are on the PPG page of the surgery website.

### More information

The survey was sent to the 400 patients who have specifically given the PPG consent to contact them. Contact us on [jhs.patients.group@nhs.net](mailto:jhs.patients.group@nhs.net) if you want to be added. It was also advertised on local Facebook. We received 104 responses.

The GP Patient Survey conducted by the NHS earlier in 2024 got responses from 101 John Hampden patients. The overall experience of the surgery was rated as good by 90% of the respondents, which compares with 75% for all practices in the Bucks, Oxon and W Berks area, and 71% nationally.

The full report of the survey, including the surgery's response, can be found on the PPG page of the surgery website.



## **Contact the patients group**



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