



The John Hampden Surgery Newsletter

Dr Mallard-Smith Dr Roberts Dr Payne



April 2022



Do you look after a family member, friend or neighbour who through illness, disability or frailty cannot manage without you? If so, you are a **Carer** and we would like to help.

Here at John Hampden Surgery we are aiming to identify all our patients who are Carers. We are keen to ensure that all Carers are aware of the help that may be available, both locally in Prestwood and through specialist organisations and support services.

If you identify yourself as a Carer please let us know - we may be able to help you! Please speak with our Carers Champion Sarah, our Reception Manager, who will be happy to help.



BANK HOLIDAYS

The practice will be closed

- Friday the 15th and Monday the 18th of April 2022
- Monday 2nd May 2022
- Thursday 2nd of June and Friday the 3rd of June

FOR ANY MEDICAL CONCERNS DURING THESE TIMES CALL 111.

Your NHS, your way
Download the NHS App 😊



We have decided to use the NHS App instead of Patient Access for online access in future, although we'll still respond to Patient Access requests. 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

Covid Spring Vaccines for Over 75s **ONLY**



Spring booster vaccinations will now be offered to all patients 75 years and over from April onwards. Patients will be written to by NHS England. The practice would like to encourage patients to book these vaccinations online via the government website or by calling the 119 website. At this time the practice is unable to book these appointments via a practice appointment.



Services, groups and activities in Buckinghamshire Spring 2022

① **0333 150 3456:** To speak to a Dementia Advisor open 7 days a week and some evenings for information, support and advice

 www.alzheimers.org.uk

bucks.memorysupport@nhs.net



The New Dementia Support Service in Buckinghamshire



The new Dementia Support Service is replacing the Memory Support Service. The service is delivered by Alzheimer's Society and commissioned by Buckinghamshire Council and Bucks CCG. It is available for anyone who is worried about their memory or affected by dementia.

Our experienced, trained Advisors give information, practical advice, tips and strategies as well as signposting to legal and financial support, based on personal circumstances and support needs. Support and guidance are delivered by phone and online and if a face-to-face visit is required, current government guidance is followed.

Please note the Memory Support Service is no longer open to receiving referrals for memory screening assessments. If you are concerned about your memory, please speak to your GP.

Please see over for additional services.

Registered Charity number 296645

Carer support groups

What? The group provides the option for carers to ask questions, get information and share experiences in a safe and supportive environment and is facilitated by a Group Coordinator.

When? Meetings take place online by Zoom on the 2nd Tuesday of each month, 2.00-3.30pm (*Please note there is no group in April)

Contact: **01296 718956 email: aylesbury@alzheimers.org.uk**

Post Diagnosis Information sessions

What? Recently diagnosed with dementia? The monthly sessions will give you information about dementia, provide practical tips on everyday issues and help you to plan for the future. You will also be able to find out more about other local organisations and services and discuss coping mechanisms and meet others in the same situation.

When? TBC

Contact: **01296 331722 email: bucks.memorysupport@nhs.net**

Memory information sessions

What? These one - hour, free sessions are open to members of the public and cover understanding memory, memory tips, coping strategies and where you can find useful services and information.

When? TBC

Contact: **01296 331722 email: bucks.memorysupport@nhs.net**

Singing for the brain ®

What? This is a friendly, fun and social environment for those affected by dementia. Based on the principles of music therapy, the stimulating sessions include vocal warm-ups and singing a wide variety of familiar and new songs.

When? Two sessions take place online by Zoom on Mondays at various times.

Contact: **01296 718956 email: aylesbury@alzheimers.org.uk**

Services are **free** however donations can be made by going to www.alzheimers.org.uk or you can make a donation over the phone: 0330 333 0804.

Alzheimer's Society will not pass your details on to any other organisation and we will use the information you supply to communicate with you in line with the GDPR and Data Protection Act 2018.

Equality, Diversity and Inclusion at Alzheimer's Society – What you can expect of us.

At Alzheimer's Society we believe everyone affected by dementia has the right to live their life the way they want to live it, whether living with the diagnosis or supporting someone who is. Core to that belief is that everyone has the right to be the person they are, to live without fear or prejudice regardless of race, age, gender, sexual orientation, faith and belief or a disability, like dementia. Everyone should be able to make a full contribution to society the way they want to make it and live in a world which demonstrates respect and values diversity.



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

What happens when you phone the surgery for an appointment

The surgery has now produced this very helpful guide, in consultation with the patients group.



Booking a routine appointment

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.

When you ring, the receptionist will ask if you would like a routine GP or routine Nurse appointment.

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.

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.

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

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.

Urgent need for an appointment

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.**

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

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



Your chance to have a say in how the surgery operates



We are looking for fellow patients to join our patients group committee. We meet Dr Mallard-Smith and Laura Russell the practice manager four times a year and have the opportunity then to comment on issues relevant to patients.

The surgery is obviously run by the GPs and practice manager. But in line with official NHS requirements, it gives patients the chance to feed back in various ways including via the patients group. And I am pleased to say that the surgery listens to the patients group 😊. Recent examples are:

- our suggestion for an explanation of the process when a patient rings up (as per the article above)
- our surveys in 2020 and 2021 of patient views on remote and face-to-face appointments
- our help in simplifying and keeping up-to-date the front page of the surgery website
- our questions to make sure patient interests are taken into account in setting up the new Mid Chiltern Primary Care Network
- our advice on decluttering the messages on the front door when it was locked for Covid
- our support for the surgery in arranging marshals for the Covid jab clinics.

We'd love to have a few new members. If you might be interested, please email me (Mike Etkind) at jhs.patients.group@nhs.net and I can send you more information or arrange a chat.



Friends and Family Test

Before Covid, you may recall being asked to feed back on your GP appointment. This was paused, but is now starting up again from 1st April.



It's voluntary to take part. You will be asked to rate your appointment from 'very good' to 'very poor' and they'll be space to add comments.

There are differing views on the value of the Test. If you have a general issue about the surgery or, indeed, praise, you are also welcome to contact the Patients Group. It will help us keep in touch with the views of fellow patients and represent them to the surgery. But we do not handle complaints about specific cases: the surgery's complaints policy and procedures can be found at [here](#) .

April is:

Stress Awareness Month <https://www.stress.org.uk/>



International Irritable Bowel Syndrome (IBS) Awareness Month <https://aboutibs.org/living-with-ibs/ibs-awareness-month/>



World Autism Month <https://www.autismspeaks.org/world-autism-awareness-day>



Bowel Cancer Awareness Month <https://www.bowelcanceruk.org.uk/>

