

# What we have been doing Amersham Health Centre

Throughout COVID-19 the surgery has remained open and provided additional capacity to our patients through new digital consulting solutions. We also opened over the Bank Holiday weekends.

We are now starting to reflect on the last 6 months and wanted to share some of the data to our patients.

Data gathered between March 1<sup>st</sup> - September 30<sup>th</sup> 2020 for **13433** patients registered with us.



**805** Face-to-face  
appointments with a GP



**7756** Telephone  
appointments with a GP



**2094** Telephone  
appointments with a  
Minor Illness Nurse



**3581** Face-to-face  
appointments with  
our nursing team



**2313** Flu Vaccinations  
given so far



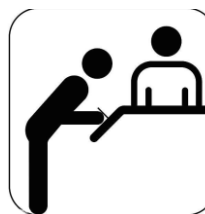
**6678** Prescription  
items issued



**195** Sick notes issued



**795** Referral processed



**531** New patients  
registered



**249** Visits to  
patients' homes

**During this time we also had a new roof  
installed.**

# AMERSHAM HEALTH CENTRE

## NEWSLETTER

Welcome to the Autumn Newsletter. We would like to thank our patients for their understanding during these difficult times. Due to the ongoing Covid pandemic, we are experiencing a huge demand on our service and in particular phone calls. The reception team has received over 6000 calls already this month. Please do be assured that we are doing our very best to manage this demand and allocate appointments accordingly as well as offering alternative pre-bookable appointments wherever possible.

**Telephone System:** We open the lines at **8.30am** which are answered in turn by the reception staff. Please pick from the following:

**Option 1** for appointments. At present, reception is booking telephone calls with the GP and Express Nurse. There are video calls available which the GP or Express Nurse will arrange with the patient. Our telephone lines are extremely busy in the morning, if your call is not appointment related please call back after 11am.

**Option 2** is for Prescribing. The results line is open from 10am – 5pm. We are sending all prescriptions electronically to a pharmacy.

**Option 3** is for the Secretaries.

### **Booking online appointments and ordering prescriptions:**

Patient Access can be used to book appointments online rather than phoning at 8.30am. The appointments are released to book online at the same time the phone call lines open. Follow the step by step instructions on the website to register. The Patient Access Form can be completed and emailed back to us or if you do not have this facility, you can drop it off at the surgery with two forms of I.D. All information is on the application form, at

present this is only available to our patients aged 16 years and over.

WE ARE OPEN AS USUAL, PLEASE  
CONTACT US ON 01494 434344

### **What to expect when you call your GP surgery for an appointment:**

As per NHS guidelines, it is compulsory for patients visiting the surgery to wear a face covering.

Our reception team are here to help you and will initially book you a telephone consultation with the GP or Nurse, depending on your requirements.

You will be given a timed slot and the GP will endeavour to call you back within 1 hour of that slot. The call comes through as a withheld number so please ensure you pick up or you will be required to rebook which obviously wastes valuable appointments.

We may ask you to send a photo prior to your telephone appointment. The request comes through as a text message so please provide us with a mobile number and permission to contact you via text as this speeds up the process.

The GP may also arrange for a video call, this will be arranged between yourself and the doctor at the time of the telephone consultation.

Should the Doctor or Nurse wish you to come in for a face to face appointment, blood test or other procedure, you will be asked to follow these guidelines:

1. Come to the main entrance and enter through the automatic doors. Please ring the bell once and wait for reception to come and take your details to check you in on the system. You will need to step back

from the door to allow us to speak to you at the safe 2 metres distance.

2. The receptionist will either show you to the Doctors waiting area which is set up to social distance requirements or the Nurses waiting area which is limited by number and spacing.
3. The Doctor or Nurse will then come and collect you themselves. They will have the correct PPE.
4. Please follow the one way system in the building.
5. You will be shown out of the building following a one way system.

Current guidelines require that we triage all patients coming into the surgery. This is for your safety and the safety of our staff as should a member of our team test positive for the coronavirus, it could result in the surgery being closed for a period of time. Therefore we ask that everyone play their part in ensuring they following our triaging procedures.

**Sunrise Clinic:** The clinic runs on a Tuesday morning. 7.30 – 8.30am, the phone call appointments are pre bookable by calling reception.

**Evening pre bookable appointments:** These are available on a Wednesday 6.30 -7.30pm, they are available to book three days in advance.

**Nurses Appointments:** The nurses are still seeing patients for blood tests, dressings, stitch removal, regular injections (not travel) smears and also routine child immunisations. There will be a Sunrise clinic running for the nurses on a Tuesday, appointments available 7.20-8.30am

**Annual Reviews:** We have started inviting patients back for their annual reviews; including diabetes, asthma, hypertension etc.

Please wait to be contacted by the surgery; we will contact you by letter or SMS.

**Blood Pressure monitoring:** We are no longer able to use the facilities within the surgery to monitor patients' blood pressure, if your blood pressure requires regular monitoring we recommend you either purchase one from a pharmacy or borrow from a friend or relative.

**Flu Jabs:** Please note that we are currently carrying out flu vaccinations or **Children, Over 65s and at risk categories**. If you fall under either one of these categories, please contact the surgery to book your appointment.

Please note that, if you are aged between 50 and 64 and not in a clinical at-risk group, the earliest you will be offered a flu vaccination is December, providing there is sufficient vaccine. This is to ensure that those who are most at risk are vaccinated first. If you are aged 50 to 64 and are in a clinical 'at risk' group which is eligible for the flu vaccination, for example you have a health condition which puts you at risk from the flu, and you will be invited earlier.

If you are eligible for pneumonia and shingles we will offer you these at the booking of your flu appointment.

**Welfare Support:** Please contact us if you are having any difficulties with shopping, prescriptions, transport and essential deliveries. Prescriptions can be delivered by many of the pharmacies please speak to them about this service, many of the people helping out are volunteers. There are 750,000 volunteers in the UK helping with the National Voluntary service. We can refer you to offer you the following services:

**Check in and Chat Support:** Provides short-term telephone support to individuals who are at risk of loneliness as a consequence of self-isolation.

**Community Support:** Provides collection of shopping, medication or other essential supplies for someone who is self-isolating, and delivering these supplies to their home.

**Patient Transport Support:** Provides transport for patients who are medically fit for discharge or to support patients going to NHS appointments

**NHS Transport Support:** Provides transport for equipment, supplies and/or medication between NHS services and sites. Also involves assisting pharmacies with medication delivery.

HAVE A LOOK AT OUR IMPROVED WEBSITE,  
YOU CAN NOW ACCESS [ASK NHS](#) FOR SYMPTOM  
CHECKER

**IMED:** Available for home delivery, their number is 01727 837985 or look at the website: [www.imedpharmacy.com](http://www.imedpharmacy.com)

**Amersham Voluntary service:** A volunteer group registered with Buckinghamshire Council. They are a network of local people who are here to help. They can run errands, like basic shopping or collect prescriptions or even for a chat. They aim to respond within 24 hours [youramershamcoronahelp@gmail.com](mailto:youramershamcoronahelp@gmail.com)

01494 702149

**Ear syringing services:** We no longer offer this service at the surgery. Below is a list alternative providers:

Aston Hearing Services, Old Amersham: 01494 733840

Chalfont Hearing, Little Chalfont: 01494 765144

Boots Hearing Care: 0345 270 0999. Based in Aylesbury

**Pharmacies:** Please utilise your local pharmacy who are able to provide over the counter solutions for many symptoms including, coughs and colds, verrucas, eye infections, thrush, hay fever, diarrhea, constipation, mouth ulcers, head lice: You can purchase all treatments from your local pharmacy and some medications are available at supermarkets. Please try these over the counter treatment before contacting the surgery.

**Social prescribers** connect patients to non-medical support, such as day centres, charities or community groups, in the community to improve their wellbeing and tackle social isolation.

They enable people to have more control over their lives, develop skills and give their time to others, through involvement in community groups. Please see overleaf for an introduction to the team.

<p><b>If you need a doctor in a medical emergency when the surgery is closed, please call 01494 434344</b> for details of how to contact Buckinghamshire Urgent Care, the out of hours emergency service.</p> <p>If you need medical information or advice, please call 111</p>
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## Social Prescribing Team



I'm one of the new Social Prescribing Team for the Mid Chiltern PCN and have come from the Chalfonts PCN Social Prescriber role. My background is working with carers and families of people living with dementia, supporting them to access services and increase their knowledge of the condition they are living alongside.

I look forward to working with patients across all the surgeries in the Mid Chiltern PCN.

**Ros Mayhew**



I am totally new to Social Prescribing but am really looking forward to being able to provide Support and Guidance for referrals from the Mid Chiltern PCN. My background is in education whereby I worked as a teacher and a member of Senior Management Team in Slough for 30+ years and I have since been a carer for a Dementia Patient and worked as a volunteer with the elderly and vulnerable.

I look forward to meeting you all in person one day.

**June Moxon**



I'm Gagan Taylor and excited to be joining the Social Prescribing Team in the Mid Chiltern PCN. My background is working in the charity and voluntary sector empowering people to gain more control of their lives by supporting them to access voluntary

and/or statutory services. All my previous roles have involved providing both emotional and practical support to service users.

I look forward to settling into this new role.

**Gagan Taylor**



Hi, I'm Sean one of the Social Prescribing Community Link Workers in the Mid-Chiltern PCN. I have a background in Social Prescribing in the Chalfonts PCN area working with individuals to facilitate positive change in their lives, improving their health and wellbeing.

**Sean Gallagher**