



JOHN HAMPDEN SURGERY NEWSLETTER

QUARTER 1 APRIL 2026

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:**

- Monday 4th May 2026
- Monday 25th May 2026

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



01494 890900

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 I 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 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're urgent problem.

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.

I'd like to speak to a Doctor soon.

If you have a 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.

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

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.

I have a non-urgent medical query.

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

WHAT IS HEALTH AND WELLBEING COACHING?



HEALTH AND WELLBEING COACHES SUPPORT PATIENTS BY EMPOWERING THEM TO BECOME MORE CONFIDENT AT MANAGING THEIR OWN HEALTH. THEY PROVIDE A SAFE SPACE FOR PATIENTS TO EXPLORE THE GAP BETWEEN THEIR CURRENT REALITY AND WHERE THEY WANT TO GET TO. HEALTH AND WELLBEING COACHES DO NOT GIVE ADVICE, HOWEVER, THEY USE A HOLISTIC APPROACH TO DEVELOP THE KNOWLEDGE, SKILLS AND CONFIDENCE OF PATIENTS THROUGH INCREASING MOTIVATION AND PROMOTING BEHAVIOURAL CHANGE. THERE IS THE OPPORTUNITY TO ATTEND GROUP SESSIONS ON AREAS SUCH AS

- GUT HEALTH,
- CHOLESTEROL,
- HYPERTENSION AND
- GENERAL HEALTH AND WELLBEING.

THESE SESSIONS ARE HELD MONTHLY OR YOU DO HAVE THE OPTION TO HAVE ONE TO ONE SESSIONS. HEALTH AND WELLBEING COACHES OFTEN FOCUS ON AREAS SUCH AS HEALTHY EATING, PHYSICAL ACTIVITY, WEIGHT MANAGEMENT FOR PATIENTS WHO HAVE A PRE-EXISTING CONDITION, SLEEP AND MENTAL WELLBEING. THEY SUPPORT THE SELF-MANAGEMENT OF LONG-TERM CONDITIONS E.G.

- HYPERTENSION,
- DIABETES, HEART DISEASE ETC.

TO REGISTER YOUR INTEREST, PLEASE GO THE [MID-CHILTERN PCN WEBSITE](#) AND COMPLETE THE SELF-REGISTRATION FORM AND A MEMBER OF THE TEAM WILL RESPOND TO YOU.

HEALTH AND WELLBEING TEAM



IMPORTANT IMMUNISATION UPDATE FROM APRIL 2026



RSV VACCINATION EXPANSION – APRIL 2026 UPDATE

FROM APRIL **2026**, RSV VACCINATION HAS BEEN EXPANDED TO PROTECT MORE PEOPLE AT RISK OF SERIOUS ILLNESS.

WHO'S NOW ELIGIBLE?

- OLDER ADULTS (OVER **75**)
- PREGNANT WOMEN (TO PROTECT NEWBORNS)
- PEOPLE WITH CERTAIN LONG-TERM HEALTH CONDITIONS

WHY IT MATTERS

RSV IS A COMMON WINTER VIRUS THAT CAN LEAD TO SEVERE RESPIRATORY ILLNESS—ESPECIALLY IN BABIES AND OLDER ADULTS. EXPANDING VACCINATION AIMS TO REDUCE HOSPITAL ADMISSIONS AND EASE SEASONAL PRESSURE ON THE NHS.

WHAT'S NEW

VACCINATION IN PREGNANCY IS A KEY ADDITION, HELPING PASS PROTECTION TO BABIES IN THEIR FIRST MONTHS OF LIFE WHEN THEY ARE MOST VULNERABLE.

ACCESS

ELIGIBLE PATIENTS CAN RECEIVE THE VACCINE VIA GP PRACTICES AND MATERNITY SERVICES. PLEASE CONTACT THE PRACTICE NOW TO ARRANGE YOUR APPOINTMENT!

John Hampden Surgery: Annual Summary Report

(April 2025 - March 2026)

1. Overview

This report provides a summary of patient feedback, complaints, significant events and compliments received by the practice during the reporting period from **April 2025 to March 2026**.

The practice reviews all incidents, complaints and feedback regularly through internal governance processes. This ensures that learning is shared across the team and that appropriate improvements are implemented where required.

Patient feedback is welcomed through multiple channels including formal complaints, compliments, the Friends and Family Test (FFT), and direct feedback to staff. These mechanisms provide valuable insight into patient experience and support the practice's ongoing commitment to safe, compassionate and high-quality care.

2. Compliments and Positive Feedback

Throughout the reporting period the practice received numerous compliments recognising the professionalism, compassion and support provided by the clinical and administrative teams.

Feedback was received through emails, letters, direct conversations with staff, and online platforms.

Clinical Care and Compassion

Patients frequently expressed appreciation for the care and attention provided by clinicians during consultations. Feedback highlighted the value patients place on feeling listened to, supported and reassured when discussing health concerns.

Some patients specifically noted that clinicians took time to explain conditions and treatment options clearly, which helped them feel more comfortable discussing personal or complex health matters.

In several instances, patients reported improvements in their symptoms following consultations and expressed gratitude for the quality of care received.

Prompt Assessment and Effective Clinical Decision Making

Positive feedback was also received regarding the prompt assessment of urgent health concerns and appropriate escalation of care.

Families expressed appreciation where early assessment led to timely referral to secondary care services and appropriate treatment.

Patients particularly valued the professionalism and reassurance provided during appointments.

Support from the Wider Practice Team

Many compliments recognised the important role played by reception and administrative staff.

Patients highlighted the helpfulness and reassurance provided when dealing with appointment requests, prescription queries and administrative matters. In particular, patients expressed gratitude when staff assisted with resolving medication supply issues or providing reassurance during periods of uncertainty regarding investigations or appointments.

Community Feedback

Positive feedback regarding the practice was also seen within local community discussions online, where patients recommended the surgery for its responsiveness and the quality of care provided.

Practice Reflection

Compliments provide valuable insight into what patient's value most about their care. Feedback during the year highlights the importance of compassionate communication, timely clinical assessment and the vital role played by the wider practice team. Positive feedback is shared with staff to recognise good practice and support team morale.

3. Significant Events and Learning Outcomes

Several significant events were reviewed during the year to strengthen patient safety, clinical governance and operational processes.

Each event was reviewed internally and learning outcomes were shared with the wider team.

Cervical Screening Sample Identification Incident

Two cervical screening samples taken on the same day were found to have identical patient identifiers, resulting in uncertainty regarding the reliability of the reported result.

Outcome and Learning

Both patients were contacted and invited for repeat screening where appropriate. The practice reviewed its cervical screening procedures and reinforced guidance with clinical staff.

Additional training and reflective learning were undertaken, and procedures were updated to ensure that patient identifiers are confirmed during consultations and labels are printed and applied immediately at the time of sampling.

Patient Care Review Following Death

Following the death of a patient who had previously attended the practice for assessment of symptoms, the practice undertook a review of the consultation and clinical decision-making process.

A meeting was held with family members to provide explanation and support.

Outcome and Learning

The consultation and clinical management were reviewed and found to align with primary care clinical guidance. The practice reflected on processes for recording and escalating concerns raised by family members and reaffirmed the importance of open communication following significant events.

Referral Delay to Specialist Weight Management Service

A referral to a specialist service could not proceed initially as supporting blood test results were not included within the submission timeframe.

Outcome and Learning

The referral was resubmitted and the patient was contacted to explain the situation and apologise for the delay.

Internal processes were reviewed to ensure that clinical results linked to referrals are consistently forwarded to the administration team. Additional checks are now in place to confirm referral acceptance within appropriate timeframes.

Vaccine Cold Chain Incident

A local power outage resulted in a temporary temperature excursion within a vaccine refrigerator.

Outcome and Learning

Affected vaccines were quarantined and reviewed with manufacturer guidance to determine whether they remained suitable for use. No patient harm occurred. Cold chain procedures were reviewed and additional measures considered to strengthen monitoring systems and escalation processes.

Clinical Waste and Sharps Disposal Incident

An issue relating to incorrect segregation of clinical waste and sharps was identified during routine waste collection.

Outcome and Learning

The incident was addressed safely and procedures were reviewed with staff. Additional guidance and training were provided to reinforce correct waste segregation and sharps disposal practices.

4. Complaints Summary

During the reporting period the practice received a number of formal complaints relating to different aspects of service delivery.

Each complaint was investigated in accordance with the practice complaints procedure and a formal response provided.

Key Themes Identified

Access to Appointments and Triage System

Some complaints related to the practice's online triage system and appointment allocation process. Patients occasionally reported difficulty accessing appointment requests or frustration with appointment availability.

Investigations confirmed that requests were clinically triaged appropriately; however, the feedback highlighted that the process is not always fully understood by patients.

Learning identified

- Continue to improve communication about how the triage system operates.
- Reinforce explanations provided to patients regarding appointment allocation.

Communication and Patient Experience

Some complaints related to perceived communication issues during interactions with reception or administrative staff.

Reviews indicated that staff were working within practice procedures, although the feedback highlighted the importance of maintaining empathetic communication during high-pressure periods.

Learning identified

- Reinforcement of customer service standards with administrative staff.
- Continued review of calls where concerns are raised.

Prescribing and Medication Requests

A small number of complaints related to medication requests, including delays in issuing prescriptions or confusion regarding medication availability.

Investigations confirmed prescribing decisions were clinically appropriate. In some cases, administrative or communication issues contributed to delays.

Learning identified

- Reinforcement of prescribing workflows.
- Monitoring processes to reduce the risk of missed steps.

Coordination of Care and Follow-Up

Some complaints related to follow-up communication regarding clinical review or test results.

Records confirmed appropriate clinical management, although improvements in communication regarding follow-up expectations were identified.

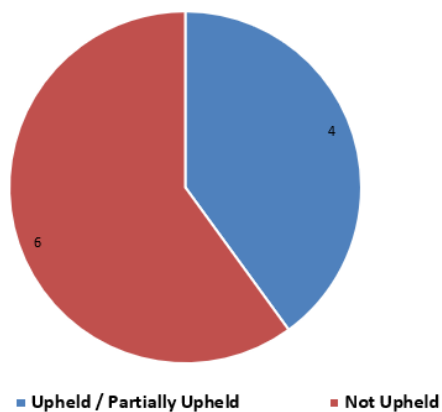
Complaint Outcomes

Following investigation:

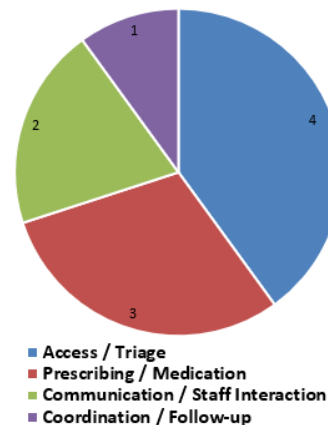
- Some complaints were **not upheld**, where appropriate procedures had been followed.
- Some complaints were **partially upheld**, where communication could have been improved.

Learning points were shared with the team to support service improvement.

Complaints Outcome 2025-2026



Complaint Themes 2025-2026



5. Managing Unacceptable Behaviour and Staff Safety

The practice has a responsibility to ensure staff can work in a safe environment free from abuse, intimidation or discrimination.

During the year, a small number of incidents required the practice to issue formal warnings to patients whose behaviour towards staff fell below expected standards.

Nature of Incidents

Behaviour included:

- Aggressive or raised voices towards staff.
- Threatening or inappropriate language.
- Discriminatory remarks or refusal to engage with staff members.
- Conduct that created distress or intimidation within the practice environment.

Practice Response

Where incidents occurred, the practice followed a structured escalation process in line with NHS guidance.

Actions included:

- Formal written warnings.
- Clear explanation of behavioural expectations.
- Review by senior clinicians and management.
- Opportunity for patients to reflect and rebuild a constructive therapeutic relationship.

Where behaviour continued despite warnings, patients were advised that removal from the practice list could occur in line with NHS policy.

Practice Reflection

While these incidents involved only a very small number of patients, they had a significant impact on staff wellbeing.

The practice continues to reinforce its **Zero Tolerance Policy** and supports staff in managing challenging interactions.

6. Friends and Family Test (FFT)

During the reporting period the practice received **1,437 Friends and Family Test responses**.

FFT Results

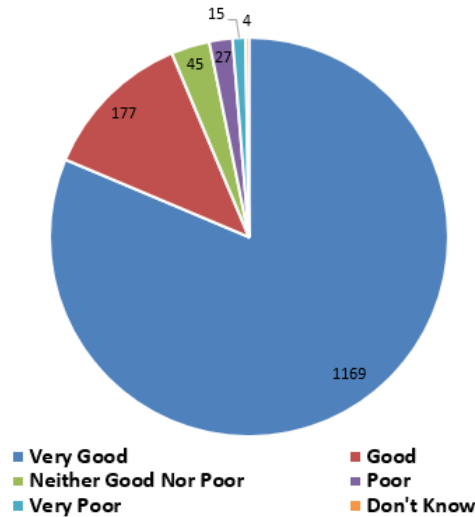
Response	Number
Very Good	1,169
Good	177
Neither Good Nor Poor	45
Poor	27
Very Poor	15
Don't Know	4
Total	1,437

Summary

A combined **94% of respondents rated their experience as Very Good or Good**, demonstrating a very high level of patient satisfaction with the services provided.

Where comments were included alongside responses, these were reviewed as part of the practice's ongoing quality improvement processes.

FFT Responses 2025-2026



7. Key Achievements for 2025-2026

Overall, the practice's governance data for 2025–2026 remains broadly consistent with the previous reporting year. Patient satisfaction continues to be high, with 94% of Friends and Family Test responses rating the service as Very Good or Good, reflecting strong confidence in the care provided by the practice team.

The number and nature of complaints remained low relative to the size of the patient population and the volume of consultations delivered. The themes identified were similar to those seen in the previous year, most commonly relating to appointment access, communication, and prescribing processes.

Significant events reviewed during the year provided valuable learning opportunities and resulted in improvements to clinical and administrative processes. Overall, the practice continues to maintain strong governance oversight while delivering high-quality patient care.

The past year has demonstrated the continued commitment of the practice team to delivering safe, compassionate and patient-centred care despite the ongoing pressures faced across primary care. The overwhelmingly positive patient feedback received, including 94% of Friends and Family Test responses rating the service as Very Good or Good, reflects the dedication and professionalism of the entire team. Compliments received throughout the year further highlight the value patients place on the supportive and responsive care provided by both clinical and administrative staff.

While complaints and significant events are carefully reviewed to ensure learning and improvement, their relatively low number in comparison to the volume of patient contacts

reflects the strength of the practice's governance processes and commitment to quality improvement.

Looking ahead, the practice remains focused on continuing to improve patient access, communication and service delivery, while maintaining a strong culture of learning, transparency and staff wellbeing. Together, these principles will ensure the practice continues to provide high-quality care for the community it serves.

8. Year on Year Comparison and Conclusion

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In summary, feedback received during the year demonstrates that patients value the compassionate care provided by the practice team. While the majority of feedback was positive, complaints and significant events provide valuable opportunities for reflection and improvement.

Key priorities for the coming year include:

- Continued improvement in communication with patients.
- Ongoing review of access and triage processes.
- Strengthening clinical governance and learning from incidents.
- Supporting staff wellbeing and maintaining a safe working environment.

The practice remains committed to providing safe, responsive and patient-centred care.

This report will be formally reviewed in the March 2026 partnership and practice meetings and shared with our Patient Participation Group. The practice understands the importance of transparency and will share with our patients via the website, newsletter and patient notice boards in practice.

Prepared by: Laura Russell - Practice Manager

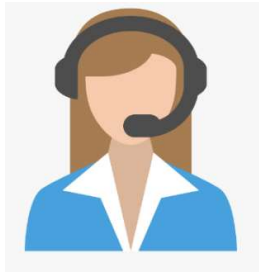
Reviewed by: Dr Sian Roberts – GP Partner

Date: March 2026



DATA DASHBOARD

This is our latest service report for patients, from 1st January 2026 – 31st March 2026



6574 Answered Calls



2753 Total Booked Appointments in the last quarter.



13 Staff Members, 6.4 Full Time Equivalent.



695 Planned GP Telephone Appointments



1199 GP Face to Face Appointments, 63.31% of all GP appointments booked.



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.

368 Patients DIDN'T ATTEND BOOKED APPOINTMENTS! (92 hours of appointments wasted, THAT'S 12 FULL 8 HOURS GP WORKING DAYS COVERING AN APPOINTMENT EVERY 15 MINS) PLEASE TELL US IF YOU CAN'T ATTEND SO OTHERS CAN BE SEEN



3873 Presently serve patients.



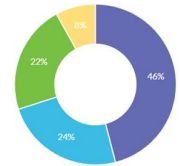
2273 Prescriptions Issued



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

The online triage form: what fellow patients think of it

The patients group has done its annual survey, contacting 400 patients and posting survey details on Facebook. Like last year, the survey subject was online triage.



There were mixed views from the 100 patient responses. Three patients described online triage as ridiculous, far too complicated, and “I would prefer to speak to a human being”. Others said it was amazing, a great system, and quick and easy.

The responses highlighted concerns about the form being unavailable later on in the day. One patient said: “I have never yet been able to submit a form as it always says the allocation for the day is full, no matter when I do it”.

Since October 2025, the form has been available for **non-urgent** matters from 8am to 6.30pm. It's now only closed earlier in exceptional circumstances for patient safety reasons. For **urgent** matters the form may close sooner than 6.30pm because the GPs don't have time to monitor requests often enough to be safe. When the form is closed, patients should:



ring the surgery on 01494 890 900 (8am-6.30pm), or

contact 111, or

use the askFIRST app or 111 symptom checker for guidance, or

call 999 if you have life-threatening symptoms

The patients group has recommended the surgery a) does another review of what's said on the website to make these arrangements as clear as possible, b) keeps repeating the information, and c) regularly reviews patient experience to ensure everyone understands. We are pleased that the surgery is working on this and has consulted the patients group about website revisions.

Other insights from the survey:

- 77% of respondents heard from the surgery within 3 hours of filling in the form
- 45% said the surgery's response was excellent, and 85% said either excellent, good or OK. 13 patients said the response was not as helpful as they would have liked or unsatisfactory.

The patients group has always said it needs to be clear patients can phone if they struggle with mobiles and computers. This need was confirmed by comments from a small number of survey respondents.

The full survey report can be found on the surgery website [here](#).



Meet our social prescribers at the Amersham talking cafe

Social prescribing is a free and confidential service that can help you to find better ways to support your health and wellbeing

Just turn up at the Amersham Lifestyle Centre HP6 5AH any Thursday between 10am and 12 noon. The social prescribers can help with getting more active, your finances, mental wellbeing, living independently, being more socially connected, and being healthier. The NHSApp sessions at Little Kingshill Baptist Church have been cancelled for the time being.



Join the patient group committee

We support the surgery and give feedback on what it is doing. We want the committee to reflect a range of backgrounds and opinions, so would love to have a couple more members.



We meet 4 times a year with Dr Roberts and Laura Russell the practice manager. Our activities include:

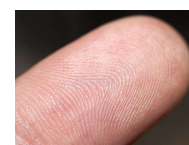
- asking the surgery questions about things like access to appointments and confidentiality in the waiting room
- suggesting ways to improve patient communications
- issuing a patient survey each a year
- writing this contribution to the surgery newsletter
- finding marshals for flu jab clinics.

Interested? Tell the reception team if you'd like Mike, the chair, to contact you.
Or contact him yourself: jhs.patients.group@nhs.net or 07799 726 231. More info [here](#)



John Hampden 'fingertip' profile

Fellow patients might be interested in this data about our surgery.

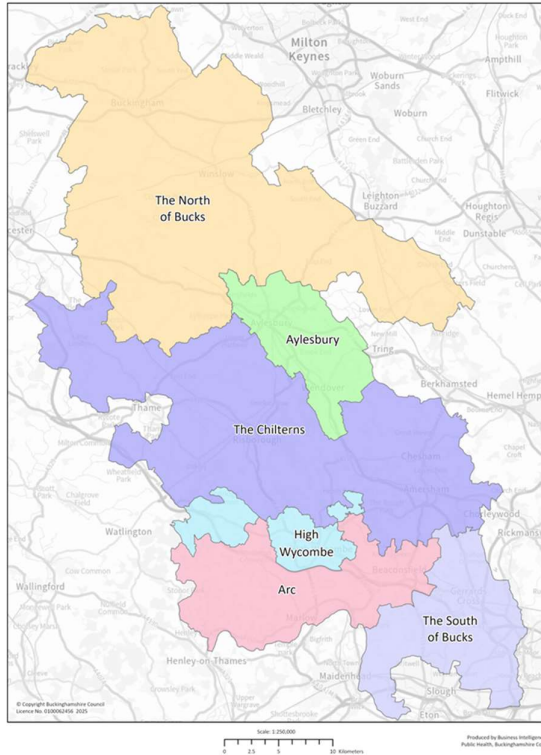


You can find comparative information about size of the clinical workforce, number of appointments per registered patient, number of patients with a positive experience of the practice, and funding per patient at [GP profiles for patients - Data | Fingertips | Department of Health and Social Care](#)



The Chilterns integrated neighbourhood team

The Government has introduced a new 'neighbourhood health' approach. Our area has been placed in The Chilterns neighbourhood.



The implications for patients is not altogether clear. Buckinghamshire Healthcare have issued a [video](#) and NHS England have published a [framework](#).



Keep active

Rennie Grove Peace have a wellbeing meet-up for anyone diagnosed with a serious illness. Carers and family are welcome.



The sessions are 2.30-4.30 on the third Monday of every month at Amersham Community Centre, Chiltern Avenue HP6 5AH. You can join in with wellbeing activities, connect with others, and find out what support is available to you.

Contact the patients group at jhs.patients.goup@nhs.net

Confidentiality: your email will only be read by Mike Etkind, the chair. If he raises any of your issues with the surgery he won't give any information that could identify you.

