



Friends of Amersham Health Centre Patient Participation Group Newsletter

October 2022

Report from the Chair

At the last AGM of the surgery's Patient Participation Group (PPG), Pat Clarke concluded his successful tenure as Chair of the committee, and I was pleased to be elected in his place.

The group has been functioning in its present form as the Friends of Amersham Health Centre (FAHC) for 5 years now. The FAHC has developed a successful and positive working relationship with the Health Centre so that, through our surveys and open meetings, we have raised a number of patient concerns, which have subsequently been addressed by the surgery.

The PPG membership has increased considerably over the last few years and now stands at 1245. However, as the Amersham Health Practice currently serves 13,974, we are aiming to continue to increase that number. We would like to increase PPG membership so that we can be more inclusive of patients' comments and views, particularly of those of you who are younger. If you know of a neighbour or friend who is a patient at the Amersham Health Centre who might be interested in becoming a general member, please encourage them to ask reception for a contact form to complete or download it from the FAHC tab on the surgery website. In the past we have used the skills and knowledge of general members on an ad hoc basis to complete specific tasks, such as preparing a survey and designing our Annual Review. A greater "pool" of talents and skills can only benefit our surgery.

We have a committee of 9 and hold full committee meetings once a month. These were previously held at the Health Centre, but since Covid, the meetings have been virtual. Whenever possible, a member of the Health Centre team attends these meetings to share updates and discuss patient concerns, as well as thoughts and plans for future activities. The communications sub-committee also holds monthly meetings to prepare the quarterly newsletter, as well as preparing other documents as needed. I, as Chair, also attend meetings with our Mid Chilterns Primary Care Network (PCN), which includes 4 other local practices, on a monthly basis.

I shall continue to write a short update on our activities in each of our newsletters.

Wishing you all well,

Daphne Lally



Surgery Closures for Protected Learning Time

Several patients have complained to us about Protected Learning Time as the Surgery closes once a month to carry this out. We asked Meeta Jobanputra, our Practice Manager, to explain what Protected Learning Time is:

Protected Learning Time (PLT) is an opportunity for GP surgeries to deliver staff training on the premises or elsewhere, for example, group sessions for GPs and nurses. Administrative staff also receive training. PLT for GP surgeries is national and the dates vary depending on the area or county.

PLT is commissioned by the NHS and then filters down to the Clinical Commissioning Group (CCG) which formalises the dates and organises clinical or non-clinical training. This can include on-line training for everyone. 111 are commissioned by the CCG to support the surgeries by providing clinical triage and a GP if required, while the surgery is closed during these sessions.

At the last PLT, the surgery discussed the complaints they had received during 2021/22 and what the outcome and learning points were.

Examples of training include safeguarding, dealing with difficult patients or those with personality disorders, reception training, wound dressing, Covid update training and immunisations. Doctors also have sessions which give them the opportunity to discuss specific medical conditions with relevant consultants, and nurses attend courses the CCG organises. Updates on Information Technology are also given.

National Survey of GP Practices

The GP Patient Survey is an independent survey run by Ipsos on behalf of NHS England which has been undertaken annually since 2010. The survey is sent out to over two million people across the UK.

Below is a summary of the 2022 survey findings related to **Amersham Health Centre**. Further details and the results of other GP surgeries can be found at the following website.

<https://www.gp-patient.co.uk/>

Amersham Health Centre

47% find it easy to get through to this GP practice by phone

National result: 53%

93% find the receptionists at this GP practice helpful

National result: 82%

54% are satisfied with the general practice appointment times available

National result: 55%

39% usually get to see or speak to their preferred GP when they would like to

National result: 38%

Making an appointment

49% were offered a choice of appointment when they last tried to make a general practice appointment

National result: 59%

69% were satisfied with the appointment they were offered
National result: 72%

95% took the appointment they were offered
National result: 96%

52% describe their experience of making an appointment as good
National result: 56%

Your last appointment

96% were given a time for their last general practice appointment
National result: 90%

92% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment
National result: 83%

91% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment
National result: 85%

90% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment
National result: 83%

85% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment
National result: 81%

95% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment
National result: 90%

97% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment
National result: 93%

96% felt their needs were met during their last general practice appointment
National result: 91%

Your health

81% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)
National result: 65%

Overall experience

80% describe their overall experience of this GP practice as good
National result: 72%

You might like to know: In July, the Health Centre received 9,235 telephone calls and the average time it took for calls to be answered was 6min 19sec.

 Please make sure that the Surgery has your current contact details.

Social Prescribers Talking Café



COME TO OUR NEW TALKING CAFE



SOCIAL PRESCRIBING IS A FREE AND CONFIDENTIAL SERVICE THAT CAN SUPPORT YOU TO FIND BETTER WAYS TO MANAGE YOUR HEALTH AND WELLBEING



**THE LIFESTYLE CENTRE
AMERSHAM HP6 5AH
EVERY THURSDAY 10AM - 12PM**

Mid Chiltern Social Prescribers will be at the Chiltern Lifestyle Centre in Amersham every Thursday morning from 10am – 12pm. Julie Dennis, the Health & Wellbeing Manager/Social Prescribing Team of the Mid Chilterns Primary Care Network, hopes that patients will go along and have a chat with members of the team and find out a little more about social prescribing. She also hopes this will become an opportunity for patients to meet each other to have a chat and a coffee. She has provided these links containing further general information about the Chiltern Lifestyle Centre and for self-referral to social prescribing

[Chilterns Lifestyle Centre | Gym & Swimming Pool | Everyone Active](#)

[Social Prescribing Self-Referral - Mid Chiltern PCN](#)