

The John Hampden Surgery Newsletter

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Short newsletter

We hope you will understand that this is a short edition this quarter because the team is so busy organising Covid-19 vaccinations.

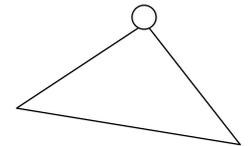
Covid-19 vaccination latest

Please follow the latest news on the front page of the surgery website. We have been updating it two or three times a week so you have the most recent information as soon as we get it.

This was the information on the webpage on 2nd February:-

- this week we expect to have finished vaccinating all over 80s, including those who are housebound, and started the 75s-80s
- the vaccine situation is now quite complicated. Here's a quick explanation:
 1. mass vaccination sites: three were set up initially (in central London, Stevenage and Epsom). Additional, local vaccination sites are starting to be set up: currently Wembley, Salt Hill (Slough) and Kassam Stadium (Oxford). Bucks New University (Aylesbury) is due to open next week
 2. pharmacy vaccination: this started in Wycombe, Marlow and Aylesbury, and the pharmacy at the Chess Centre in Chesham has now been added

BOOKINGS FOR BOTH THE MASS VACCINATION SITES AND PHARMACY VACCINATION SITES ARE DONE CENTRALLY BY THE NHS AND ARE CURRENTLY FOR PATIENTS OVER 70. Patients will receive a letter from the NHS and you can decide to make an appointment or wait until you are offered one at Chesham Town Hall. More info for the NHS's central vaccination scheme is at <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/>



**Don't forget,
we are still
open for
business**

**If you feel
unwell or
have any
worrying
symptoms,
such as
potential
signs of
cancer, we
are still here
for you**

**If a face-to-
face
appointment
is needed you
will still be
seen in
person**

3. Chesham Town Hall local hub: appointments for the local hub are managed by us at the surgery, but we can only start inviting patients for a jab when the NHS confirm there will be a vaccine supply and how much. We will contact patients as soon as we know there are slots and we will post here [on the webpage] with latest news
 4. we are not doing any vaccination at the surgery at present. We are awaiting guidance from the NHS about whether we can
 5. hospital hubs are just vaccinating health and social care staff
- Chiltern Dial-a-Ride has announced that their free service will be continuing until the end of March and will be extended to provide transport for vaccine appointments for the elderly and those with mobility problems. Large minibuses will mainly be used to enable distancing. Ring 07923 591955 and give at least 3 days' notice of your need
 - the law allows car sharing with someone outside your household or your support bubble for an exempt reason. A medical reason is an exempt reason
<https://www.gov.uk/guidance/national-lockdown-stay-at-home#when-you-can-leave-home>
 - there were 47 Covid cases in our local area between 15th and 21st January, up 7 from the previous week. Do please keep following all the Government rules
 - carers are Priority 6 for vaccination. If you haven't already told us you are a carer, please do so now by emailing Johnhampdensurgery@nhs.net with the information specified in the referral form at <https://www.johnhampdensurgery.co.uk/info.aspx?p=3>. A carer is someone who looks after a family member, friend or neighbour who through illness, disability or frailness cannot manage without you
 - please watch out for scams. The vaccine will always be free on the NHS. Staff will never ask for, or accept, cash for vaccines, never ask for your banking detail or identity documents, and will never go to your house unannounced.

This 'latest news' will be updated every time we have any more information. We will also inform the surgery patients group, which can be reached by patients too at jhs.patients.group@nhs.net. Thanks to everyone who has been looking at this page for updates rather than ringing us; but do call if you have any other medical concerns – we are open for business!

Buckinghamshire Council is promising to keep their vaccination website regularly updated <https://www.buckinghamshire.gov.uk/coronavirus/community-hub/covid-19-vaccination-programme/>

The official, national priority order for receiving a Covid-19 jab is on the Government website at <https://www.gov.uk/government/publications/covid-19-vaccination-why-you-are-being-asked-to-wait>

We have been telephoning patients over 80 to fix an appointment, but when we reach under 80s we may opt to use text where we have a mobile number

Please contact jhs.patients.group@nhs.net if you have any comments on what is included in this 'Covid latest news'.



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

For various reasons, not everyone can access digital services. For these patients, the surgery can be contacted by phone in the usual way. Prescription requests can still be posted or put through the letter box.

Many patients, however, are digitally enabled. There have been particular benefits of accessing GP services digitally during the pandemic.

The articles from the patients group below focus on digital options.

Order repeat prescriptions, see test results and more online. Five straightforward steps



Covid has resulted in more GP services being delivered online. Here's a guide to get started if you're not already registered, if you can use a computer, tablet or smart phone, and if you are 16 or over.

Once registered, you will be able to order your repeat prescriptions, see your summary health record and test results, and find a lot of health advice using your device. In future you may again also be able to book appointments. John Hampden advises that you use Patient Access for this.

What you have to do is:

- 1. Fill in the surgery's one-page registration form.** Ask the surgery for a copy. Or find it on the surgery website on the 'online services' page <https://www.johnhampdensurgery.co.uk/info.aspx?p=19>. The surgery will process the form and give you your registration details.
- 2. Find the Patient Access website:** there's a link on the surgery's online services page. Or use the link www.patientaccess.com/
- 3. Press the "register" button**

Name	
Date	
Address	
Postcode	
Email	GP
Tel no	mob



Register

4. **Fill in three bits of information** (your name, postcode + date of birth) and press **continue**

Continue

5. **Add** your email address and a password with at least 12 characters; **tick** that you accept the terms and conditions (of course, only if you are happy to do so); then **press “create account”** .

Create account

Once you have an account, you just need to go to the Patient Access website and enter your email address and password to be able to order prescriptions and see your summary record.



Sign up to receive text messages

Get Covid updates, appointment reminders and more, by consenting to receive text messages to your mobile.

From time to time the surgery wants to be able to pass on information to patients. During 2020 this was particularly important. The most efficient and effective way of communicating with large numbers of patients is by text. We know from a past survey that most patients don't look regularly at the surgery website.



At present about one-third of patients have given consent to be contacted by text. But that leaves two-thirds out of the loop. We would urge more patients who have smart phones to sign up to text messaging. During the whole of 2020, I received a total of 12 messages: the number will vary according to how many appointments you have and a good many of the messages last year were about Covid.

All you have to do is go to <https://www.johnhampdensurgery.co.uk/info.aspx?p=9> or click on “text message reminders” on the right-hand side of the front page of the surgery website. Complete the consent form online: it just asks for your name, date of birth, home and mobile numbers, and email.



Ask NHS

Ask NHS is a free app available on both iOS and Android phones. Its key functionality is a symptom checker. If the checker indicates you need medical help, it can help you contact



the right service.

A virtual healthcare assistant, Olivia, asks a series of questions to assess your symptoms. You can also mute the app so you just get written questions. Olivia will then recommend the most appropriate care for them. This might be self-care advice which is on the app, or it might be advice to get help such as by calling 111.

A High Wycombe GP surgery asked for patient feedback about Ask NHS. Their website includes the following three patient reactions:

- “Easy to use and had a call back with the GP within the time frame specified”
- “Very good service! Many thanks”
- “I like it better than calling 111 and I will use this as my preferred method”.



NHS-approved apps

The NHS has a system for approving third-party apps. The list of apps they have approved can be found in the NHS apps library <https://www.nhs.uk/apps-library/>. Please note that not all of the apps are free.

NHS Apps Library

Find apps and online tools to help you manage your health and wellbeing



There are currently 96 apps in the Library. Here is a sample of some of the free ones:

- EXi – a personalised 12-week exercise programme based on your own health needs
- MeeTwo – safe and secure forum for teenagers wanting to discuss any issues
- Kick Counts – keep track of your baby’s movement in the womb and monitor changes
- Untire – help with cancer-related fatigue
- Thrive – games to track your mood and help you take control of stress and anxiety
- Peanut – online community for mothers to share parenting advice and meet up
- Rafi-Tone – making using an inhaler with a spacer more fun for young children
- Molecare – check and monitor your skin and moles
- Student Health App
- First Aid by British Red Cross
- Calm Harm - reduce urges to self-harm and manage emotions in a more positive way

Mike

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