

The John Hampden Surgery Newsletter

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Coronavirus Update

What is happening at the surgery?

The practice remains open with its doors closed and we would kindly ask all patients who **DO NOT** have a scheduled appointment to **NOT** attend the surgery. Please contact the surgery by telephone to discuss any concerns or queries you have to minimise contact where possible.

We have installed an intercom service at the door to further protect patients and staff having unnecessary contact. Please ensure you read the intercom sign on the main door for instructions on how to operate.

We will be looking at new ways to interact with our patients in the community over the next few months to ensure Long Term Conditions remain monitored and supported under the current health climate in order to best support patients safely. We will utilise a variety of means including remote questionnaires, telephone appointments, surveys, video calls however we are very much still seeing patients in house and at home and will continue to ensure that patients have access to GP services and are seen where possible and safely. Please be rest assured remote working is just one of many ways we will continue to serve our patients. Thank you to all those patients who have already engaged with us.

Please use the [111 online coronavirus service](#) to find out what to do if you suspect you may have symptoms of COVID-19.

Only call 111 if you cannot get help online.

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.

Appointments



If you have a scheduled appointment at the surgery we would kindly ask that you wear a face mask / face covering and that this is placed on immediately before entering the building. We would also encourage cleaning your hands on arrival and have antibacterial gel available for you to use on entering the building.

Please note if you do not have a face mask / face covering one will be provided to you by a member of our reception team.

Please also note our TOILET is OUT OF USE to patients and we would ask that patients attend on their own for a scheduled appointment, unless agreed by the practice.

BANK HOLIDAYS



The practice will be closed also on Monday the 31st of August for the Bank Holiday.



Practice Information

COVID and Children



COVID19 is unlikely to cause a serious illness in children, but please remember children can still become seriously unwell from other causes that are always around. Please do not let concerns over COVID19 stop you from contacting medical services. If you are not sure if your child needs to be seen please go to <https://www.what0-18.nhs.uk/national> for advice or contact 111 or your GP. For information about crying babies go to <https://www.what0-18.nhs.uk/national>. If your child is severely unwell call 999 or go to Emergency Department.

COVID and Mental Health



Mental Health Mates Bucks, a local peer support group for anyone affected by mental illness.

Due to the impact of the Coronavirus crisis, we have moved our group online and are now holding **weekly Virtual Coffees on Wednesday evenings at 7pm** held on the free online conference software Zoom. I've attached a **poster** that it may be helpful for you to share among colleagues who may wish to refer patients or join themselves.

When safe to do so our volunteers intend to resume organisation of our Walk and Talks held in various locations near to High Wycombe and Marlow. We are an informal group who know it's good to talk and we welcome individuals of all ages, situations and backgrounds, plus their families, friends, partners and well behaved dogs on leads too.

To find out more about the Mental Health Mates movement you can visit the main website www.mentalhealthmates.co.uk.

For further details about our group or to refer someone to us please contact or pass on our email mhmbucks@gmail.com.



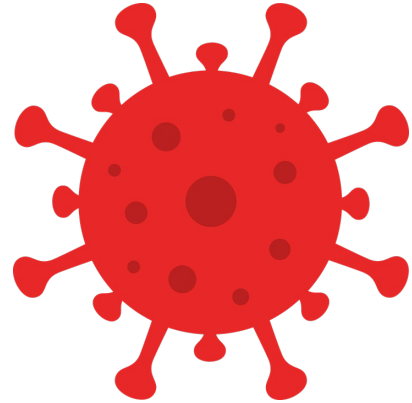
| **JHS Patient Participation Group**

| *The Patients' Voice*

Please tell us how the surgery has done during lockdown

You will have had different experiences of using the surgery since March.

- do you like telephone appointments instead of face-to-face, or do you want to get back to the old ways asap?
- did you avoid contacting the surgery when you had a medical issue?
- did you find it easy to discover how the surgery was operating during lockdown?



The patients group (PPG) wants to help the surgery know what you think and how patients would like the surgery to operate in future. So we have produced a survey.

It has already been sent to the 400+ patients whose email address we have and thank you very much to the 60 who have replied. But we'd like to hear from more of our 3,000+ fellow patients.

If you haven't had an email from us, you can find the survey at <https://www.johnhampdensurgery.co.uk/ppg.aspx> . Or click on the 'Patient Group' link on the surgery website and then go to 'PPG news'. Just email jhs.patients.group@nhs.net with your answers.



Thank you

Whatever your views may be on exactly how the surgery has managed during lockdown, the patients group know that the whole team has been working their socks off to look after us. We therefore sent the team this virtual bouquet of flowers.





And here's what you thought in January

The NHS does a survey each year of patients from every surgery. You can find it at <https://www.gp-patient.co.uk/>



This year 250 John Hampden (JHS) patients were sent the survey and 115 responded.

The survey allows us to compare JHS performance with other surgeries in Bucks and nationally. Here's a snapshot:

Measure	JHS	Bucks average	National average
respondents finding it easy to get through to this GP practice by phone	92%	68%	70%
respondents usually get to see or speak to their preferred GP when they would like to	80%	49%	48%
respondents have enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)	96%	80%	78%
respondents involved as much as they wanted to be in decisions about their care and treatment during their last GP appointment	99%	94%	93%
respondents described their overall experience of this practice as good or very good	96%	85%	83%
respondents who waited 15 minutes or less after their appointment to be seen at their last GP appointment	86%	69%	69%
respondents usually get to see or speak to their preferred GP when they would like to	80%	49%	48%
respondents took the appointment they were offered	94%	95%	94%
Respondents were offered a choice of appointment when they last tried to make a GP appointment	61%	59%	62%

On 'overall experience', the breakdown is:

	JHS	Bucks average	National average
very good	64%	45%	45%
good	31%	39%	38%
neither good nor poor	4%	9%	11%
poor	1%	4%	4%
very poor	0%	2%	2%

So congratulations to the surgery to maintaining such high patient satisfaction feedback.





The surgery front door remains shut

We may be over the worst of Covid-19, but care still needs to be taken.

The surgery doors are still locked and we still need to telephone or email to book appointments or anything else.

The doctors and nurses will see us if there is a need for a face-to-face appointment and have all the safeguards in place to minimise risk.



So please don't just turn up at the surgery door. Ring or email



Still got that volunteering urge?

The local community has rallied round amazingly over the last 4 months.

If any John Hampden patients would like to help the surgery, it would be great to re-establish a Friends group to raise money for the equipment the NHS doesn't pay for and to maintain the equipment we already have.



What sort of equipment? It's generally items that enable our GPs and nurses to care for us on site without having to send us elsewhere for tests. Things like blood pressure monitors; pulse oximeters to show the amount of oxygen in blood and help decide whether patients with respiratory problems need to go to hospital; an otoscope to help with audiology referrals; and a COPD screener to check for lung disease.

Anyone interested, please contact me at jhs.patients.group@nhs.net.

Best wishes

Mike

Mike Etkind
Chairman of the John Hampden Surgery Patients Group

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