

amersham health centre

BULLETIN SPRING 2023

Welcome to the **SPRING** Bulletin.

**Surgery Updates:**

Did you know the pharmacy are now licensed to prescribe medication for certain conditions? The Pharmacy First option covers:

* Uncomplicated UTIs in women aged 16-64
* Shingles (18 years +)
* Impetigo (1 year +)
* Infected Insect Bites (1 year +)
* Acute Sore Throat (5 years +)
* Acute Sinusitis (12 years +)
* Acute Ear Infections (1-17 years)

The surgery offers a pharmacy referral system which is documented on our system, and should you be referred to the surgery for further treatment, we will organise an appointment. However, you don’t need an appointment or referral and can walk into most pharmacies at your convenience. Please support the surgery by using the Pharmacy First option wherever possible.

**Ask First- Digital Front Door**

The best way to communicate with the surgery is via Ask First (our digital front door). So far, 10,500 patients have engaged successfully with the system. This has led to the phone lines seeing a reduction of around 70% which I am sure you will agree is great success.

We are looking to enhance this service by adding the facility to book certain appointments directly via the app – watch this space!!

We hope those patients able to use the technology will embrace this system as it helps those patients unable to use this functionality to be assisted on the phone lines without the large queue.

**Other Useful Applications:**

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Description automatically generated with medium confidenceThe **NHS App,** which you can download from the App Store, is for ordering repeat prescriptions, accessing your health records, viewing your test results, managing appointments, and seeing any referrals and covid passes. You can also link your profile to be able access services for someone else. This is via Proxy Access. For full access to your results and records, you need to complete and return a Subject Access Form (tick box one) which will be approved by a GP and enhanced access will be activated. Please ensure that the notification section has been activated as this will be now the main point of reminders from the surgery.

**Using 111 On-Line**

Get help for your symptoms including urgent prescriptions or medicine. This service now provides access to GPs who can view your medical notes and issue medication and if necessary, organise a face-to-face appointment with us at the surgery the same day.

**Website Update:**

The new and improved website is now up and running. The new site offers the facility of completing forms online and access to information is a much more user-friendly style.

There is a new link for completing our registration forms. These should now all be completed on-line. We also have a QR Code in the surgery. Should you need a paper copy as you are unable to use the on-line facility, please let us know.

**Notes for our patients when visiting the surgery:**

**The front desk remains fully operational for any queries you may have. We have 2 check-in screens to save you queuing at the desk. You can check in for both GP and nurse appointments. If you have an appointment with the nurse, check in on screen then make your way to the nurses waiting area.**

**Please do not come to the desk to book on the day appointments. There are several options available which have been detailed for booking.**

**Prescriptions**– Please use your **NHS App** or our website wherever possible. You can also email [prescriptions.ahc@nhs.net](mailto:prescriptions.ahc@nhs.net). Please note, prescriptions can take 3 working days to process which is a change from our previous policy.

**Registrations –** please fill in the electronic forms on our website or you can collect hard copy forms from reception.

**Face to Face or Telephone Appointments**

We have been offering the choice of face-to-face or telephone appointments, depending on your requirements. Obviously, some conditions would be best served with a face-to-face appointment. You will be asked at the time of booking which appointment type you would prefer.

**Pharmacy Referrals**

As mentioned in the surgery update, for many minor illnesses, a GP appointment isn’t always necessary. The patient liaison team can create a referral to your local community pharmacist. This useful tool can result in you getting to see a pharmacist in a private consultation room at a time to suit you. They can often provide advice or over the counter medication to treat the condition.

**Travel Vaccine Process**

**If you are travelling abroad and would like to see your vaccination history, you can view all these details via the NHS App. You may then be able to research if you would require additional vaccinations before completing the Assessment Form.**

**Travel Health Pro provides country information including vaccine recommendations.  You can find this via the link below:**

[**https://www.travelhealthpro.org.uk/**](https://www.travelhealthpro.org.uk/)

If after reviewing the vaccine recommendations you believe you require travel vaccines, the following process should be followed:

A Travel Vaccine Assessment Form should wherever possible be completed **6 weeks** prior to travel. We will always do our best to provide this service, however, if you have booked a last-minute trip and we are unable to offer an appointment, anyone can attend a travel clinic.

A form is required **per person** for each traveler. This includes children under 18.

You will find the Travel Assessment Form on our website under Travel Vaccinations or via the **AskFirst App** which is the most efficient way to access the form.

The nurse will then be in contact via text message to discuss your requirements and if necessary, organise an appointment for you to come into the surgery for the relevant vaccine.

**Contacting the Surgery**

The Ask First app can be used to contact the surgery for several things including:

Requesting an appointment

* Repeat sick notes
* Travel Form advice
* Updating contact details

For those unable to use the systems provided previously, please utilise the options below:

**Telephone System**: We open the lines at **8.30am** which are answered in turn by the reception staff. Please pick from the following:

**Option 1** for appointments and reception.

**Option 2** is for prescriptions queries. The line is open from 9am – 5pm.

**Option 3** is for test results. The line is open from 11am-5pm.

**Option 4** is for general admin queries.

**Option 5** is for the Secretaries. Please be aware that the secretaries are unable to book any appointments so please do not use this option.

**Email Policy:**

Emails to the surgery may not be seen on the same day by your doctor. Please do not use this mailbox for the following:

**Medical Problems**: Please do not use the email for any type of medical consultation. **Results:** If your query is relating to a recent test, please call the surgery **on 01494 434 344** and select option 3. If your test was requested by a hospital doctor, please contact them.

**Appointments:** We do not accept requests for appointments via email.

**Prescriptions:** Please do not send any prescription request via the admin email. If you are requesting a prescription, please do so via the NHS App or the website. We do not take prescription requests over the phone.

**Visits:** All visits should be requested by calling **01494 434 344** and select option 5.

***Deaf and hard of hearing patients***who have difficulty using the phone and rely on email for contact should register with the surgery that you are hard of hearing via [admin.ahc@nhs.net](mailto:admin.ahc@nhs.net).  Your medical records will we updated.  They may thereafter access the surgery by this email address for routine issues including appointment requests or general queries, remembering to include in your subject heading / content that you are hard of hearing.

**General Appointments / Information:**

**Sunrise Clinic:** The clinic runs on a Tuesday morning, 7.20 – 8.30am. This clinic is for blood tests only which are booked in advance.

**Evening pre bookable appointments:** These are available on a Wednesday 6.00 -7.45pm, they are available to book three days in advance.

**Nurses Appointments:** The nurses are continuing to see patients for blood tests, dressings, stitch removal, regular injections, health checks, smears and also routine child immunisations.

**Annual Reviews**: Patients will be invited in for their annual reviews; including diabetes, asthma, hypertension etc. Please wait to be contacted by the surgery; we will contact you by letter or SMS.

**Welfare Support:**  Please contact us if you are having any difficulties with shopping, prescriptions, transport and essential deliveries. Prescriptions can be delivered by many of the pharmacies please speak to them about this service; many of the people helping out are volunteers. There are 750,000 volunteers in the UK helping with the National Voluntary service. We can refer you to offer you the following services:

**Check in and Chat Support:** Provides short-term telephone support to individuals who are at risk of loneliness as a consequence of self-isolation.

**Community Support:** Provides collection of shopping, medication or other essential supplies for someone who is self-isolating and delivering these supplies to their home.

**Patient Transport Support:** Provides transport for patients who are medically fit for discharge or to support patients going to NHS appointments.

**NHS Transport Support:** Provides transport for equipment, supplies and/or medication between NHS services and sites. Also involves assisting pharmacies with medication delivery.

**IMED**: Available for home delivery, their number is 01727 837985 or look at the website: [www.imedpharmacy.com](http://www.imedpharmacy.com)

**Amersham Voluntary service:** A volunteer group registered with Buckinghamshire Council. They are a network of local people who are here to help. They can run errands, like basic shopping or collect prescriptions or even for a chat. They aim to respond within 24 hours.

Contact via [youramershamcoronahelp@gmail.com](mailto:youramershamcoronahelp@gmail.com) or

01494 702149.

**Buckinghamshire Community Transport**

Do you need help getting to your appointments or activities. They give advice and how to book transport services in your local area. 0800 085 8480 / [transport@communityimpactbucks.org.uk](mailto:transport@communityimpactbucks.org.uk)

**Social Prescribing Service – Referring**

**The Social Prescribing Service** connects patients to non-medical support, such as day centres, charities or community groups, in the community to improve their wellbeing and tackle social isolation.

They can link you in to support within your local community to help you work towards a more fulfilling life.

They enable people to have more control over their lives, develop skills and give their time to others, through involvement in community groups.

**Patients can now refer themselves to a social prescriber or health and wellbeing coach.  They can give free help if your health is affected by loneliness, your weight or diet, addiction, your housing, debt, stress, or other things. Please see overleaf for a leaflet providing useful information.**

**The website is**<https://www.midchilternpcn.nhs.uk>

**Ear syringing services:** We do not offer this service at the surgery. Below is a list of alternative providers:

Aston Hearing Services, Old Amersham: 01494 733840

Chalfont Hearing, Little Chalfont: 01494 765144Boots Hearing Care: 0345 270 0999. Based in Aylesbury

**Pharmacies**: Please utilise your local pharmacy who are able to provide over the counter solutions for many symptoms including, coughs and colds, verrucas, eye infections, thrush, hay fever, diarrhea, constipation, mouth ulcers, head lice: You can purchase all treatments from your local pharmacy and some medications are available at supermarkets. Please try these over-the-counter treatments before contacting the surgery.

**Staff Updates:**

We welcomed Dr Harpreet Nagra to the surgery at the beginning of the year. Dr Nagra clinics are on Tuesdays, Thursdays, and Fridays.

Dr Rangah Niranchanan will be leaving the surgery on the 12th April, and we all wish her the very best for her future journey. Dr Arundeep Hansi will be taking over Dr Niranchanan patient list and starts with us on the 15th April.

We are also pleased to have Sandeep Matharu join the nursing team on the 8th April and we are delighted to welcome Steph back to the surgery who is returning after maternity leave.

Jade will be our new Prescribing and Admin Co-Ordinator and starts on the 15th April.

The reception team have been joined by Lisa, Linda and Wendy and we are delighted to announce the promotion of Ann to Senior Patient Co-Ordinator who replaces Charlotte (me)! I am sadly leaving the surgery but will be enjoying a very early retirement and hope to have lots of travel adventures.

**Meeting the Team:**

**Dr Alisha Esmail**

I have recently joined Amersham Health Centre, having moved locally from a GP Practice in Ealing. I graduated from Imperial College London in Medicine with Distinction (MBBS), as well as achieving a Bachelor's Degree in Reproductive and Developmental Sciences (BSc). I have further specialiazed in Women's Health and Sexual Health by completing a Diploma from the Royal College of Obstetrics and Gynaecology (DRCOG) and a Diploma from the Faculty of Reproductive and Sexual Health (DFSRH), alongside a Letter of Competence in the fitting and removal of Intrauterine Contraception and Implants (LOC-IUT, LOC-SDI-IR). I also work part-time in a Women's Health clinic, and as a Medical Advisor and Writer for Femtech startups such as Flo Health.

**If you need a GP in a medical emergency when the surgery is closed, please call** **01494** 434344 for details of how to contact Buckinghamshire Urgent Care, the out of hours emergency service.

If you need medical information or advice, please call 111