

The Friends of Amersham Health Centre



ANNUAL REVIEW 2021 – 2022



From the FAHC Chair, Patrick Clarke

This has been a challenging year for Amersham Health Centre (AHC) contributed to by the following factors:

- The increase in hospital waiting lists resulting from Covid has put considerable strain on the Health Centre as patients turn to their GPs until their hospital appointment becomes available
- The discovery of an outbreak of Legionella bacteria in the Health Centre water system resulting in an instruction to vacate the Centre and set up a surgery in the Centre's car park at short notice (three weeks) in the middle of winter
- Staff illness in March this year causing the surgery to issue a red alert asking patients to contact the surgery only in cases of emergency.

Given all that has gone on and the need to observe strict Covid rules the Friends have had a rather restricted but busy agenda:

- In July last year we surveyed patient opinions. As you will see in the report patients fully appreciated the constraints and difficulties caused by the pandemic

- During the vaccinating period we recruited around 100 volunteers who provided logistical support to the Chesham vaccination centre, the Flu clinic and the recent emergency arrangements. Many thanks to Nicky O'Driscoll who has organised the support throughout
- The other important activity of the Friends has been to assist AHC in its communication with patients during a challenging period.

Last year there were a number of activities we put in abeyance, but hope to address them in the near future:

- Help in accessing some online patient services.
- Defining the equipment needs that would benefit the Health Centre but are not available within the NHS
- Fund raising to support our activities
- Health related presentations
- Meeting with Centre staff to improve understanding and communications.

After 5 years I will be standing down as Chairman at this year's AGM and am delighted to say that Daphne Lally, will be taking over.

Patrick Clarke
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Message from Daphne Lally who will be taking over the Chair

Current members of the Friends of Amersham Health Centre Committee

CHAIR
Patrick Clarke
SECRETARY
Paul Morris
TREASURER
Peter Harper

OTHER MEMBERS
Daphne Lally
Lesley Mathieson
Vivienne Pozo
Ann Whiteley
Nicky O'Driscoll
Judith Jones

Hello, let me introduce myself:

I am Daphne and I will be taking over the Chair of FAHC.

In 1973 I came to Amersham to take up my first teaching job. I have taught at two schools in Amersham and then accepted headships in both High Wycombe and Hemel Hempstead. I am now retired.

When I first arrived in Amersham I was a patient at the Oakfield Corner surgery, after which I became a patient at Amersham Health Centre.

I have been a committee member of the PPG for Amersham Health Centre for over 10 years during which time I have worked on the sub-committee developing communications for the FAHC.

I look forward to taking a leading role in the FAHC as we work with the Amersham Health Centre for the benefit of all the patients.

Why become a member of the Friends of Amersham Health Centre (FAHC)?

- Your views will be heard
- You will receive regular updates on the surgery and health issues
- You will be invited to talks on health topics
- You will have input into the arrangements of talks and content of newsletters
- You can aid communications between patients and the surgery
- AND membership is free.

What we have achieved in the past year 2021 – 2022

- We recruited new members and now have over 1250 members of the FAHC
- Planned, sent out and collated the results of a survey to see how patients view their experiences of being a patient at Amersham Health Centre
- Supported the surgery for vaccination sessions
- Organised volunteers to help when the surgery had to move into the carpark
- Provided quarterly newsletters to give updates on our news, the surgery and other current health items
- The Committee has continued to hold virtual monthly meetings
- We held a virtual Open Meeting with Dr. Gabe who gave a lively run down of the challenges faced by the surgery in 2021. A summary of this is on the following page.



Open Meeting with Dr. Gabe

Dr Gabe welcomed everybody to the meeting and started her talk by giving an important update on developments at the Health Centre due to the discovery of the Legionella bacteria in the water system. The remainder of Dr Gabe's talk focused on a review of 2021; PCN (Primary Care Network) developments and a Q&A session.

Dealing with Covid has been the major challenge for Dr Gabe and all the staff at the surgery. It has caused the surgery to adopt different ways of working and at the same time continue to provide a full range of services to patients whilst keeping doctors and nurses safe.

One major change is telephone consultations with patients – nearly 16,500 in 2021.

To show the levels of activity at the surgery, Dr Gabe presented a slide “What we

have been doing”. A copy of this can be found on the AHC website/newsletters/Winter Bulletin.

Dr Gabe highlighted the fact that the working day is extremely pressurised because of the effects of Covid and patients seeing their G.P because of the long hospital delays.

Dr Gabe presented a slide showing the structure of the Mid Chiltern PCN. (see below).

The PCN team comprises three pillars:

- A Pharmacy Team. The team will carry out medication reviews of patients including in care homes
- Mental Health & Well Being Team including Social Prescribers
- Care Co-ordinators. The aim of this team is to support patients with serious illness or disease who are living at home.

Clinical Director and PCN Manager Rimple Patel and Bobby Pozzoni -Child							
Senior Clinical Pharmacist Rimple Patel			Mental Health and Wellbeing Manager Julie Dennis			PCN Business Manager Bobby Pozzoni-Child	
Care Coordinator	Clinical Pharmacist	Pharmacy Tech	Mental Health Practitioner	Health and Wellbeing Coach	Social Prescriber	Care Coordinator	Clinical
Kim Beattie	Arjun Patel	Sumaira Sajid	Lynette King	Emma Harragin	Cath Cairns	Maria Bashir (cancer)	Paramedic Daniel Crane
	Bhavna Jothiraj	Vacant		Lorraine Brickell	Sarah Hill	Joanna Clare (IIF and QOF registers)	Paramedic Vacant
	Zeeshan Nathvani				Tamara Beake		
Pillar 1 Pharmacy Team			Pillar 2 Mental Health and Wellbeing			Pillar 3 Health Care for People unable to access GPs	

The Amersham Health Centre is part of the Mid Chiltern PCN (Primary Care Network). In May last year a PCN Business Manager, Bobby Pozzoni-Child, was appointed.

The PCN has introduced a range of new services and procedures during this busy period involving extensive recruitment and training.

Survey Summary (FAHC Survey July 2021)

Participants: 262 (This represents 24% of FAHC members; 2% AHC registered patients).

Participating age groups

20 - 39	6%
40 - 49	12.5%
50 - 69	33.2%
70 - 89	47.3%

Recommendation: FAHC to encourage younger members to become involved, possibly by providing talks more relevant to that demographic.

At the time of the survey:-

- 97% said they had had 2 vaccinations for Covid (An older demographic who would have been vaccinated first) 96.5% rated the experience good
- 74% of the members who responded needed to make an appointment to see a doctor or nurse with 75% rating the experience as good/excellent
- 16% of the responders said they were hard of hearing but only 14% of these used email to contact the surgery, whilst 66% of them reported that this was a satisfactory way to communicate with the surgery.

Recommendation: Although the numbers are small, it is recommend that the surgery and the FAHC continue to support the hard of hearing and publicise the email route for communications.

- 59% of the responders wanted to talk to a GP whilst 67% found that the response from the doctors was good/excellent.

Recommendation: To find out why the remaining 33% (of the 59%) found the experience poor.

- 47% of the responders asked for a face-to-face appointment with the GP: Of those,
 - 49% were given the choice requested
 - 66% were given a satisfactory alternative
- 75% of the responders felt that communications from the surgery were good/excellent.

Recommendation: Encourage the surgery to maintain up to date contact details. The FAHC to emphasise regularly that patients should ensure that they supply accurate contact details to the surgery.

- 80% of the responders felt that the communications from the FAHC were good/excellent. However, only a very small percentage, 11%, attended any of the events (AGM, talk on Parkinsons, Living with Dementia). 92% of those who did attend felt that the events were good/excellent. Half of the responders would like further talks to be arranged with topics such as; Arthritis, healthy gut microbiome, mental health and male health being suggested.

Recommendation: The FAHC should publicise talks more effectively and try to involve the surgery in advertising.

