



Friends of Amersham Health Centre Patient Participation Group

Newsletter

July 2023

From the Chair

Once again, our lives have been busy.

I am delighted to say that our first face-to-face talk since the Covid pandemic was well attended. Dr. Rajnish Attavar, Consultant Psychiatrist, was able to answer many queries and share helpful information about coping with the effects on mental health of the Covid lockdown. There was also time for discussions about ADHD and ways to support local Ukrainian refugees. It was good to see interest from patients at other surgeries within our Primary Care Network.

We have two more talks - specific to our surgery - arranged for later this year, of which there are details in this newsletter.

Some of you will already have logged on to the surgery FaceBook page (see below). The information viewed is only from the surgery in order to share information; there is no facility for patients to share their views or thoughts on this page.

News from our Mid-Chiltern Primary Care Network (PCN) group of surgeries is that the eye clinic at Prospect House is closing, so patients will be directed elsewhere for treatment.

Two new clinical pharmacists have been appointed, and they will be part of a multi-disciplinary team who monitor and review patients' prescriptions within our PCN to ensure safer management of medicines.

Finally, our PPG committee Secretary, Paul Morris, is stepping down. He has been crucial to the smooth-running of our activities, managing our MailChimp system and taking careful minutes of our meetings. We shall miss him and wish him well in his future activities.

With best wishes

Daphne Lally

Chair1ppg@outlook.com

New Amersham Health Centre Website

The Practice tells us that there will very soon be a new website which will be easier to navigate.

AHC Facebook Page

The Practice has a Facebook page now where you can see current information about the surgery. For example, May entries include the following facts for the previous month:

- 1,768 face-to-face appointments
- 3,372 prescriptions
- 233 DNAs (Did Not Attend) cost the NHS approximately £8520
- 240 referrals processed
- 71 new patients registered
- 48 sick notes issued

“Mental Health for you and your family, after Covid”

Thirty people attended this informative talk by psychiatrist Dr Rajnish Attavar, in conjunction with Dr Alan Dellow, former Amersham Health Centre GP. Members of the audience had been invited to submit questions beforehand as a basis for the talk and Dr Attavar answered further questions afterwards. Feedback from the audience, subsequently, was very positive.

The PPG committee would like to thank Dr Attavar and Dr Dellow for so generously giving their time to plan and deliver this interesting meeting.

Making appointments

In line with NHS guidelines from April 2023, GP surgeries must triage all appointments to enable patients to be signposted to the appropriate appointment or services within the surgery. This is to support the demand on appointments with a GP.

The Practice has been exploring ways to make it easier and fairer for patients to make appointments.

The practice has embedded Ask First, online triage. The app will clinical triage your condition and will notify the surgery of your request. This also avoids the frustration of waiting in the phone queue in the morning. The practice will then contact you on the same day to make the appointment with the appropriate clinician.

Ask First can also be used for the following:

- Request an extension of your sick note.
- Completion of a travel form.
- Submit travel information.
- Update contact details
- Request access to your medical records – Subject Access Request
- Book an NHS Health Check (if you are eligible or been invited by the surgery)
- Self-refer to Bucks Healthy Minds.
- Request a chargeable medical examination ie for DVLA.
- Self-refer to the social prescribers.

The Practice is encouraging those patients who are able to use the technology to embrace this system, as it helps those patients unable to use the app to be assisted on the phone lines without the large queue.

The number of AHC patients currently making their appointments via AskFirst is 6,500, approximately 33% of patients. As appointments for patients of 12yrs or younger cannot be made via AskFirst, a telephone call to the surgery is still necessary.

Please note you can no longer book appointments via the NHS App.

Friends and Family Test

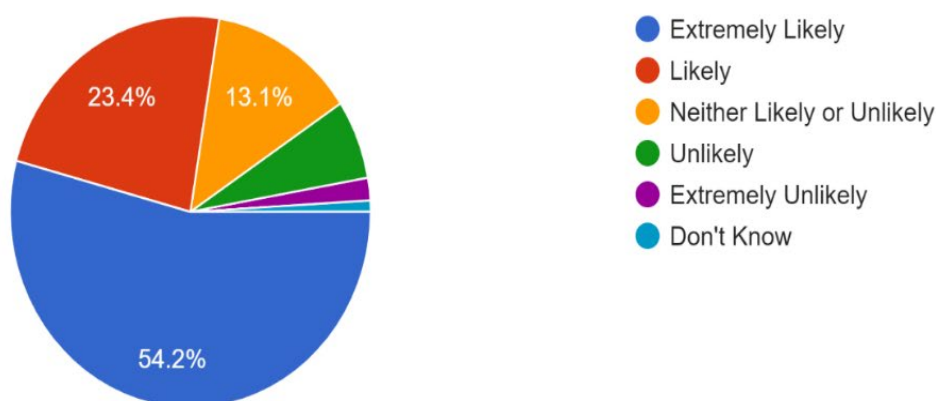
NHS England describes the Friends and Family Test (FFT) as an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience.

AHC patients are asked to complete the simple questionnaire following appointments at the Practice.

The responses in May 2023 to the question *Thinking about your GP practice, overall, how was your experience of our service?* were categorised as follows:

Feedback Type

107 responses



Forthcoming Talks

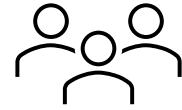
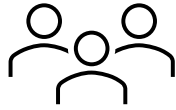
- **“Using the AskFirst app to make appointments”**
Meeta Jobanputra, Practice Manager and Charlotte Prince, Senior Patient Co-ordinator, will be giving a presentation on Thursday 13 July 7.00pm, Barn Hall, Amersham-on-the-Hill on the most time-saving and effective ways in which to book appointments at the Health Centre.
- **“An update on the Surgery”**
Dr Clare Gabe, Senior Partner at Amersham Health Centre, will talk about the latest developments at the surgery on Thursday 7 September at 7.00pm, Barn Hall, Amersham-on-the-Hill.

The **Friends of Amersham Health Centre AGM** will be held prior to Dr Gabe’s talk.

To register for the talks please go to: fahcmembership@gmail.com

A departure

Dr Hettiarachchi, usually referred to as Dr Hetti, is leaving the Practice after 8 years at the Health Centre. Patients will be sad that this well-liked and respected doctor is leaving and we send him our very best wishes for the future.



Seeking new active committee members

Would you like to liaise with Amersham Health Centre?
Could you contribute constructive suggestions to help staff appreciate the patient's perspective?
Do you have ideas for making the patient's needs known and understood?
Are you interested?

If you are keen to be involved in establishing excellent relations with the Practice and ensuring that patients views are heard, do please contact us at Chair1ppg@outlook.com

In addition, if you know anyone who might be interested, please forward this Newsletter to them.