



# JOHN HAMPDEN SURGERY NEWSLETTER

QUARTER 4 JANUARY 2026



Happy New Year to our patients and families.

May the year ahead bring you good health, happiness, and peace. . .

From the John Hampden Team!



**HELP US HELP YOU**  
**PLEASE BE AVAILABLE FOR APPOINTMENTS OFFERED**

Our GP practice is working hard to support patients with urgent and routine health concerns. To do this fairly and safely, all appointment requests are first reviewed by a clinician through our triage system.

We are seeing an increase in same-day appointments being declined after they are offered. While we always try to accommodate individual needs, we do ask patients requesting urgent care to be available for any appointment offered.

Unfortunately, we are unable to provide multiple alternative same-day times. If you can't attend the appointment offered, we're happy to book the next available routine appointment, or you can submit a new request when you know you'll be free to attend.

Thank you for your flexibility and understanding!

It really helps us provide the best possible care for everyone.

*Sorry we're*  
**CLOSED**

**The Practice will be closed:**  
• Friday 3<sup>rd</sup> of April 2026  
• Monday 6<sup>th</sup> of April 2026  
**FOR ANY MEDICAL CONCERNDS DURING THESE TIMES PLEASE CALL 111**



01494 890900

[WWW.JOHNHAMPDENSURGERY.CO.UK](http://WWW.JOHNHAMPDENSURGERY.CO.UK)





# MEET YOUR GP PRACTICE TEAM



## Receptionist

First point of contact and can assist with appointment requests, booking telephone and face to face appointments and signposting you to the correct health professionals and services available.

## Paramedic

Our paramedic supports the GP team by assessing and managing minor illnesses and acute, same-day health problems, helping patients receive timely care without always needing to see a GP.

## Practice Nurse

Practice nurses provide a wide range of essential clinical care. They assess and treat minor illnesses and injuries, deliver vaccinations and immunisations and carry out annual health checks and screening. They are also an integral part of long term condition support offering monitoring, advice and education to support patients' health.

## Clinical Pharmacist

Our in-house Clinical Pharmacist supports patients and the practice with medicines-related queries, ensuring prescriptions are safe, effective, and appropriate. They review and reconcile discharge medications following hospital stays and support patients with long-term conditions through structured medication reviews to ensure continuity of care.

## Mental Health Practitioner

First Contact Mental Health Practitioners provide early assessment and support for patients with common mental health difficulties, offering timely advice, brief interventions, and signposting to appropriate services to improve wellbeing and enable faster access to mental health care without always needing to see a GP.

## GP

Under the new GP contract, GPs provide expert medical leadership and continuity of care, focusing on managing complex patients while overseeing and coordinating a multidisciplinary team to ensure patients see the right clinician at the right time.

"What type of appointment do you need?"



## REPEAT PRESCRIPTION?

Please use the NHS App or submit requests via our triage route via website



"But GPs aren't seeing anyone!"

GPs are seeing patients - in fact, they are busier than ever before. GPs now work with a team of specialists so everyone gets the right care from the right person.

I have an emergency.

If you're urgent problem.

I'd like to speak to a Doctor soon.

If you'd like to speak routinely to my GP.

I have a non-urgent medical query.

If you are experiencing symptoms such as chest pain, breathing difficulties or loss of consciousness you should call 999. Injuries such as burns, fractures, cuts will need A+E or minor injuries advice. Call NHS 111.

If you have new or concerning symptoms such as child with a fever, signs of infection call 111 or contact the GP surgery for direction. We may instruct you to complete a triage request or direct you to alternative services dependent on concern.

If you have an non urgent need and you would like to discuss with a GP please complete the online triage form via our website, outlining your concern for clinical assessment. This can be accessed from 8am Mon - Friday.

For routine consultations with the GP and follow ups please complete the routine appointment request via our triage form, accessible Mon -Fri 8am -6:30pm.

We can also support you where you are unable to complete the triage form.

Many minor ailments can be self treated with over the counter products. You can get advice on medicine and treatments from the pharmacy. Our Reception team are also able to navigate your care to appropriate teams and are a useful resource.

## YOUR PRACTICE PPG NEEDS YOU!



**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)

## FUNDRAISING



### Support Our Practice – Join the Patient Fundraising Group!

Would you be interested in helping improve local GP services for our community?

Our Patient Group is launching a fundraising arm to support additional services and equipment that fall outside of the standard NHS GP contract. These can make a real difference to patients – for example:

- Purchasing diagnostic equipment that reduces the need for hospital trips
- Funding services or tools that shorten waiting times for certain treatments
- Supporting patient wellbeing initiatives within the practice

If you'd like to get involved, share ideas, or simply learn more about how you can help, please contact us at: [jhs.patients.group@nhs.net](mailto:jhs.patients.group@nhs.net)

## CARERS CHAMPION

WE WOULD LIKE TO INTRODUCE YOU TO OUR CARERS CHAMPION, JENNY BRYANT. JENNY IS ONE OF OUR RECEPTIONISTS AND HAS WORKED AT THE PRACTICE FOR 3 YEARS AND PREVIOUSLY AT ANOTHER SURGERY FOR 12 YEARS.

JENNY HAS RECENTLY TAKEN ON THE ROLE AS CARERS CHAMPION.

*'I am so delighted to assume the role of Carers Champion in our practice and I am looking forward to supporting our registered carers.'*

*'My primary objective is to provide guidance, assistance, advocacy and support to carers who play a vital role in caring for their loved ones.'*

*'I am genuinely pleased to have the opportunity to support where I can and hope to make a difference where I am able.'*

*'I am committed to creating a welcoming and supportive environment for carers within our practice and hope to support both colleagues and carers alike with information through that may help bring awareness and educate what support is locally available here in Buckinghamshire'*

FOR MORE INFORMATION ABOUT OUR CARES CHAMPION ROLE OR SIMPLY TO CHAT ABOUT WHAT HELP WE COULD OFFER YOU, PLEASE ASK FOR JENNY AT THE RECEPTION DESK OR CALL TO SPEAK TO HER ON 01494 890 900.



# IMPROVING PATIENT ACCESS: ONE YEAR OF CALL TRIAGE



OVER THE PAST YEAR, OUR PRACTICE HAS MADE IMPORTANT CHANGES TO HOW WE HANDLE YOUR PHONE CALLS. IN JULY 2024 WE INTRODUCED A NEW TRIAGE SYSTEM FOR INCOMING CALLS, AND IN JUNE 2025 WE UPGRADED TO A NEW TELEPHONE SYSTEM. THESE STEPS WERE DESIGNED TO MAKE IT EASIER FOR YOU TO GET THROUGH TO US, REDUCE LONG WAITS AT BUSY TIMES, AND HELP OUR RECEPTION AND CLINICAL TEAMS WORK MORE EFFICIENTLY. WE ARE PLEASED TO SHARE SOME OF THE POSITIVE RESULTS SO FAR.

## ✓ SMOOTHER MORNINGS

- IN THE PAST, MOST CALLS CAME IN DURING A SHORT “RUSH HOUR” BETWEEN 9–10AM, MAKING IT HARDER FOR EVERYONE TO GET THROUGH.
- SINCE TRIAGE WAS INTRODUCED, CALLS ARE NOW MORE EVENLY SPREAD THROUGHOUT THE DAY.
- ON AVERAGE, MORNING CALLS HAVE REDUCED BY AROUND ONE-THIRD COMPARED TO BEFORE TRIAGE, MEANING LESS TIME WAITING AND MORE CHANCE OF SPEAKING TO SOMEONE QUICKLY.

## ⌚ 17 BALANCED ACROSS THE WEEK

- MONDAYS AND TUESDAYS USED TO BE THE BUSIEST DAYS, PUTTING PRESSURE ON PATIENTS AND STAFF.
- THE NEW SYSTEM HAS SPREAD DEMAND MORE EVENLY, THOUGH FRIDAYS ARE NOW THE BUSIEST DAY. WE'RE ADJUSTING STAFF ROTAS TO MAKE SURE YOU STILL GET THE SERVICE YOU NEED.

## ⌚ WAIT TIMES HOLDING STEADY

- WITH OUR NEW PHONE SYSTEM, AVERAGE WAIT TIMES HAVE REMAINED STEADY.
- ONE MAIN LINE SAW A SMALL IMPROVEMENT (12 SECONDS FASTER ON AVERAGE), WHILE THE OTHER STAYED ALMOST THE SAME.
- IMPORTANTLY, THIS MEANS YOU ARE NOT WAITING LONGER DESPITE THE BIG CHANGES IN HOW CALLS ARE MANAGED.

## 🌟 WHAT THIS MEANS FOR YOU

- BETTER ACCESS: CALLS ARE EASIER TO GET THROUGH AT DIFFERENT TIMES OF THE DAY.
- FAIRER SERVICE: WORKLOAD IS BALANCED ACROSS THE WEEK, SO IT'S NOT JUST MONDAY MORNINGS THAT ARE BUSY.
- CONTINUED IMPROVEMENTS: WE'RE MONITORING FRIDAYS CLOSELY AND FINE-TUNING HOW TRIAGE WORKS, SO THAT SIMPLE QUERIES ARE HANDLED QUICKLY AND MORE COMPLEX NEEDS REACH THE RIGHT PERSON.

## 👉 THANK YOU FOR ADAPTING

THESE IMPROVEMENTS HAVE ONLY BEEN POSSIBLE BECAUSE OF YOUR SUPPORT IN USING THE TRIAGE SYSTEM. BY GIVING OUR RECEPTION TEAM THE RIGHT INFORMATION, YOU'RE HELPING US DIRECT YOU TO THE BEST CARE OPTION MORE QUICKLY.

WE WILL KEEP MONITORING THE SYSTEM TO MAKE SURE IT WORKS WELL FOR YOU, ESPECIALLY DURING BUSY TIMES LIKE WINTER. THANK YOU FOR YOUR PATIENCE AND FOR WORKING WITH US TO IMPROVE ACCESS FOR ALL.

JOHN HAMPDEN SURGERY PARTNERS

# IMPORTANT IMMUNISATION UPDATE FROM JAN 2026



## NHS ROUTINE CHILDHOOD VACCINATIONS CLEAR, SAFE PROTECTION FOR BABIES AND YOUNG CHILDREN

### WHY VACCINATIONS MATTER

- PROTECTS YOUR CHILD FROM SERIOUS ILLNESSES LIKE MENINGITIS, MEASLES AND WHOOPING COUGH
- PROTECTS OTHERS – INCLUDING BABIES, GRANDPARENTS AND VULNERABLE PEOPLE
- KEEPS COMMUNITIES SAFER IN NURSERIES, SCHOOLS AND PLAYGROUPS

NHS VACCINES ARE CAREFULLY TESTED, SAFE, AND RECOMMENDED BY EXPERTS.

### WHAT'S NEW?

- EARLIER PROTECTION IN THE FIRST YEAR
- MENB (MENINGITIS B) – NOW GIVEN AT 8 & 12 WEEKS
- PNEUMOCOCCAL (PCV) – NOW GIVEN AT 16 WEEKS

THESE CHANGES PROTECT BABIES EARLIER, WHEN THEY ARE MOST VULNERABLE.

### NEW 18-MONTH VACCINATION VISIT (FROM JANUARY 2026)

YOUR CHILD WILL BE INVITED FOR:

- 6-IN-1 BOOSTER

PROTECTS AGAINST DIPHTHERIA, TETANUS, WHOOPING COUGH, POLIO, HIB & HEPATITIS B

- MMR (SECOND DOSE)

PROTECTS AGAINST MEASLES, MUMPS & RUBELLA

THIS REPLACES OLDER VACCINES THAT ARE NO LONGER AVAILABLE AND GIVES LONG-LASTING PROTECTION.

### CHILDHOOD VACCINES AT A GLANCE

8 WEEKS	12 WEEKS	16 WEEKS	AROUND 12 MONTHS	18 MONTHS (NEW)
6-IN-1	6-IN-1	6-IN-1	MMR	6-IN-1 BOOSTER
MENB	MENB	PNEUMOCOCCAL (PCV)	MENB	MMR (SECOND DOSE)
ROTAVIRUS	ROTAVIRUS		PNEUMOCOCCAL (PCV)	

### MISSSED A VACCINE?

- IT'S NEVER TOO LATE TO CATCH UP
- CONTACT THE PRACTICE AND WE'LL HELP ARRANGE APPOINTMENTS

### FIND OUT MORE

WWW.NHS.UK/VACCINATIONS

SPEAK TO YOUR GP OR PRACTICE NURSE

VACCINATION GIVES YOUR CHILD THE BEST START IN LIFE

IF YOU HAVE QUESTIONS OR CONCERNS, PLEASE TALK TO US — WE'RE HERE TO HELP.

# **OUR PRACTICE IS WORKING TOWARDS GREENER WAYS OF WORKING**

**PATIENTS WILL SEE GREEN BINS  
AND CUPS WHICH ARE INITIA-  
TIVES TO PROMOTE GREENER  
RECYCLING.**



# BE MORE GREEN

## EVERYDAY TIPS

### GO DIGITAL FIRST



- › Sign up for online prescriptions
- › Access health info digitally

### TRAVEL GREEN



Walk or cycle where possible  
Use public transport when coming to the practice



### REDUCE WASTE



Use the green recycling bins provided  
Sort waste responsibly



### THINK BEFORE YOU PRINT



Minimise printing  
Share information digitally



### HEALTHY + GREEN CHOICES

Eat more plant-based meals  
Choose seasonal, local produce

### SUPPORT SUSTAINABLE HABITS AT HOME



Switch off lights & appliances when not in use  
Save energy, save money

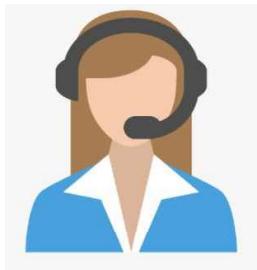


**Small changes make a big difference.**

**Together we can create a healthier, greener future!**

## DATA DASHBOARD

*This is our latest service report for patients, from 1<sup>st</sup> October 2025 – 31<sup>st</sup> December 2025*



**4537 Answered Calls**



**4718 Total Booked Appointments in the last quarter.**



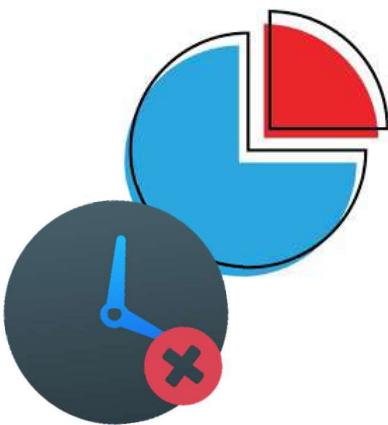
**13 Staff Members, 6.4 Full Time Equivalent.**



**593 Planned GP Telephone Appointments**



**830 GP Face to Face Appointments, 58.33% of all GP appointments booked.**



**259 Patients DIDN'T ATTEND BOOKED APPOINTMENTS! (64 hours 45 mins of appointments wasted)**

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

### Patient Feedback

- **93% Satisfied with the service and care provided**



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



**3859 Presently serve patients.**



**2273 Prescriptions Issued**



## JHS Patient Participation Group

*The Patients' Voice*

### Are you a carer?

One in 10 people take on unpaid caring responsibilities every day. Here's three ways carers can get support.



Tell the surgery if you identify as a carer. The surgery wants to make sure you are aware of the help that may be available, both locally in Prestwood and through specialist organisations and support services.

Bucks Council has a range of support to help carers "stay healthy, resilient and empowered". There's information at [Stronger with Support | Buckinghamshire Council](#).

Carers Bucks have an online support tool for unpaid carers. Click [here](#) for more information. Or register with Carers Bucks and use their free services, including information, advice, guidance, emotional support and a listening ear. Once you've filled in their online form, one of their support workers will phone you and give you the opportunity to discuss your caring role in detail. If you can't manage the online form, contact Carers Bucks on 0300 777 2722 or by email [mail@carersbucks.org](mailto:mail@carersbucks.org).



### NHSApp: the option of proxy access



If you're 16 or over and struggle to use the NHSApp, you can ask someone you trust if they'll agree to be your proxy and help you use it to manage your GP services. This doesn't stop you having access to your GP services yourself.

Proxy access can only be set up for someone if you are both a John Hampden patient. To ask for proxy access, contact the reception team. The surgery will want to have proof of your relationship and the consent of both of you. If you want proxy access for someone who doesn't have capacity to consent, the surgery will consider whether it is in their best interests.

If it's approved, the one with proxy access will be able to manage the other's account via the NHSApp profile in 'settings'. Proxy access can be limited to only some functions or to only a specific time period, and it can be cancelled at any time. NB proxy access is not a joint account: both of you must still have a separate account.



## Support for people affected by drugs and alcohol



One Recovery Bucks <https://onerecoverybucks.org> provides a range of advice, support and treatment for anyone 18 or over.

They have hubs in Wycombe and Aylesbury. You can contact them on 0300 7729 672 or by emailing [ORB@sssft.nhs.uk](mailto:ORB@sssft.nhs.uk). The service is free and confidential. They also have a family and carer service giving support to anyone living with or caring for someone with an addiction.



## Refunds under the healthcare travel costs scheme



If you're referred to hospital or other NHS facilities for specialist treatment or tests by a doctor, dentist etc, you may be able to claim a refund of reasonable travel costs.

Look at the NHS page [Healthcare Travel Costs Scheme \(HTCS\) - NHS](#) to see if you qualify. You have to be on specific benefits, the referral must be from a healthcare professional, and the appointment must be separate from when the referral was made.



## Support for young people affected by crime or abuse



SAFE is an independent charity supporting 5-18s, who can ask for online help for sexual or domestic abuse, physical assault, cyber and hate crime, grooming or bullying.

Anyone can refer a child or young person for support via the website and there's a self-refer option. The charity can provide face-to-face help, counselling, online advice or a text support service. For more details visit [SACA \(Support After Crime and Abuse\) | SAFE!](#)



## Chiltern Foodbank

The Foodbank provides emergency food and practical support to local people, in partnership with Citizens Advice.



They say "We believe no one in our community should go hungry". You'll need a referral for a food voucher: ring 0808 175 7123 or 01494 775 668 for help. More information at [Home | Chiltern Foodbank](#).



## New scam impersonates NHS calls

Patients are being called from what appears to be a UK mobile number. They're told they must update their GP records over the phone or risk being removed from the practice list.



You may be asked for personal info, such as address, NHS number, or bank details.

**These calls are not genuine.** The NHS will never contact patients by phone to update their records, threaten removal from a GP list, or ask for personal or financial information. You're advised to end the call. Ring John Hampden directly if you are unsure whether a call is genuine. You can also report suspected fraud to the NHS Counter Fraud Authority at <https://cfa.nhs.uk/report-fraud>.



## Using local pharmacies for minor health matters



The integrated care board has asked patients groups to publicise their advice about asking a local pharmacy for help and using over-the-counter-medicines for minor conditions

The advice refers to using over-the-counter-medicines for minor conditions such as sore throats, infrequent cold sores on lips, conjunctivitis, coughs and colds, haemorrhoids, mild cystitis, coughs and colds, cradle cap, head lice, infrequent migraines, and minor burns and scalds.

It says GPs aren't required to provide patients with a prescription to treat a range of minor common illnesses. It reminds patients that antibiotics won't cure a cough or cold. And it advises

- keeping a selection of medicines at home, especially pain relief,
- visiting a pharmacy before seeking a GP appointment, and
- if symptoms haven't improved or you start to feel worse, contacting the surgery or 111.

**Contact the patients group 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.