

The Friends of Amersham Health Centre

ANNUAL REVIEW 2020



From Patrick Clarke, Chair

“The Doctor will zoom you now”

We all expect that the patient experience is going to change dramatically and that the change will be accelerated by Covid 19.

Although we cannot predict the future, we can be aware of likely trends, for example, use of smart technology for diagnosis, remote monitoring, practice management, and communications. As a patients' group we also need to be aware of issues particular to our own General Practice. These might include how the increased use of telephone, video or text-based consultations with fewer visits to the surgery are managed. As part of this you may be aware that the surgery has installed a new phone system to provide a more reliable, friendly and efficient means of communication with patients.

Not everybody will want, or be able, to adopt the new ways of working. We are aware of our responsibility to help where we can with education, by regular communication and face to face training. We will represent the needs of those who are in danger of being left behind.

The changes will be reflected in new healthcare organisational structures. There will be greater integration of service across providers and between the layers such as Health Centres, Hospitals and Care Homes. Our Patient Group (the Friends) will need to evolve to reflect this. Your current Committee is well aware that we would benefit from a greater involvement of the younger section of the population “New Blood” to widen our range, so if you are excited by the change and would like to play a part from a patient's point of view, please send me an email. fabcmembership@gmail.com

Current members of the Friends of Amersham Health Centre Committee

Email: fabcmembership@gmail.com

CHAIR
Patrick Clarke

SECRETARY
Paul Morris

TREASURER
Peter Harper

PRACTICE MANAGER
Meeta Jobanputra

OTHER MEMBERS

Daphne Lally
Lesley Mathieson
Vivienne Pozo
Ann Whiteley

What we have achieved in the past year 2019 – 2020

- Regular newsletters throughout the year with surgery updates and health articles on asthma attacks, summer stings, choking, oral hygiene and footcare.
- We arranged a health talk on diabetes given by Dr. Layng.
- We held two open meetings in 2019 during which Dr. Gabe shared surgery and NHS/Government information.
- The first open meeting this year had to be cancelled due to Covid 19.
- We assisted at the flu clinics.
- We have prepared and collated a survey for patients. The meeting at which we were going to share the results had to be cancelled due to Covid 19. However, the results have been posted on the surgery website.
- We now have charitable status.

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



Did you know ..?

Our receptionists have been trained to be Care Navigators. They will ask questions in order to guide patients through the system to ensure that they see the appropriate healthcare professional as soon as possible.

Our Mid-Chiltern PCN has joined forces with Chalfont and Chesham PCN to provide routine appointments from 8am – 8pm Monday to Sunday.

You'll be invited for a free NHS Health Check every 5 years if you're between 40 and 74 years of age and do not already have a pre-existing condition. You should receive an invitation automatically.

Experienced nurses will give you regular health checks and advice about keeping yourself healthy.

The nearest Accident & Emergency department is at Stoke Mandeville Hospital telephone 01296 315664.

There is an **Emergency Medical Centre at Wycombe Hospital telephone 01494 526161.**

There is no casualty department at the health centre or at Amersham Hospital.

A doctor from Buckinghamshire Urgent Care is always on call outside normal working hours, at weekends and on public holidays. You can contact Bucks Urgent Care on **0300 033 984.** Please only use the out-of-hours service if your problem really cannot wait until the next working day.
During the Pandemic you will need a referral from NHS111 or your GP.

Wycombe Hospital has a minor injuries department and will see patients with:

- cuts and bruises
- sprains and strains
- bites and stings
- scalds and minor burns
(but not involving the head or neck – they should attend Stoke Mandeville A&E)
- infected grazes and blisters
- suspected fractures
(except under 2 year olds – they should attend Stoke Mandeville A&E)
- minor head injuries with no loss of consciousness
(if any loss of consciousness go to Stoke Mandeville A&E)
- objects lodged in ear/eye/mouth/nose

CarersBucks

We are here to support you during this difficult time.

0300 777 2722 mail@carersbucks.org

Monday to Thursday 9am - 5pm Friday 9am - 4.30pm

"Are you or someone you know a carer? Carers Bucks is here for you, providing information, advice, guidance and emotional support. You can contact our support team by telephone on: **0300 777 2722** or email on mail@carersbucks.org. Carers Bucks works closely with GP practices, looking to ensure that carers are well supported by their surgery."



Primary Care Networks

Last year all GP practices across the country came together as geographically based Primary Care Networks covering a population of 30 – 50,000 patients. This means the PCNs can take advantage of additional funding available through a new section of the GP contract. They will work together to improve and widen services and integrate with the wider health and care system more easily and effectively.

The ambition is that primary care networks will be the mechanism by which primary care representation is made stronger in integrated care systems, with the accountable clinical directors from each network being the link between general practice and the wider system.

Primary care networks (PCNs) will eventually be required to deliver a set of seven national service specifications.

Five services started in April 2020

- **structured medication reviews:**
A Clinical Pharmacist will carry out structured medication reviews for patients with ongoing health problems to improve patient safety through a person-centred approach.
- **enhanced health in care homes**
- **anticipatory care (with community services):**
This is a service where a Social Prescriber supports people to access a range of non-medical services and activities in their local area.
Referrals are made to a Social Prescriber by GPs or other health professionals in your GP surgery.
- **personalised care and supporting early cancer diagnosis.**

The remaining two will start by 2021

- **cardiovascular disease case-finding**
- **locally agreed action to tackle inequalities.**

Amersham Health Centre is now part of the Mid-Chiltern Primary Care Network.

Which consists of the following surgeries, and is known as ...

The Mid-Chiltern Primary Care Network

- Amersham Health Centre HP6 5AY
- Rectory Meadow in Old Amersham HP7 0HG
- The Rose Medical Centre (previously Prospect House) in Great Missenden HP16 0BG
- John Hampden Surgery in Prestwood HP16 9EU
- Hughenden Valley and Chequers Drive Surgeries HP14 4LG

The two Clinical Directors of the Group are:

- Dr. Clare Gabe – Amersham Health Centre
- Dr Shaheen Jinah – Hughenden Valley



What does it mean for you?

Now that the five surgeries are working together it means that you are able to see a healthcare professional, not always at your own practice but at a time which suits you, which is good for many of those who work office hours and are able to travel. Healthcare professionals where you are seen will have access to your records, providing you have given permission for your data to be shared.

The PCN development is a work in progress. NHSE has just issued guidelines for 2020/2021 which now need to be looked at and implemented.

For further information on PCNs see:

<https://www.england.nhs.uk/primary-care/primary-care-networks/>



What we have been doing...

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 1st – September 30th 2020 for 13433 patients registered with Dr Gabe and Partners.



805
face-to-face
appointments
with a GP



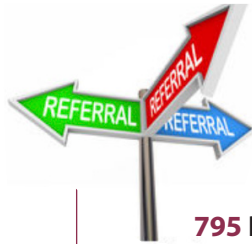
7,756
telephone
appointments
with a GP



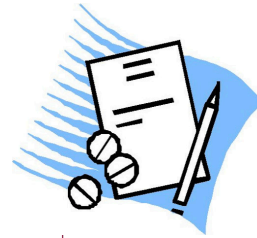
2,094 telephone
appointments with a
Minor Illness Nurse



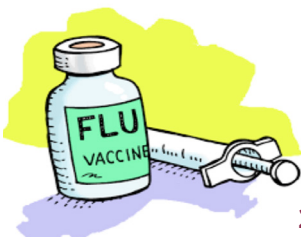
358
Face-to-face
appointments with
our nursing team



795 Referrals
processed



6,678
Prescription
items issued

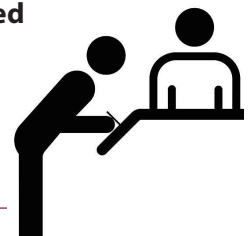


2,313
Flu Vaccinations
given so far



195 sick
notes issued

531 new patients
registered



... during this time we also had
a new roof installed.



249
Visits to
patients'
homes

