



JOHN HAMPDEN SURGERY NEWSLETTER

QUARTER 3 OCTOBER 2025

USE OF EMAIL



VACCINATION SEASON STARTS OCTOBER 1ST

From **October 1st**, our practice will be offering vaccines for:

- Flu
- Shingles
- Pneumonia
- COVID-19

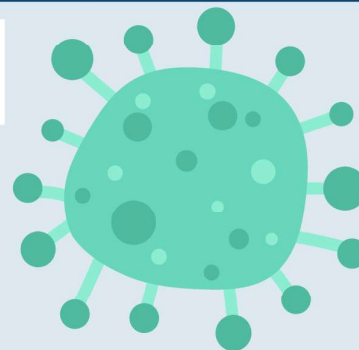
These will be available to all patients in the eligible NHS cohorts.

Getting vaccinated is the best way to protect yourself and your loved ones, especially during the busy winter months.

Support Your Practice

- We kindly ask our patients to book and receive their vaccines with us at the surgery. By doing so, you are:
- Supporting your local practice.
- Helping us provide joined-up care.
- Making sure your medical records are kept up to date in one place.

**Together, we can keep our community safe
and well this winter.**



Sorry we're
CLOSED

**The Practice will
be closed:**

- **Thursday 25th and Friday 26th of December**
- **Thursday 1st of January**

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



01494 890900

WWW.JOHNHAMPDENSURGERY.CO.UK



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

FUNDRAISING



Support Our Practice – Join the Patient Fundraising Group!

Would you be interested in helping improve local GP services for our community?

Our Patient Group is launching a fundraising arm to support additional services and equipment that fall outside of the standard NHS GP contract. These can make a real difference to patients – for example:

- Purchasing diagnostic equipment that reduces the need for hospital trips
- Funding services or tools that shorten waiting times for certain treatments
- Supporting patient wellbeing initiatives within the practice

If you'd like to get involved, share ideas, or simply learn more about how you can help, please contact us at: jhs.patients.group@nhs.net



HEALTHY HOMES



We're pleased to share that the Healthy Homes on Prescription scheme is now more accessible than ever, with referrals now possible through the GP practice.

This scheme, led by Environmental Health, supports residents whose living conditions may be affecting their health. While the grants are typically aimed at homeowners, referrals are warmly welcomed for tenants in private or social housing, too. In these cases, the team can act as facilitators – helping to escalate necessary repairs or home improvements that could improve safety and wellbeing.

An example of this in action involved a local PCN in Aylesbury, where a patient was living in a home severely affected by mould due to a water leak. With the help of Environmental Health, the Housing Association was prompted to act more swiftly than they initially had, securing a much healthier environment for the resident.

The scheme can also assist with energy efficiency measures, adaptations, and referrals to funding sources such as:

- Better Housing Better Health (BHBH)
- Energy Doctor
- Grants and Adaptations services

The Better Housing Better Health service is especially helpful for patients facing high energy bills and cost-of-living pressures. They provide referrals and excellent signposting to wider support options.

To find out more or to refer a patient, please visit <https://www.bhbh.org.uk> or contact your surgery team.

IMPROVING PATIENT ACCESS: ONE YEAR OF CALL TRIAGE



OVER THE PAST YEAR, OUR PRACTICE HAS MADE IMPORTANT CHANGES TO HOW WE HANDLE YOUR PHONE CALLS. IN JULY 2024 WE INTRODUCED A NEW TRIAGE SYSTEM FOR INCOMING CALLS, AND IN JUNE 2025 WE UPGRADED TO A NEW TELEPHONE SYSTEM. THESE STEPS WERE DESIGNED TO MAKE IT EASIER FOR YOU TO GET THROUGH TO US, REDUCE LONG WAITS AT BUSY TIMES, AND HELP OUR RECEPTION AND CLINICAL TEAMS WORK MORE EFFICIENTLY. WE ARE PLEASED TO SHARE SOME OF THE POSITIVE RESULTS SO FAR.

✓ SMOOTHER MORNINGS

- IN THE PAST, MOST CALLS CAME IN DURING A SHORT “RUSH HOUR” BETWEEN 9–10AM, MAKING IT HARDER FOR EVERYONE TO GET THROUGH.
- SINCE TRIAGE WAS INTRODUCED, CALLS ARE NOW MORE EVENLY SPREAD THROUGHOUT THE DAY.
- ON AVERAGE, MORNING CALLS HAVE REDUCED BY AROUND ONE-THIRD COMPARED TO BEFORE TRIAGE, MEANING LESS TIME WAITING AND MORE CHANCE OF SPEAKING TO SOMEONE QUICKLY.

📅 17 BALANCED ACROSS THE WEEK

- MONDAYS AND TUESDAYS USED TO BE THE BUSIEST DAYS, PUTTING PRESSURE ON PATIENTS AND STAFF.
- THE NEW SYSTEM HAS SPREAD DEMAND MORE EVENLY, THOUGH FRIDAYS ARE NOW THE BUSIEST DAY. WE’RE ADJUSTING STAFF ROTAS TO MAKE SURE YOU STILL GET THE SERVICE YOU NEED.

🕒 WAIT TIMES HOLDING STEADY

- WITH OUR NEW PHONE SYSTEM, AVERAGE WAIT TIMES HAVE REMAINED STEADY.
- ONE MAIN LINE SAW A SMALL IMPROVEMENT (12 SECONDS FASTER ON AVERAGE), WHILE THE OTHER STAYED ALMOST THE SAME.
- IMPORTANTLY, THIS MEANS YOU ARE NOT WAITING LONGER DESPITE THE BIG CHANGES IN HOW CALLS ARE MANAGED.

☀️ WHAT THIS MEANS FOR YOU

- BETTER ACCESS: CALLS ARE EASIER TO GET THROUGH AT DIFFERENT TIMES OF THE DAY.
- FAIRER SERVICE: WORKLOAD IS BALANCED ACROSS THE WEEK, SO IT’S NOT JUST MONDAY MORNINGS THAT ARE BUSY.
- CONTINUED IMPROVEMENTS: WE’RE MONITORING FRIDAYS CLOSELY AND FINE-TUNING HOW TRIAGE WORKS, SO THAT SIMPLE QUERIES ARE HANDLED QUICKLY AND MORE COMPLEX NEEDS REACH THE RIGHT PERSON.

🧠 THANK YOU FOR ADAPTING

THESE IMPROVEMENTS HAVE ONLY BEEN POSSIBLE BECAUSE OF YOUR SUPPORT IN USING THE TRIAGE SYSTEM. BY GIVING OUR RECEPTION TEAM THE RIGHT INFORMATION, YOU’RE HELPING US DIRECT YOU TO THE BEST CARE OPTION MORE QUICKLY.

WE WILL KEEP MONITORING THE SYSTEM TO MAKE SURE IT WORKS WELL FOR YOU, ESPECIALLY DURING BUSY TIMES LIKE WINTER. THANK YOU FOR YOUR PATIENCE AND FOR WORKING WITH US TO IMPROVE ACCESS FOR ALL.

JOHN HAMPDEN SURGERY PARTNERS

WINTER HEALTH UPDATE



As the colder months approach, we want to help you and your family stay healthy and safe. Winter often brings more coughs, colds, and seasonal illnesses, so now is the perfect time to prepare.

Vaccinations – Protect Yourself and Others

If you are in an eligible NHS group, we encourage you to book your vaccine with us at the practice. Having your vaccinations here not only protects you but also supports your surgery and helps us keep your records up to date.

Self-Care at Home

Many common winter illnesses can be managed safely at home with rest, fluids, and over-the-counter remedies. Pharmacies can also offer quick advice for minor illnesses.

- **Keep warm:** Aim for at least 18°C (65°F) in your home.
- **Stay stocked up:** Have paracetamol, ibuprofen, and basic cold/flu remedies at hand.
- **Rest and fluids:** Drink plenty of water and rest when needed.

When to Seek Help

- Use NHS 111 for urgent advice if you're unsure what to do.
- Contact us if you have ongoing symptoms, need medical assessment, or fall into a vulnerable group.
- Call 999 in a medical emergency.

Supporting Our Community

Please remember: booking vaccines and appointments with your practice helps us continue to provide high-quality care for everyone. Thank you for supporting your local surgery.

OUR PRACTICE IS WORKING TOWARDS GREENER WAYS OF WORKING

**PATIENTS WILL SEE GREEN BINS
AND CUPS WHICH ARE INITIA-
TIVES TO PROMOTE GREENER
RECYCLING.**



BE MORE GREEN

EVERYDAY TIPS

GO DIGITAL FIRST



- Sign up for online prescriptions
- Access health info digitally

TRAVEL GREEN



Walk or cycle where possible
Use public transport when coming to the practice

REDUCE WASTE



Use the green recycling bins provided
Sort waste responsibly

THINK BEFORE YOU PRINT



Minimise printing
Share information digitally

HEALTHY + GREEN CHOICES



Eat more plant-based meals
Choose seasonal, local produce

SUPPORT SUSTAINABLE HABITS AT HOME



Switch off lights & appliances when not in use



Save energy, save money

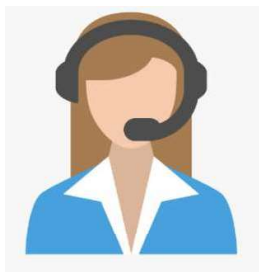
✓ Small changes make a big difference.

Together we can create a healthier, greener future!



DATA DASHBOARD

This is our latest service report for patients, from 1st January 2025 – 31st March 2025



4537 Answered Calls



1837 Total Booked Appointments in the last quarter.



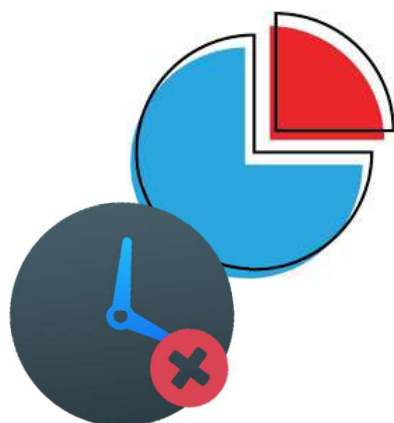
13 Staff Members, 6.4 Full Time Equivalent.



436 Planned GP Telephone Appointments



527 GP Face to Face Appointments, 54.16% of all appointments booked.



Patient Feedback

- Very Good / Good –88%
- Neither Good, nor Poor – 7%
- Poor – 4%
- Very Poor – 1%
- Don't know – 0%

104 Patients DIDN'T ATTEND BOOKED APPOINTMENTS! (34 hours 20 mins of appointments wasted, equates to 137 GP appointments)

PLEASE TELL US IF YOU CAN'T ATTEND SO OTHERS CAN BE SEEN



3872

Presently serve patients.



26 Hours of Planned GP Appointments over and above the normal 8:30am – 6pm working day.



1987 Prescriptions Issued



| JHS Patient Participation Group
| The Patients' Voice






Results of national GP patient survey

Each year the NHS surveys patient opinion at all English surgeries. The 2025 results for John Hampden are below, including comparison with 2024 and the national average.

GP PATIENT SURVEY

You can find the full survey results for all GP surgeries in England at <https://gp-patient.co.uk/>. The surgery's 'overall experience' result remains above the national average, but it is lower than in 2024.

	JHS 2024	JHS 2025	National 2024/ 2025
Find it easy to get through to practice by phone	88	65	50/53
Find it easy to contact this practice using their website	60	67	48/51
Find it easy to contact this practice using their website	54	47	45/49
Find the reception and admin team helpful	91	90	83/83
Usually speak to preferred healthcare professional when want to	54	46	40/40
Knew what the next step would be after contacting the practice	95	88	83/83
Knew what next step would be in 2 days of contacting practice	94	97	- 93/94
Describe their experience of contacting the practice as good	85	81	67/70
Offered choice of time/day when last tried to make an appointment	57	59	53/54
Offered choice of location when last tried to make appointment	3	9	12/14
Waited about the right amount of time for last appointment	51	63	66/67
Healthcare professional was good at listening to them during appointment	96	86	87/87
Healthcare professional saw or spoke to was good at treating them with care and concern during last appointment	98	84	85/86
Healthcare professional saw or spoke to was good at considering their mental wellbeing during last appointment	79	72	73/74
Healthcare professional they saw had all the info they needed about them during last appointment	100	91	92/92
Had confidence and trust in the healthcare professional they saw or spoke to during last appointment	100	90	93 /93
Were involved as much as they wanted to be in decisions about their care and treatment	99	91	90/91
Felt their needs were met	95	91	90/90
Have had enough support from local services or organisations in the last 12 months to help manage their long term conditions	71	77	65/69
Describe their overall experience of the practice as good	90	81	74/75

 GP services	 Your last contact	 Your last appointment	 Your health	 Overall experience
---	---	---	--	--



We are sad to have to repeat this plea



We last wrote this in 2021. We're told things are now, if anything, worse.

To a very small minority of patients:

Our receptionists are doing their very best to be helpful.

We know everyone can get stressed about medical issues. We know that some things to do with the NHS are not straightforward.

But whatever the problem, it is no reason to be impolite or abusive towards the receptionists or any other member of John Hampden team.

The Patients Group is 100% behind the John Hampden policy:-

“The NHS operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.”



Digital triage



You may have spotted that the Government has announced that patients will now be able to request appointments online throughout the day and that the British Medical Association has disputed this.

The PPG doesn't get involved in political campaigning, but notes the following comment from the Patients Association:

“Patients are caught in the middle of another dispute between doctors and government. It is unsettling and often frightening to hear conflicting messages when patients should be given clarity and confidence that safe, effective systems will be in place.”



New frailty virtual care trial

Buckinghamshire Healthcare NHS Trust, in partnership with GP practices, began this trial in June 2025 for a pilot group of eligible patients with long-term conditions.



The Trust says: “Using specialist remote monitoring technology, the participating patients’ health and wellbeing will be monitored at home without the need to attend GP surgery or hospital check-up appointments. Such ongoing remote monitoring has been shown to help identify and treat emerging issues before they become major problems. Acting on early warning signs can help avoid the need for more intensive support later.”



Looking for support services and activities locally

There are two ways of looking for things to do and support services in our local area.

joy



- **Buckinghamshire Council online directory** has details of activities and organisations near you <https://directory.buckinghamshire.gov.uk/>. You type in your postcode and can tick up to five categories:

- things to do
- staying active
- advice and support
- environment
- education and learning

- **The Joy app** <https://services.thejoyapp.com/> allows you to search in the general area for activities in a wide range of categories, including:

- advocacy for carers
- alcohol and drugs advice
- arts and creative
- debt counselling
- basic necessities (food/clothes)
- mental health support
- care at home
- computers and IT skills
- mobile meals
- outdoor activities



Feedback about NHS services



In June this year the NHS closed its feedback service and directed patients to give any online feedback to [Care Opinion](#).

The [NHS website](#) now says “Care Opinion is an organisation that gathers feedback and reviews from patients and shares them with the NHS”.



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

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