



## Friends of Amersham Health Centre Patient Participation Group

### Newsletter

January 2024

#### From the Chair

Well, Christmas is all over and I hope you all had a very happy and peaceful time.

Once again, your Patient Participation Group committee has been active and busy. Our wonderful group of volunteers has supported the surgery so that the flu vaccinations were run smoothly and quickly.

Currently, we are planning the work for next year, which will include a survey of patients' thoughts and opinions, as well as activities to both support the surgery and inform patients. If you have any suggestions, they will be very helpful and welcome.

We have arranged a talk, *Managing the Menopause*, for April next year (*see below*).

I have attended meetings of Chairs of the Mid-Chiltern Patient Care Network (PCN). At these meetings, the PPG chairs of the 5 surgeries share good practice and information of activities and changes within each surgery, as well as any relevant NHS updates. Usually, a member of the PCN Board will attend these meetings to listen to our take on their initiatives, as well as to share information on its own activities.

The PCN board works with the PCNs in providing monies for each group to recruit staff who will work across all the surgeries within each PCN. Currently our PCN has a pharmacy team which has a number of clinical roles including overseeing medical reviews, hypertension reviews, complex diabetic checks and medication queries, among other matters. There is a Health and Welfare team which includes Social Prescribers and Health and Wellbeing Coaches. Also included in the extra staffing for the 5 surgeries is a physiotherapy service where patients can self-refer. Amersham Health Centre has the physiotherapy service on Wednesday and Friday.

I close this report with the news that I have had to give up my work with the FAHC for personal reasons. This was a difficult decision for me as I have enjoyed working with and for the surgery over the last 15 years, and I will miss working with our great team.

The decision was made even harder with the resignations due to take place in January of Lesley Mathieson and Vivienne Pozo who have worked hard on the communications group over the last five years. They will be sorely missed. We are also very sorry that Pat Clarke, a former chair of the FAHC, will be stepping down in February.

This has left a big hole in our committee so, if you feel you can, we would be delighted if you could join the PPG committee.

Wishing you all well for the future.

Daphne Lally

[Chair1ppg@outlook.com](mailto:Chair1ppg@outlook.com)

## **New GPs**

Dr Pallavi Bhargava and Dr Alisha Esmail have joined the Practice. We wish them well in their new posts.

## **Flu vaccinations**

The programme of flu vaccinations at the surgery has been completed, with over 3000 jabs having been carried out. The surgery is trying to obtain more vaccine for those unvaccinated patients who are requesting a jab.

## **FAHC membership**

The Friends of Amersham Health Centre membership is now 1,325

## **AskFirst app**

Approximately 8,500 AHC patients are registered to use the AskFirst app.

*Patients are advised that the easiest and simplest way to communicate with the Surgery is by using the AskFirst app which is free to install on your phone from your app store. You can use this app to request an appointment and to undertake administrative tasks; for example, to request a renewal of your sick note, chase up referrals, submit a travel form or update your contact details.*

*AskFirst is an online clinical triaging system. The system will direct you accordingly, so that if you need to see a clinician, it will indicate that within the booking system from where a member of the AHC patient liaison team will contact you to arrange a suitable appointment either on the phone or face-to-face.*

*The Practice is encouraging those patients who can 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.*

*As appointments for patients of 12yrs or younger cannot be made via AskFirst, a telephone call to the surgery is still necessary.*

*It is no longer possible for patients to book online appointments but telephone calls to the surgery can be made if it is not possible to use AskFirst for any reason.*

## **Amersham Health Centre website**

The new website has been visited 43,412 times since it went live. However, the updated page of The Friends of Amersham Health Centre has only been visited 13 times. This page is much more accessible than on the old website, so do have a look!

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## **A glimpse of activity at the surgery on one day in November**

By 2.00pm:

226 AskFirst appointments had been made.

402 phone calls had been received. On average, phone calls were answered within 2 minutes.

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## **Talk**

*Managing The Menopause*

Thursday 11 April 2024 at 7.30pm

St Michael's Church, Sycamore Road, Amersham

Speaker to be confirmed.

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## **Low mobility cycling classes**

“Forever Cycling is a brand-new initiative for over 50s, providing users with a virtual cycling experience around some of the world’s most iconic locations. Using MotiTech technology, participants will watch a recording of a trip around Paris, New York, Sydney or a whole host of over 2000 worldwide destinations, while pedaling at your own pace with our set of exercise pedals at your feet.”

All while sitting down!

To book contact: [katie.youngman@aitc.org.uk](mailto:katie.youngman@aitc.org.uk)



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## Help BOB shape the future of Primary Care

*An opportunity to be involved with improving Primary care in the area.*

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Primary Care includes general practice, community pharmacy, dental and optometry (eye health) services. These services provide the first point of contact in the healthcare system, acting as the front door of the NHS across Buckinghamshire, Oxfordshire and Berkshire West (BOB). As BOB Integrated Care Board (ICB) embarks on this programme of work to deliver its vision for primary care, it is important that we do this in partnership with patients, public and stakeholders.

*Everyone who lives in BOB should have the best possible start in life, live happier, healthier lives for longer and be able to access the right support when they need it.*

We are now launching a conversation around our Primary Care development, giving people the opportunity to share their experiences and insights into primary care services.

### Get involved!

We want to hear your thoughts and feedback on primary care provision across Buckinghamshire, Oxfordshire and Berkshire West (BOB) Integrated Care System.

You can get involved by:

- Sharing an idea for improvement in these services on our [ideas wall](#)
- Sharing your experience of using any of these services by answering a [short survey](#)

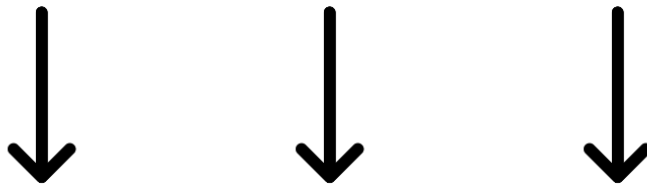
- Participating in some of the engagement events - see the 'Key Dates' section
- Or by expressing an interest to be involved in a patient advisory for this work, by filling out [this form](#).

The weblink is <https://yourvoicebob-icb.uk.engagementhq.com/primary-care-conversation> “

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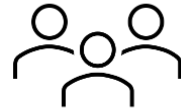
**Note** The Amersham Health Centre Facebook account is no longer being funded and ended on 31 October.

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**!!!!!! Urgently seeking new active committee members!!!!!!**

Several of us are leaving the committee after many years. Without new members, the committee will not function effectively and your opportunity to liaise with the Practice will suffer.



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](mailto:Chair1ppg@outlook.com)

Please forward this Newsletter to anyone who might be interested.

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