



October 2022

Queen Elizabeth II
1926-2022



We at The John Hampden Surgery are deeply saddened by the passing of our long reigning monarch, The Queen.

This is a very sad time for our country, the commonwealth and indeed the world.

Our thoughts and prayers are with The Queens family at this sad time.

Thank you for your service, one which we are likely never to see again, you are an inspiration to all and your dedication to your country and faith will not be forgotten.

It has been a privilege to call you our Queen.

HR Elizabeth II

21st April 1926 - 8th September 2022

Covid Vaccinations

The Surgery is not part of this new wave of Covid -19 vaccination, please contact 119 for any questions relating to vaccines and eligibility. We do ask that you refrain from phoning the surgery regarding this matter to allow.

Your NHS, your way
Download the NHS App 😊



We are using the NHS App for online access.

The NHS App has a number of advantages for you and us, which we have described on the Online Services page of the surgery website where there are also instructions on how to upload the NHS app and register with it.

Please visit: <https://johnhampdensurgery.co.uk/doitonline.aspx>
for more information



BANK HOLIDAYS

The practice will be closed

- Monday 26th December
- Tuesday 27th December
- Monday 1st January

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

FLU CLINICS

The surgery will be holding flu jab clinics on Saturday 8th and 15th October.

We will be contacting all eligible patients shortly so please do not ring us. See [here](#) if you want to check if you are due a jab: those aged 50-65 who are normally healthy with no chronic diseases who have been vaccinated in the previous two years will not become eligible until after the 15th of October.

If you fall into this group you can contact the practice week starting the 17th of October to see what availability we have, alternatively you can visit the community pharmacy who will be able to support with vaccination.

NHS Online services will be changing from the 1st of November.

From the 1st of November **patients currently using the NHS app** will be able to see full elements of their medical record with a default date of the 1st of November.

For **existing patients with no online services set up** you can download the NHS app and contact the surgery to gain linkage key information, which will require you to complete an application form to allow this information to be released. Once your account has been fully set up you too will see prospective record information from the default date of 1st of November 2022.

NEW PATIENTS REGISTERING with the practice who have previously had patient access services at their old surgery will now only see prospective records as default from the date you are registered with us a new patient. You may too require a linkage key on trying to access your online account for the first time

following registration, if this is the case you too will be asked to complete the online services application to allow this information to be released. Again, once your account has been fully set up you too will see prospective record information from the default date of your registration with the practice.

Have you heard about ASK FIRST?

Ask First is a new app commissioned by NHS Buckinghamshire (CCG) to help patients get the right healthcare they need at the right time. It has been developed by local GPs along with a leading IT company, Sensely. Using the app can help patients take more control of their own health.



What is ASK FIRST?

- instead of using 111, Buckinghamshire patients can use it if they have the digital capability
- the app is available 24/7 and has a virtual health care assistant called Olivia. You tell her your symptoms and she asks a series of questions (roughly 15) and then recommends next steps. Her assessment is based on work done by the National Institute for Clinical Excellence
- it might offer self-care advice, help you organise a GP appointment (urgent or routine) or GP call-back without contacting the surgery or GP call-back, refer you to 111, or advise you to go to A&E
- the transcript of your answers to Olivia's questions will be sent to the surgery to help if you have an appointment or call-back
- the app is easy to use and is a great alternative way to get medical advice
- anyone can download the app, but we advise patients under 18 or with mental health symptoms to contact the surgery direct rather than use the app

Where do I get the app from?

AskFirst is available on both IOS, Android phones and smart devices. It is free to download.



Future Integration

It is hoped soon ASKFIRST will be integrated with the NHS App, however for the moment you can log into ASKFIRST using your NHS App credentials.

Face Masks



Please be aware when visiting the practice, you will be required to wear a face covering. This is a decision that is supported by the British Medical Council and is a precaution to protect the vulnerable patients who are visiting the practice as well as the staff working here. Due to our small nature in the event of a covid outbreak between staff in practice we would be legally obliged to close the surgery due to the NHS setting we are in therefore we must continue to try and protect the service and our staff within our best capabilities, and this includes mandatory mask wearing for staff, patients, and visitors.

Social Prescribing and Health and Wellbeing Services

There's a new website - www.midchilternpcn.nhs.uk for the Mid Chiltern Primary Care Network which covers

John Hampden Surgery. You can use it to refer yourself for help from one of the expert local social prescribers or health and wellbeing coaches. They can give free help if your health is affected by loneliness, your weight or diet, addiction, your housing, debt, stress, or other things.



What happens when you contact the surgery for a GP appointment?



Appointments are mainly pre-bookable. for both GP and Nursing appointments. For URGENT on the day need we operate a triage system.

Booking a routine appointment

1. To book a routine appointment, call the surgery weekdays on 01494 890 900, 8.30am-6pm (but not 1-2pm). We offer appointments with the surgery GPs and Nurses during those hours. We can also arrange appointments with other GPs and nurses' weekdays 7.30-8.30am and 6-8pm, and 7:30am-8pm at weekends. At the moment, NHS guidance says we can't book appointments online.
2. When you ring, the receptionist will ask if you would like a routine GP or routine Nurse appointment.
3. All routine GP appointments are initially by phone. You will be asked if you want to have the appointment with a particular GP and if you have a date or time in mind that would be convenient. You may have to wait a bit longer if you specify a particular GP or time.
4. The receptionist will then offer the next available telephone appointment which meets your request. They will ask you what number you want to be phoned on and give you a 1-hour time window when the GP will call you.
5. When you get an appointment, it is important to keep your phone beside you during the specified hour. If they can, the GP will try to reach you a second time if you don't answer straightaway. But if that fails, you will have to ring the surgery to reschedule.

Having a GP phone appointment

6. When you speak to the GP, they will use their clinical expertise to decide whether a face-to-face (F2F) or another type of appointment is then needed. The GP will also take into account if you say you think you need a F2F appointment and discuss the best plan forward. John Hampden Surgery 97 High Street, Prestwood, Great Missenden Buckinghamshire HP16 9EU
Tel: 01494 890900 johnhampdensurgery@nhs.net Dr Mallard-Smith Dr Roberts Dr Payne
Urgent need for an appointment

7. If you tell the receptionist that your problem cannot wait until the next routine appointment, she will ask a few questions about it so she can pass a message to the GP for a triage decision. She will also ask for your contact phone number. You do not have to answer the medical questions, but it may make it more difficult for the GP to prioritise your request and could delay you getting a call back from the practice. The reception team never decide how urgent requests are dealt with – it is always one of the doctors.

8. The practice will get back to you the same day. Unfortunately, we can't specify a time in cases of urgent need, so please keep your phone beside you until you hear from us – it could be after 6pm. In cases where the GP decides you need a priority call-back, you will hear either from a GP or Nurse Practitioner. In other cases, a receptionist will ring to advise you what you should do.

Alternatives to a GP or nurse appointment

9. Don't forget that many conditions don't need the attention of a GP – please see the diagram >.



Zero Tolerance



As a Practice we are very aware that visiting your GP can, at times, be stressful and concerning for patients. Delays in obtaining appointments and delays in surgery times, due to unforeseen emergency appointments, can also add to these concerns.

We always strive to meet patient expectation and deliver the highest standards of healthcare. For the vast majority of our patients, we achieve this, despite the finite resources and steadily increasing demand for services that exists today within the NHS.

Our staff come to work to care for others, and it is important for all members of the public and our staff to be treated with respect.

In line with the rest of the NHS and to ensure this is fully observed we have instigated a Dignity at Work and Zero Tolerance policy, whereby aggressive or violent behaviour towards our staff will not be tolerated under any circumstances.

Anyone patient who verbally abuses a member of practice staff will be sent a letter from the Practice confirming that this behaviour will not be tolerated. Any future violation of this policy may result in removal from the Practice patient list. The Police will be called in all cases of violence

The Practice feels sure you will understand that proper behaviour is absolutely necessary for our staff and patients and that non observance will not be accepted.

Thank you in advance,

Dr Mallard-Smith and Partners

Community Pharmacy Consultation Service **LIVE**

A new service to help you be seen more quickly and which our practice will now be using as a first point of call for on the day minor illness is via our local pharmacist for treatment of minor conditions

We are introducing a new, same-day, GP community pharmacist consultation service to help you receive quality care and support for minor health

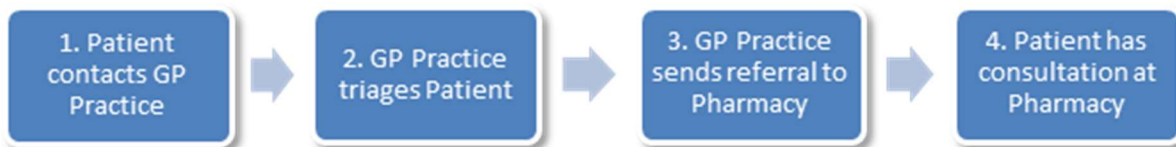


conditions, more quickly by accessing care from your community pharmacist.

This is for minor illnesses such as: -

- Ankle, foot, knee, lower leg or arm swelling or pain
- Athlete's foot
- Allergic reactions
- Bites or stings
- Coughs and colds
- Eye infections
- Headaches
- Lower back pain
- Mouth ulcers and blisters
- Rashes
- Sore throat
- Shoulder pain

How does the new service work?



Click here to watch a [video](https://view.vzaar.com/22504178/player) that explains how this new service works, or visit <https://view.vzaar.com/22504178/player> to watch .

Now, when you contact us regarding a minor condition, after discussing your condition, where appropriate, our receptionist will offer you the option of having a same-day appointment with your community pharmacist.

Community pharmacists are highly qualified and experienced in providing clinical advice and care (including recommending over the counter treatments) for minor illnesses and conditions. They will offer you a same-day consultation via the phone, or in person, which can be arranged quickly and at a time to suit you.

Your pharmacist will take your medical history, ask about your symptoms and any current medication you might be taking. Following the consultation, the pharmacist will offer you self-care advice and if appropriate, offer you an over-the-counter product. The pharmacist will make a record of the outcome of your consultation and send it to your GP.

If having given you advice/treatment, your pharmacist identifies you need further specialist help your pharmacist, will be able to refer you back to your GP, or onto another health service for support.

Community pharmacists have already successfully seen thousands of patients for a consultation for a minor condition, following a call to NHS 111 and through GPs around the country who have been piloting this service

Evidence from these pilots shows advice provided by community pharmacists results in the same outcome, as if the patient went to see their GP, or attended an emergency department.

Advantages for patients using the new GP Community Pharmacist consultation service

- Community pharmacies are local, open longer hours than the GP practices and can offer you the same consultation outcome at a time that is more convenient for you either on the phone, in person or through a video consultation
- If the pharmacist thinks you need to see the GP or other health professional, they can help arrange an urgent appointment for you.
- This will help ensure as patients you receive the right care, in the right place, with the right person and at the right time.
- Introducing this new service, frees up GP appointments for those people with more complex symptoms who really need to see a GP.

When seeing a specialist: your checklist



- ☐ If I need to start taking a new medicine straightaway, has the hospital provided me with a supply to last at least seven days (or less, if I need to take the medicine for a shorter period)?
- ☐ Do I understand what the medication is for, how to take it and any side effects?
- ☐ If appropriate, has a Patient Information Leaflet (PIL) been supplied?
- ☐ Do I have the contact details for the specialist's office if I have a question?
- ☐ If I need a Fit Note, has the hospital provided me with one, and does it cover the length of time the specialist expects me to be off work?
- ☐ Do I need a hospital follow up appointment and if so, do I know how this is organised?
- ☐ If appropriate, do I have the names and contact details of organisations who can give me more information or support if I need it?

If you are unsure about any of the questions in the checklist, please make sure you discuss them with a member of staff before you leave hospital.



Access an electronic copy of this leaflet:
www.england.nhs.uk/patientinterface/

This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, upon request. Please contact **0300 311 22 33** or email: england.contactus@nhs.net.

This leaflet has been developed with the help and support of NHS England, the British Medical Association and the National Association for Patient Participation:



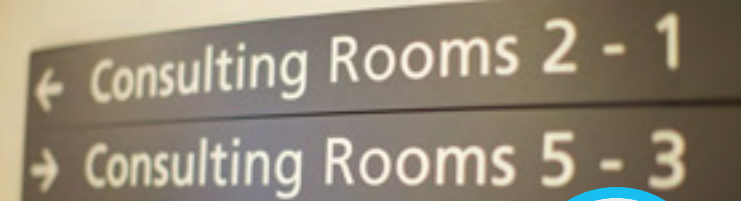
First published: October 2017



What happens when you are referred by your GP to see a specialist?



This leaflet describes what you can expect to happen when your GP refers you to see a specialist or consultant, at a hospital or a community health centre.



Seeing your GP:



Why have I been referred?

Your GP will discuss with you and, if appropriate, your carer, about why a referral is being recommended. It is usually because your GP wants a specialist's help in deciding on the best way to treat your condition. This might involve referring you for tests or investigations that cannot be carried out in a GP surgery. Your GP will also discuss with you what choices there are for where you can be referred.

How will I hear about where and when the appointment is?

GP practices and hospitals use different ways of arranging appointments:

- Your GP practice may give you a reference number and a password you can use to book, change or cancel your appointment online or by phone. In time, more and more GP practices will refer patients in this way.
- You may receive a letter from the hospital confirming your appointment. You need to reply as soon as possible and tell the hospital if you can attend on the date offered.
- Alternatively, sometimes patients receive a letter asking them to phone the hospital to make an appointment with a specialist.

Seeing the specialist:

What happens if I need a test or procedure?

Normally, if the specialist thinks you need any test, investigation or surgical procedure, the specialist is responsible for:

- arranging the test, investigation or procedure, explaining how and when you will receive a date and what to do if the date is not suitable for you; and
- giving you the results and explaining what they mean (this may be done in a separate appointment with the specialist or by letter).

What happens if I need new medicines?

The specialist might suggest prescribing new medicines for you or might want to make changes to the medicines that you are already taking.

The specialist is responsible for:

- giving you the first prescription for any new medicine that you need to start taking straightaway; and
- giving you enough medicine to last at least the first seven days, unless you need to take the medicine for a shorter time. After this, you will need to contact your GP surgery if another prescription is required.

It is important that you understand whether you need to start any new medicines, or whether the specialist has changed the medicines you already take, so ask the specialist if you are not sure. In some cases, your GP will not be able to prescribe certain medicines and you will need to continue to receive these from the hospital. You will be told about this at your appointment.



What if I need a Fit Note (previously known as Sick Note)?

If you need to be certified as unfit for work following treatment by a specialist:

- The specialist should issue you with a Fit Note.
- The Fit Note should cover the period they expect you to be unfit to work, or until your next contact with the specialist.

You should not need to see your GP to get a Fit Note following hospital treatment, unless your inability to work is unexpectedly prolonged.

What if I need a follow up appointment?

The specialist will discuss with you whether you should attend hospital for ongoing follow-up care or whether you should be discharged back to your GP. If the specialist thinks you do need to be seen again, the hospital will give you another appointment or tell you when to expect this. If you do not hear anything, please contact the specialist's office, rather than your GP surgery.

What do I do if I have any questions?

- If you have any specific questions related to your hospital care, your specialist will be able to help you with this, so it is important that you make sure you know how you can contact your specialist's office.
- If you have any general questions related to your health, your GP surgery will be able to help you.



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

Patient survey

Please complete our annual survey. Just 11 questions.

The patients group carries out a survey of patient views each year so we know what fellow patients think when we speak to the surgery about what they are doing.

Please click on this [link](#) to find the survey on the surgery website.

Then email your answers to jhs.patients.group@nhs.net . If it's easiest for you, just type the number of the question and your answer in your reply email. Please don't include any personal information, like names or health info.

We will publish a statistical summary of the responses in the surgery newsletter. No names will be mentioned.



One patient's positive experience of the Wycombe Urgent Treatment Centre

John Deakin, one of the members of the patients group committee, recently had need of the Urgent Treatment Centre (UTC) at Wycombe Hospital. He said the whole process was very smooth.



After taking a tumble in his garden one Monday afternoon, his neighbour took him to the UTC without an appointment. He was seen by a nurse within 15 minutes. For some reason they couldn't do an X-ray there and then, so he was advised to take paracetamol and ring 111 at 7am the next morning to get an X-ray appointment at the UTC. When he rang 111 he was given an appointment for 11.30 - he arrived a little early and had had the X-ray by 11.30. Half an hour later the verdict was severe bruising but no broken bones. Then after a few more minutes he was leaving with his arm in a sling and advice on what to do. The good news is that his shoulder is gradually mending!

The UTC has a webpage which lists the minor injuries and illnesses it treats. Just search for Wycombe Hospital Urgent Treatment Centre. As well as booking via 111, it is possible to arrive without an appointment but you could have to wait up to four hours. The UTC is open 8am-8pm seven days a week.



Thank you, Chris

Chris Jarvis has been serving John Hampden patients for well over 40 years. First as practice manager and then as long-serving member of the patients group.

Chris has decided that now is the time to focus on other things. So, thank you so much Chris for your tremendous contribution to our local community and very best wishes for the future.

If anyone might be interested in joining the surgery's patient group, just drop a line to me at jhs.patients.group@nhs.net or ring me on 07799 726231.



Find out about waiting times at local hospitals

There's a new *My Planned Care* website that gives you advice and support while you wait for a hospital consultation, treatment, or surgery.

Just go to <https://www.myplannedcare.nhs.uk/>, click on the name of a hospital and then click on the speciality you want. It appears there is no non-digital way of accessing this service, so any patients unable to use digital will unfortunately need to ask a relative or friend to help.



Support with food, bills and finances

Buckinghamshire Council has a Helping Hand team. It supports and advises people in need, on low incomes, or have a financial emergency or crisis.

Contact them on 01296 531151 Mon-Fri 9-5.30 (5.00 on Fridays) or using their [online form](#). They also have an out-of-hours emergency team: ring 0800 999 7677



The Buckinghamshire Council [website](#) also gives information about:

- help with food
- help with fuel and household bills
- help with essential items for your home
- money problems.



Coming up are:

National Cholesterol Month

<https://www.heartuk.org.uk/news/latest/post/132-lets-talk-about-cholesterol>



Backcare Awareness Week

<https://backcare.org.uk/event/2021-back-care-awareness-week/>



UK Malnutrition Awareness Week

<https://www.malnutritiontaskforce.org.uk/uk-malnutrition-awareness-week-2022>



International Stammering Awareness Day

<https://www.awarenessdays.com/awareness-days-calendar/international-stammering-awareness-day-2022/>



Self Care Week

<https://www.selfcareforum.org/events/self-care-week/>

