

The John Hampden Surgery Newsletter

Dr R Mallard – Smith
Dr S Roberts
Dr W Payne



April 2021

Covid 19 Vaccination Programme



The practice are continuing to support the local delivery of 1st and 2nd Covid vaccinations through Chesham Town Hall.

We would like to reassure all those who are now awaiting their second invitation that you will be contacted in due course. Unfortunately, we are often at the mercy of late delivery notifications and are unable at times to give exact clinic dates because of this. We will do everything to communicate with patients as soon as we are able to organise and invite to appropriate clinics.

We also would like to highlight that not everyone has been given the same vaccine and this is often causing irritation with patients as neighbours, friends and family at times are getting a sooner appointment but we must reassure that everyone is being invited to soonest appointment / clinic we are able to provide in line with the vaccine they have been given and the date in which the first vaccine was administered. This may differ in certain areas / surgeries and this is because not all surgeries have the same delivery process. We ask everyone to bear with us but reassure you all we are on top of the inviting process and you will be contacted as soon as possible.

We would also like to take this opportunity to highlight the 119 national telephone booking service who can too offer Covid vaccine appointments. The national service tend to give a two appointment booking, which locally we are unable to provide. You too can utilise the government booking online system which is accessible via the link below. Do note this service is only for those deemed eligible at the time, eligibility is constantly changing so please do refer to our home website to stay up to date with the Covid vaccination programme.

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/>

What is happening at the surgery?

For the moment the practice remains with a closed door policy, to reduce any potential Covid positive patients who may or may not be aware they are potentially infectious infecting staff and patients who are coming for appointments. We are very much still open and remain seeing patients for all routine GP services. The GP appointments remain as an initial telephone appointment however we would like to reassure patients that in any case if the clinician feels a face to face appointment is required this will be arranged and calls can also be transformed into video calls where there is a need.

Over the next few months we will be looking to review our current position and will be taking guidance from NHS England in what the new working form will be. We will also liaise closely with our Patient Group regarding this. telephone us to allow us to triage your query.

We will continue to communicate with our patients when changes occur in these developing times. We thank all our patients in advance for your support and patience.

BANK HOLIDAYS



The practice will be closed on Monday the 3rd of May and Monday the 31st of May.

Extended Access

The practice continues to delivery extended access appointments to our patients. These appointments run out with our normal 8:30-6pm opening times.

To book ANY appointment please contact a member of the reception team.

Dr Mallard-Smith & Partners



Practice Information

Carers Bucks Do You Care For Someone?

Do you look after a family member, friend or neighbour who through illness, disability or frailty cannot manage without you? If so, you are a **Carer** and we would like to help.

Here at John Hampden Surgery we are aiming to identify all our patients who are Carers. We are keen to ensure that all Carers are aware of the help that may be available, both locally in Prestwood and through specialist organisations and support services.

If you identify yourself as a Carer please let us know - we may be able to help you!

The John Hampden Surgery is working alongside Carers Bucks and offering all those patients who are Carers a free Health Check along with the opportunity to talk to Carers Bucks regarding help and support that is available.

Handwashing



Handwashing is important and involves five simple and effective steps (**Wet, Lather, Scrub, Rinse and Dry**) you can take to reduce the spread of illness and stay healthy. Regular handwashing, before and after certain activities is one of the best ways to remove germs and avoid getting ill as well as helping avoid the spread of germs to others. It's quick, simple and can help us all from getting sick.

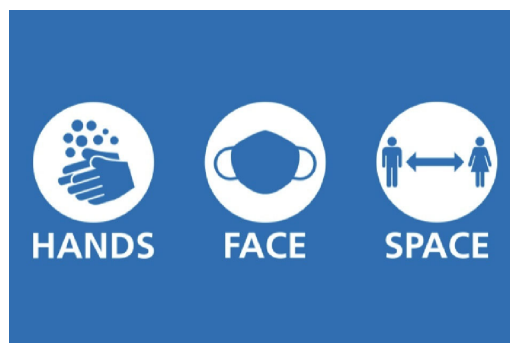


Facecoverings + Social Distancing

On the 22nd of February the Government announced its 'Roadmap out of Lockdown' which sets out the national approach in how coronavirus restrictions would be eased in a step by step approach.

Face coverings and Social Distancing remain very much part of the new way of normal and we would like to encourage all patients to ensure, where required that we are follow the face covering and social distancing requirements throughout the ease of restrictions to ensure we are all doing our bit to keeping the infection rates as low as possible and personal protection is important to continue to keep us all safe. Everyone should have confidence in the effectiveness of the vaccine rollout but this doesn't mean that restrictions no longer apply and these will continue wot of the virus.

keep us all safe from the spread



Community Support

You don't always need to see or speak to a GP for minor illness the pharmacist is an excellent source of advice for many common ailments. Please see poster below for more information. Both pharmacies also offer travel clinics and home delivery services.

Local pharmacies:

Prestwood Pharmacy: 01494 862303

Kinton's Pharmacy: 01494 862060



Complaints / Compliments and Significant Event Review 2020/21

Compliments

The surgery has been very fortunate to experience a high level of compliments from our patients in the last year despite having to manage the changing working environment of the Covid pandemic. These can be in the form of verbal communications, cards, letters and e mails which we save for direct evidence and also we ensure that the staff are given a chance to read them. We have also been made aware via the patients group of several facebook messaging trails that we are thought to be a friendly and supportive surgery and valued within our local community as a strong female team. As a result of these recommendations within the local community the surgery has noted that we have had many registrations.

Our friends and family result was even better than last year which was truly amazing. The surgery has a 98% recommendation for the year. With a current 72% response rate from those sent the survey. Only 1% felt they had a service provision that they would not recommend.

Throughout the pandemic we have continued to engage with our patient group and involved them in getting the correct messages out to our patients when the national messages have been poor eg covid vaccination service. We have also been involved in virtual meetings

We are proud of our local community approach to General practice and will endeavor to maintain this in the coming years

Complaints

This year was going to be a variable feast regarding complaints due to the effects of the Covid Pandemic on the patients directly and also the staff who worked hard and became exhausted. As a surgery we have also had to undertake significant transformation in the way we provide our services due to the need for digital

technology, and a total triage model to ensure the safety both of the medical staff, the administrative staff and the patients themselves. This need created a potential for significant unhappiness in some who felt they were losing their access to the surgery and had to be managed carefully. It was also important that we risk stratified our patients for those hard to reach patients to still be able to access health care eg mental health, LD and LTC patients

There have been 11 complaints in total all of which were resolved at practice level and responded to within the time scale required to do so despite the fact during Covid we were informed by NHSE there was flexibility on response to complaints due to prioritisation of certain clinical needs.

Some of these complaints were minor and involved e mail communication or phone calls regarding concerns with processes in the surgery or manner of the staff which is most unusual. However there were simple resolutions and all of the complaints were discussed at the partnership meetings and shared with the staff regarding learning also.

Significant Events

5 significant Events occurred within the surgery during the year.

All of these events were relatively minor such as out of date blood bottles being found in the nurses room, shingles vaccine found out of the fridge.

There was only one significant clinical event which was when the PN gave immunisations to a child that was new to the surgery that had had them before but no one in the old surgery had recorded them in the child's red book and because the old surgery was on a different software system nothing had been transferred GP 2 GP and also the notes had not been printed out. The mother was spoken to and she was very understanding of the issue and reassured no harm would occur as a result. This event was shared with the staff and a new process of checking a child's record in response to this prior to vaccination was addressed.

Within the surgery we have a very clear process that all complaints and SE are discussed both by the partners and the wider surgery team on a monthly basis to ensure that learning is shared

Dr Mallard-Smith March 2021



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

The past year

It's now a year since the first Covid lockdown. We in the patients group thought it would be useful to

a) inform fellow patients what it's been like for the surgery, and

b) get an update from **you** on how you've found GP services since our patient survey last summer (report is [here](#) under the 'PPG news' tab).



An exceptional year for the surgery

The patients group has been talking to the surgery about the pressures they have been under since the pandemic began. You probably realised it, but we thought we'd describe some of the challenges in the box below.

We think everyone at the surgery should be congratulated for the effort they have put in during this difficult time and how they have risen to the many challenges. Things may not have been perfect and we've all had to learn new ways of engaging with the team, but we thought they deserved a 'thank you'. A photo of the presentation of flowers to each staff member is elsewhere in this newsletter.

Overall, we think the main messages to patients is

- **be kind** to the busy team who have been working very hard for us as well as coping with their own personal experiences of the pandemic
- **don't hold back** contacting the surgery because you are worried about bothering the busy doctors and nurses. They want to hear from you if you have a problem
- **but do** try not to bother the surgery over very minor matters which you can treat yourself. If you are able to access it, have a look at the advice in the 'minor illness' section of the surgery website (We know local pharmacies haven't been offering advice during the pandemic, but this may change.)

But what do you think?

The patients group would welcome your feedback:

- what do you think has worked well and what has worked less well over the last year?
- is there anything you'd like done differently in future?
- is there anyone in the surgery team you think has done something particularly good? (NB if you have specific complaints there is a procedure on the surgery [website](#).)

Please do email us at jhs.patients.group@nhs.net so we can understand what our fellow patients are thinking. If we share any comments with the surgery, we will never reveal who wrote them or include any attributable information.

A SNAPSHOT OF WHAT THE SURGERY HAS BEEN DOING

- have set up telephone triage arrangements which has resulted in GPs contacting patients normally within 48 hours - faster than before the pandemic in many cases
- have coped with an increase in requests to speak to a GP compared with before the pandemic, some of which have been due to patients struggling with their mental health and some about minor conditions because local pharmacists have temporarily stopped their advisory role
- have made the surgery Covid secure for any patients seen in person
- have handled a very big increase in the number of phone calls into the surgery and the reception team has coped with a lot of anxious patients ringing
- have all worked longer hours than before without extra pay
- have helped out with the vaccination clinics
- have had the additional work of sorting patients into the different categories for vaccination
- have dealt with enormous amounts of paperwork from the NHS
- have tried to keep going with routine checks for patients with certain on-going conditions
- have managed to deliver the annual flu vaccination programme.