



Understanding our Triage System

Accrx is an online system that helps us make sure your request gets the right help, from the right person, as quickly as possible.



We use Accrx (Accrx) to help us manage all requests fairly and safely.



John Hampden
Surgery



How it works

1

You make a request



You tell us about what you need using our online Accrx form on our website.

2

We receive it



Your request comes into our system safely and is looked at by our team.

3

We review it



A clinician will read your request and decide what is most appropriate for you.

4

We respond



We will contact you with advice, a message or an appointment.

5

You get the right help



You get the right help, from the right person, as quickly as possible.

What happens to your request?



Information requests

We will send you information, advice or signpost you to other services.

You will usually get a response within 2 working days.



Routine (non-urgent) appointments

We will offer you an appointment with the most appropriate clinician.

You will usually be offered an appointment within 10 working days.



Urgent appointments

If your request is urgent, we will aim to help you as soon as possible.

You will usually be contacted within 1 working day.



If you need help right away for something serious or life-threatening, please call **999** or go to A&E.

Good to know



Your information is safe and confidential.



We use clinical expertise to prioritise requests fairly.



You do not need to call the surgery to chase your request.



Please give us as much information as you can when you submit your request.

We can make it easier for you



Easy read information



Appointments at a time that suits you



Bring someone with you



Quiet space available



Tell us how you communicate best



Let us know what support you need

Please tell us when you make your request, and we will do our best to help.

Sorry we're CLOSED

The Practice will
be closed:

• Monday 31st August 2026

FOR ANY MEDICAL CONCERNS DURING
THESE TIMES PLEASE CALL 111



YOUR MENTAL HEALTH MATTERS

Awareness. Understanding. Support.

Together we can create a healthier,
kinder, and more inclusive community.

You are
not alone.
Help is here
for you.



JULY IS NATIONAL MINORITY MENTAL HEALTH AWARENESS MONTH

Everyone deserves
culturally
understanding
mental health care.

Some communities
face unique
challenges and
barriers when it
comes to
mental health.

Let's break down
stigma and build
supportive,
inclusive
communities.



HOW WE CAN SUPPORT YOU



Culturally
sensitive care



Listening
without
judgement



Safe spaces
to talk and
be heard



Connecting you
to the right
support

AUGUST IS PSORIASIS AWARENESS MONTH

Psoriasis is
more than
skin deep.

It can affect your
confidence,
relationships,
and emotional
wellbeing.

You don't have
to face it alone.

We're here to listen,
support and help
manage your
symptoms.



HOW WE CAN HELP



Understand
your
condition



Review
treatment
options



Support your
mental and
emotional
health



Connect you
to specialist
services

SEPTEMBER IS SUICIDE PREVENTION AWARENESS MONTH

It's okay to
not be okay.

Talking openly about
how we feel can
save lives. Reaching
out is a sign of
strength, not
weakness.

Together, we can
prevent suicide
and support
each other.



HOW WE CAN SUPPORT YOU



Listen
without
judgement



Help you find
the right
support



You are
not alone



We care.
We support.
We're here.

SUPPORT IDEAS



Talk about it
Speak to someone
you trust or a
member of our
practice team.



**Look after
your body**
Eat well, stay
active and get
enough sleep.



**Look after
your mind**
Take breaks,
practice mindfulness
and do what you
enjoy.



**Connect
with others**
Spend time with
people who
make you feel
supported.



Ask for help
Reaching out
can be the first
step to feeling
better.

YOU MATTER

Whatever you are going through,
we are here to help.

- ✓ We listen
- ✓ We support
- ✓ We care
- ✓ You are not alone

*Small
steps can
make a big
difference*

HEALTH & WELLBEING

Supporting you to live well



We're here to help you!

Did you know your GP Practice can connect you to support beyond medical care?

At Mid Chiltern PCN, our Health & Wellbeing Team can help you access local services, community groups and practical support to improve your overall wellbeing.



SOCIAL PRESCRIBING

A Social Prescribing Link Worker can help if you need support with:



Housing concerns



Money, benefits or debt advice



Emotional wellbeing and low-level mental health support



Loneliness or social isolation



Local activities, volunteering and community groups



Physical activity and healthy lifestyle opportunities

Social Prescribing focuses on what matters to you and connects you with local support tailored to your needs.



HEALTH & WELLBEING COACHING

Our Health & Wellbeing Coaches can help you:



Build confidence in managing your health



Set realistic health and lifestyle goals



Improve motivation and wellbeing



Develop healthy habits



Access local support and self-management resources



They work alongside you to make positive, sustainable changes for your physical and mental wellbeing.



JOIN A TALKING CAFÉ

A friendly place to:



Meet new people



Find local information and support



Improve social connections



Learn about community services available near you

Talk, connect and discover what's happening in your local area.



WHO CAN ACCESS THESE SERVICES?

Patients registered with Mid Chiltern PCN practices, including:



Amersham Health Centre



Hughenden Valley & Chequers Surgeries



John Hampden Surgery



Rectory Meadow Surgery



Prospect House Surgery

LOCAL CARE STRONGER TOGETHER



TAKE THE FIRST STEP TODAY



Speak to your GP Practice team



Ask about Social Prescribing



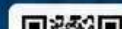
Ask about Health & Wellbeing Coaching



Ask about Talking Cafés

FIND OUT MORE

Scan the QR code to visit our Health & Wellbeing page for more information and local resources.





MEET YOUR GP PRACTICE TEAM



Receptionist

First point of contact and can assist with appointment requests, booking telephone and face to face appointments and signposting you to the correct health professionals and services available.



Paramedic

Our paramedic supports the GP team by assessing and managing minor illnesses and acute, same-day health problems, helping patients receive timely care without always needing to see a GP.



Practice Nurse

Practice nurses provide a wide range of essential clinical care. They assess and treat minor illnesses and injuries, deliver vaccinations and immunisations and carry out annual health checks and screening. They are also an integral part of long term condition support offering monitoring, advice and education to support patients health.



Clinical Pharmacist

Our in-house Clinical Pharmacist supports patients and the practice with medicines-related queries, ensuring prescriptions are safe, effective, and appropriate. They review and reconcile discharge medications following hospital stays and support patients with long-term conditions through structured medication reviews to ensure continuity of care.



Mental Health Practitioner

First Contact Mental Health Practitioners provide early assessment and support for patients with common mental health difficulties, offering timely advice, brief interventions, and signposting to appropriate services to improve wellbeing and enable faster access to mental health care without always needing to see a GP.



GP

Under the new GP contract, GPs provide expert medical leadership and continuity of care, focusing on managing complex patients while overseeing and coordinating a multidisciplinary team to ensure patients see the right clinician at the right time.

"What type of appointment do I need?"



REPEAT PRESCRIPTION?

Please use the NHS App or submit requests via our triage route via website



"But GPs aren't seeing anyone!"

GPs are seeing patients - in fact, they are busier than ever before. GPs now work with a team of specialists so everyone gets the right care from the right person.

I have an emergency.

If you are experiencing symptoms such as chest pain, breathing difficulties or loss of consciousness you should call 999. Injuries such as burns, fractures, cuts will need A+E or minor injuries advice. Call NHS 111.

If you're urgent problem.

If you have new or concerning symptoms such as child with a fever, signs of infection call 111 or contact the GP surgery for direction. We may instruct you to complete a triage request or direct you to alternative services dependent on concern.

I'd like to speak to a Doctor soon.

If you have a non urgent need and you would like to discuss with a GP please complete the online triage form via our website, outlining your concern for clinical assessment. This can be accessed from 8am Mon - Friday.

If you'd like to speak routinely to my GP.

For routine consultations with the GP and follow ups please complete the routine appointment request via our triage form, accessible Mon -Fri 8am -6:30pm. We can also support you where you are unable to complete the triage form.

I have a non-urgent medical query.

Many minor ailments can be self treated with over the counter products. You can get advice on medicine and treatments from the pharmacy. Our Reception team are also able to navigate your care to appropriate teams and are a useful resource.

YOUR PRACTICE PPG NEEDS



YOU!

*Have
your say*



Our Patient Participation Group helps shape the services and support you and others receive.

*Together, we can
make a difference*

Being a volunteer member of your PPG will mean you have a closer link with your doctor's surgery.



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

*Get
involved!*



Mid Chiltern PCN

*Working together
for a healthier community*



NEW UPDATE MENINGOCOCCAL B (MENB) VACCINATION PROGRAMME



Protecting young
people, together

A ONE-OFF PROGRAMME FOR YOUNG PEOPLE

WHO IS ELIGIBLE?



YEAR 13 PUPILS

Completing Year 13
in summer 2026

Born between
1 September 2007
to 31 August 2008

OR



UNDER 25s

Starting university or
moving into residential
further education
for the first time in
autumn 2026.



THE PROGRAMME



FIRST DOSE

From
20 JULY



At least
28 DAYS
between doses



SECOND DOSE

During
AUGUST



Two doses for
optimal protection

WHY THIS MATTERS



The MenB outbreak in Kent
earlier this year was the
fastest growing and largest
ever seen in the UK.



This one-off programme
helps protect young people
at highest immediate risk
ahead of the autumn peak.



More clusters than normal
have been seen this year,
some bigger than
expected.

HOW TO GET VACCINATED



Bookings open in
JULY
via community
pharmacies



Visit any participating
community pharmacy
across the UK



Get your first dose
from **20 JULY**



Return for your
second dose in
AUGUST

**FLEXIBLE
& EASY
ACCESS**

You can have your
second dose at a
different location
if needed.



NEED MORE INFORMATION?

- Further information will be available soon on the [NHS website](#).
- Booking for eligible cohorts is expected to open in July via community pharmacies.



WE'RE HERE TO HELP

If you have any questions, please speak to a member of our team.

Thank you ♥

Your Health.

Your Community.

Your Support.



Small groups.
Friendly support.
Big impact.

Our Health and Wellbeing Coaches are offering friendly **group sessions** on a range of topics to help you feel your best.

Our Group Sessions Include:



Gut Health



Managing your
Cholesterol



Health and
Wellbeing



Pre-Diabetes



Menopause



Sessions will be delivered in webinar format or face to face depending on demand.



How to get involved

Visit our Group Sessions page on the Mid Chiltern PCN website to view upcoming sessions and **register your interest**.



Visit our website:
<https://www.midchilternpcn.nhs.uk/group-sessions>

We look forward to supporting your health and wellbeing!



Mid Chiltern PCN

Working together
for a healthier
local community



Concerned about your memory?

You're not alone.
Help is available.



Are you experiencing:



Forgetting recent conversations?



Finding it harder to find words?



Family or friends noticing changes?

Many memory changes have treatable causes.
Getting advice early can make a difference.



Early support can help.

Speak to your GP about a memory assessment and the support available.



Contact your GP practice



Ask reception for more information



LUNG CANCER SCREENING

coming to our community!



The **NHS Lung Cancer Screening Programme** is launching across the UK to help find lung cancer **earlier** – before symptoms develop – when treatment is **most effective**.



WHAT YOU NEED TO KNOW



Invitations will be sent directly to eligible patients *from September*



Managed externally by the NHS in the same way as bowel, breast and cervical screening



Aimed at people aged **55–74** who are current or former smokers



Helps find cancer **early** when treatment works best



WHAT HAPPENS WHEN YOU'RE INVITED?

1 You will receive an invitation for a Lung Health Check.



2 You will be asked questions about your health, lifestyle and smoking history.



3 If you are found to be at higher risk, you will be offered a low-dose CT scan of your lungs.



4 Any concerning findings are referred for further investigation and treatment if required.



If you receive an invite...

Please read it, attend if eligible and look after your lung health.



You don't need to contact the surgery for this screening. The NHS team will contact you directly.

Early detection saves lives



WORRIED ABOUT SOMEONE?

How to share concerns with us



We understand that you may be worried about someone and want to help them.

We take concerns about patient wellbeing seriously and will always listen. However, there are important rules we must follow to protect patients and provide safe care.



1 Can I contact the GP about someone else?

✓ YES

- ✓ You can contact us to share concerns about someone's health or wellbeing.
- ✓ We will listen carefully and, where appropriate, record information provided.



2 Will you tell me anything about them?

✗ NO

- ✗ We are bound by **strict confidentiality rules**.
- ✗ We cannot confirm whether someone is a patient at the practice
- ✗ We cannot share any information about their health or care
- ✗ We cannot provide updates or outcomes



3 Can you act on my concerns without telling them?

Usually NO

In most cases, we aim to work openly and honestly with our patients.

Acting without their knowledge can:

- ! Damage trust
- ! Affect care
- ! Harm relationship between patient and clinician



4 What support can you offer me?

We may not be able to act in the way you request, but we can:

- ✓ Listen to your concerns
- ✓ Signpost you to helpful services
- ✓ Offer guidance where appropriate

WHAT HAPPENS NEXT?



1
You contact us



2
We listen to your concerns



3
Information is reviewed by an appropriate clinician



4
We consider whether action is needed



5
We protect patient confidentiality throughout



WHEN MIGHT WE ACT WITHOUT TELLING THE PATIENT?

We may take action with the information you have provided in exceptional circumstances.

- Risk to life
- Serious risk of harm
- Safeguarding concerns (e.g. abuse, neglect)

This includes vulnerable adults or children.

WHAT YOU CAN DO IF YOU ARE WORRIED ABOUT SOMEONE



Talk to the person directly (if it is safe to do so)



Encourage them to contact us themselves



Offer to support them in making an appointment



Attend an appointment with them (with their consent)

USEFUL CONTACTS



URGENT HELP

Emergency (Immediate danger):

999



NHS 111 (MENTAL HEALTH OPTION)

Call **111** and select **option 2**



BUCKINGHAMSHIRE 24/7 MENTAL HEALTH HELPLINE

0800 783 0119

Open 24/7 for advice and support



NHS TALKING THERAPIES (BUCKS)

Free support for anxiety, stress, depression

Self-referral available



OUR COMMITMENT

We will always take concerns seriously, treat everyone with respect, and ensure patient confidentiality remains protected.





John Hampden
Surgery
NHS

Friends & Family Test (FFT) Quarterly Patient Experience Report

April – June 2026

QUARTER AT A GLANCE



Consistently excellent feedback across all three months.

WHAT PATIENTS TOLD US



CLINICAL CARE

- Compassionate
- Thorough
- Patients felt listened to
- Clear explanations
- Professional care



NURSING & BLOOD TESTS

- Friendly and reassuring
- Efficient appointments
- Minimal waiting
- Painless procedures
- Patients felt at ease



FRIENDLY & SUPPORTIVE TEAM

- Welcoming atmosphere
- Helpful staff
- Staff went above and beyond
- Patients felt valued and respected



TIMELINESS & EFFICIENCY

- Seen on time
- Smooth appointment process
- Prompt responses
- Good continuity of care

STAFF RECOGNITION

Patients frequently recognised the following team members for exceptional care:



Sarah Wright



Lucy



Dr Roberts



Dr Waddington



Dr Stanbrook



Dr Davidson Fox



Paramedic Team



"Professional and caring."

"Everyone was kind and efficient."

"I felt listened to."

"Excellent blood test service."

"Staff went above and beyond."



Thank you for your feedback – it helps us celebrate what we do well and identify where we can improve.



YOU SAID • WE ARE DOING

	YOU SAID	WE ARE DOING
	APPOINTMENT ACCESS <ul style="list-style-type: none"> • Easier access • More face-to-face appointments • Shorter waits 	<ul style="list-style-type: none"> ✓ Continuing to review appointment capacity ✓ Offering appointments with the most appropriate clinician ✓ Monitoring demand and waiting times
	ONLINE APPOINTMENT SYSTEM <ul style="list-style-type: none"> • Online forms can be difficult • Booking isn't always straightforward 	<ul style="list-style-type: none"> ✓ Producing clearer patient guidance ✓ Supporting patients who need help accessing services ✓ Continuing to review our appointment request process
	COMMUNICATION <ul style="list-style-type: none"> • Occasional confusion around appointments • Medication and test requests 	<ul style="list-style-type: none"> ✓ Reviewing communication processes ✓ Continuing SMS updates ✓ Improving information for patients
	WAITING TIMES <ul style="list-style-type: none"> • Some appointments run late 	<ul style="list-style-type: none"> ✓ Monitoring clinic delays ✓ Keeping patients informed where delays occur ✓ Reviewing appointment scheduling
	RECEPTION EXPERIENCE <ul style="list-style-type: none"> • Experiences vary • Consistency could be improved 	<ul style="list-style-type: none"> ✓ Continuing customer care training ✓ Sharing positive patient feedback with staff ✓ Monitoring FFT comments every month



LOOKING AHEAD

Over the next quarter we will continue to focus on:



Improving appointment access



Making booking easier



Maintaining excellent communication



Reducing waiting times where possible



Delivering compassionate, patient-centred care



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Thank you for sharing your feedback.

Your comments help us celebrate our successes and continue to improve our services for everyone.



Working together with our Patient Participation Group to provide the best possible care for our community.

