

# **Friends of Amersham Health Centre (FAHC)**

## **A Patient Participation Group**

### **Open Meeting, January 21<sup>st</sup> 2022**

7.00pm via Zoom

#### **Attending**

Dr Gabe, Senior Partner  
Patrick Clarke, chair of FAHC

46 Zoom participants.

#### **Introduction**

Patrick welcomed everybody to this first Open Meeting using Zoom. He asked that members use the Zoom Chat function to ask Dr Gabe questions during the meeting or to post questions to the membership mailbox ([fahcmembership@gmail.com](mailto:fahcmembership@gmail.com)) after the meeting.

#### **Update from Dr Gabe**

Dr Gabe welcomed everybody to the meeting and started her talk by giving an important update on developments at the Health Centre. Some maintenance work is planned to begin in February during which time the site will be vacated for a period of around 8-12 weeks. In this period, patient appointments will be held in temporary buildings sited within the car park area. Dr Gabe expects these arrangements to come into effect no later than 14<sup>th</sup> February and the building will be in normal use until then. However, there will be an impact on car parking arrangements. From February 6<sup>th</sup>, anyone attending an appointment by car should use the council offices' car park or the multi-storey car park.

The reason for these works is that after routine and precautionary testing of the building and inspection of the integrity of its water system, legionella bacteria has been identified. Dr Gabe assured everybody that any risks to users of the building whether patients, other visitor or staff is minimal. Measures have been put in place to further reduce and control any risks while the building remains in use over the next few weeks. This includes the installation of special filters on all water outlet, daily enhanced flushes of the water system and the provision of bottled water for staff and patients.

The longer term solution to the problem is to renew the building's pipework which is why it must be vacated. Dr Gabe expects works to complete between 11<sup>th</sup> April and 9<sup>th</sup> May.



While the works continue, the phone number will not change and the existing telephony system will continue. Dr Gabe also informed the meeting that a Reception Desk will be established in the car park area.

Dr Gabe concluded this section of her talk by informing the committee that a text will be sent to patients with a link to the web site where a full notice will be posted.

The remainder of Dr Gabe's talk focused on a review of 2021, PCN (Primary Care Network) developments and a Q&A session.

## **Review of 2021**

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” which is included at the end of this report. Over 4,500 face to face appointments were made with a GP and nearly 5,000 face to face appointments with nurses.

Dr Gabe also displayed an additional slide showing a detailed breakdown of face to face and telephone consultations by month. This showed a big increase in both at the latter end of the year – this slide is also included at the end of this report.

Dr Gabe highlighted the fact that the working day is becoming more complicated as well as being very long. Doctors start at 8.00am and every day is a 12 hour day with little time for catching up with admin. The workload is also increasing because of an increasing number of referrals from secondary care.

## **Primary Care Network**

Dr Gabe presented a slide showing the structure of the Mid Chiltern PCN (included at the end of this report). It consists of the following surgeries: Amersham Health Centre, Rectory Meadow, Hughenden Valley, Prospect House, and John Hampden. These surgeries share the resources which report via the PCN Business Manager to Dr Gabe who is the Clinical Director.

The PCN team comprises three "pillars":

- A Pharmacy Team, lead by Rimple Patel. 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.



The PCN has been a great success which has grown significantly in a very difficult year.

## **Q&A Session**

Prior to the meeting, a number of questions were received from patients. Due to limited time available in the meeting, Dr Gabe was only able to answer a number of these questions:

Q What kind of year has it been for Amersham Health Centre?

A As previously noted, very challenging. Since March 2020, 20 staff have moved in/out. 10 receptionists have left, 4 doctors, 2 nurses and 4 admin staff have moved on. Dr Gabe also highlighted that receptionists have been working in very difficult conditions, facing a great deal of change in their working day.

Q Is Amersham Health Centre “Open for Business” ?

A Yes. Dr Gabe emphasised that the surgery is “open for business”, though in a very different way. The statistics displayed on the “What we have been doing” slide show how the full range of services are being provided to patients. However Dr Gabe acknowledged that it is hard for patients to get an appointment and she noted that two additional doctors have been recruited recently.

Q Is there any change in the mix of problems being seen by doctors?

A Yes and this is partly driven by patients who defer seeing a doctor.

Q Has there been an increase in mental health issues?

A Yes, a huge increase and Dr Gabe noted how social isolation during the pandemic has been very damaging.

After this question, Patrick thanked Dr Gabe for making the time to talk and he closed the meeting.

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# What we have been doing

## Dr Gabe and Partners Amersham Health Centre

Throughout COVID-19 the surgery has remained open and provided additional capacity to our patients through new digital consulting solutions.

We are now starting to reflect on the last 11 months and wanted to share some of the data to our patients.

Data gathered between January 1<sup>st</sup> – December 31<sup>st</sup> 2021 for [13809](#) patients registered with Dr Gabe and Partners.

4585 Face-to-face appointments with a GP  
4960 Face-to-face appointments with our nursing team  
2071 Referrals processed  
222 Visits to patients' homes  
16455 Telephone appointments with a GP  
322 Sick notes issued  
1433 New patients registered  
2650 Telephone appointments with a Minor Illness Nurse  
11434 Prescription items issued  
4811 Flu Vaccinations given so far  
14721 All Covid Vaccinations given

## Clinical Director and PCN Business Manager Dr Clare Gabe & Bobby Pozzoni-Child

