

AMERSHAM HEALTH CENTRE

AMERSHAM HEALTH CENTRE The Surgery

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

Option 1 for appointments. At present, Reception are booking telephone calls with the Doctor and Express Nurse. There are video conference calls available which the Doctor or Express Nurse will arrange with the patient.

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

Option 3 is for the Secretaries.

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

Nurses Appointments: The nurses are still seeing patients for essential blood tests, urgent dressings, stitch removal, regular injections (not travel) high risk smears (women who have been advised to have a repeat test in 3, 6 or 12 months and also routine child immunisations.

Welfare Support: Please do 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:

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

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.

IMED: Available for home delivery, their number is 01727 837985 or look at the website: 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 01494 702149

Mental Health Support: We understand during this time stress, anxiety and depression can be an issue. There are a number of self-help organisations who are offering support during this time. You can self-refer to Live Well Stay well on 01628 857311 for CBT etc. Every mind matters have useful information on their website:

<https://www.nhs.uk/oneyou/every-mind-matters/>

Samaritans can also be contacted on 116 123 or via email on jo@samaritans.org.

Childrens' Support: This is a time of uncertainty and a lot of children and young people will be feeling anxious and worried about what is going on. Given that the situation is changing rapidly at the moment updates are available: <https://emergingminds.org.uk/resources/>

The [Family Justice Young People's Board \(FJYPB\)](#) has published a new [COVID-19 information booklet](#) for children and young people which is full of great advice. The booklet includes 'top tips' for keeping in touch with family and friends, how to make the best of being at home, and what to do if feeling unsafe or unwell.

Headspace App: www.headspace.com. Meditation has been shown to help people stress less, focus more and even sleep better. Headspace is meditation made simple. We'll teach you the life-changing skills of meditation and mindfulness in just a few minutes a day.

Top tips to improve your mental wellbeing:

1. Reframe unhelpful thoughts
2. Be in the present
3. Get good sleep
4. Connect with others
5. Live a healthy life
6. Do something for yourself

For more information follow the link below:

<https://www.nhs.uk/oneyou/every-mind-matters/top-tips-to-improve-your-mental-wellbeing/>

Hearing Care: All the local Ear Syringing departments are closed, if you need urgent help call Boots Hearing care line: 0345 202 7039 for help and information.

Hay fever: Most of the common symptoms can be treated using a variety of methods such as antihistamine tablets, steroid nose sprays and eye drops. The symptoms can have a serious impact on the well-being of some people. There is currently no cure for the disorder, however, most people are able to relieve symptoms with treatment to a bearable level on most (if not all) days. You can purchase all treatments from your local pharmacy and antihistamine tablets and some hay fever sprays are available at supermarkets. Please try these over the counter treatment before contacting the surgery.

New staff: Jane Heppolette, a trained Paramedic with the London Ambulance Service for the past 26 years has joined the Practice. Jane will be doing most of our home visits and will eventually be doing minor illness clinics. We also would like you to introduce our new receptionist Charlotte which some of you may have already met over the telephone.

We also say farewell to Dr Emily Brookes. Nurse Beth and Receptionist Lynda have now retired and we wish them all the best.

Coronavirus Disease (COVID-19) Advise for the Public:

Basic Protective Measures against the new Coronavirus:

Wash your hands frequently

Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.

Why? Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.

Maintain social distancing

Maintain at least 2 metres (6 feet) distance between yourself and anyone who is coughing or sneezing.

Why? When someone coughs or sneezes they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease.

Avoid touching eyes, nose and mouth

Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.

Practice respiratory hygiene

Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.

Why? Droplets spread virus. By following good respiratory hygiene you protect the people around you from viruses such as cold, flu and COVID-19.

If you have fever, cough and difficulty breathing, seek medical care early

Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call

in advance. Follow the directions of your local health authority.

Why? National and local authorities will have the most up to date information on the situation in your area. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent the spread of viruses and other infections.

This guidance is based on the recommendations of the UK Chief Medical Officers. These areas have been identified because of the volume of air travel from affected areas, understanding of other travel routes and number of reported cases. This list will be kept under review.

For areas with direct flights to the UK we are carrying out enhanced monitoring. Passengers will be told how to report any symptoms they develop during the flight, at the time of arrival, or after leaving the airport.

Read more about what you should do if you're asked to [self-isolate](#).

If you need a doctor in a medical emergency when the surgery is closed, please call 01494 434344 for details of how to contact Buckinghamshire Urgent Care, the out of hours emergency service.

If you need medical information or advice, please call 111