

# Amersham Health Centre

## NEWSLETTER SUMMER 2021

Welcome to our Summer Newsletter. We are delighted to begin with such positive news regarding the completion of our COVID-19 vaccination programme. We have been successfully providing the vaccines via Chesham Town Hall and have to date provided approximately 40,000 to date vaccines, working through groups 1 to 10.

The 4<sup>th</sup> of June was our last vaccine clinic. Any vaccines after this date need to be booked via the NHS website or by calling 119.

### Face to Face Appointments

The surgery is experiencing exceptional demand at present with call volumes increasing by over 35 percent. On an average day, our reception team receives around 500 calls, and around 12,000 calls per month, which as you can imagine puts a great deal of pressure on the team. We work hard to support our patients and appreciate your consideration and understanding at this busy time.

The surgery is seeing patients face to face and has been doing all the way through the pandemic. Booked appointments will be triaged by the GP, and if deemed necessary and appropriate, you will be invited in, usually on the same day, for a face to face appointment. This process is designed to minimise unnecessary contact, keeping patients and staff safe.

**NHS APP and COVID-19 vaccination records:** you can now view and share your COVID-19 status for travel by downloading the NHS App (via the App Store). Follow the instructions to register and then use the App to access a range of NHS services and your GP account on your smartphone or tablet.

You can use the NHS App to check your symptoms and get instant advice, book

appointments, order repeat prescriptions, view your GP medical record and more.

Visit [www.nhs.uk/nhsapp](https://www.nhs.uk/nhsapp) for more information.

The NHS App shows COVID-19 vaccination status for people living in England. If people do not have the app and need proof of vaccination they can call 119 and request a copy of a letter.

### Health Centre Booking System

During January we implemented a brand new phone system which allows us to link our phone calls directly to our patient records along with lots of other benefits. This system will allow us to be even more efficient. Please ensure we have your up to date contact numbers.

**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 which will be triaged and if necessary, a face to face appointment will be organised. There are video calls available which the GP or Express Nurse which again will be arranged 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:

The NHS App or Patient Access can be used to book appointments online and to order repeat

prescriptions. Same day appointments open at the same time the phone lines open. Patient Access Forms can be found on our website.

#### **Email Policy:**

Emails to the surgery may not be seen on the same day by your doctor. Please do not use this mail box for the following:

**Medical Problems:** Please do not use the email box for any type of medical consultation.

**Results:** If your query is relating to a recent test please call the surgery **on 01494 434 344** and select option 2. If your test was requested by a hospital doctor please contact them.

**Appointments:** We do not accept requests for appointments via email – please call reception

**Prescriptions:** Please do not send any prescription request via this email box. If you are requesting a prescription please do so via our website

**amershamhealthcentre.co.uk** and follow the instructions on the prescription tab. **Visits:** All visits should be requested by calling **01494 434 344** and select option 3. **Covid Vaccine:** Please visit our website **amershamhealthcentre.co.uk** for up to date information.

**Deaf and hard of hearing patients** who have difficulty using the phone and rely on email for contact should be registered with the surgery via [admin.ahc@nhs.net](mailto:admin.ahc@nhs.net). Your medical records will be updated. They may thereafter access the surgery by this email address for routine issues.

**Pharmacy News:** You may already be aware that Collins & Jervie have relocated from our surgery to 32 Sycamore Road, Amersham. Contact number: 01494 726202.

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. The GP or Nurse will triage your booking and may invite you in for a face to face appointment.

You will be given a morning or afternoon slot for a call back. 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 GP at the time of the telephone consultation.

If you are asked 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 GPs waiting area which is set up to social distance requirements or the Nurses waiting area which is limited by number and spacing.

3. The GP 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, health checks, 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.

**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.

**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 Alyesbury

**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.

**Staff Updates:**

Dr Khin Thida, Registrar has recently joined our Health Centre working 3 days a week. We would also like to welcome a new addition to our nursing team, Jean. The Reception team has been joined by Pauline, Karen and Yashsvini whilst Steph moved to our prescribing team. All of whom look forward to assisting you in the future.

<p><b>If you need a GP 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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