



NEWSLETTER

Amersham Health Centre



Dr Clare Gabe, Senior partner

I have been a GP at AHC for 24 years- a 'home from home'.

As my career has progressed, I have been able to develop skills in many aspects of primary care from strategic management to enhanced clinical skills. I am proud of the role that AHC played in the Covid vaccine delivery, achieving over 56,000 jabs.

In more recent times I have become passionate about End-of-Life Care and find this deeply rewarding; I am truly humbled by the dignity of my patients and their relatives at this difficult time.

I still have passion and drive to maintain the principles engrained in me by Dr Dellow and I will continue to strive for the best health care we can offer. We must all sadly accept that the NHS is under huge strain, and it is becoming harder, but with my incredible AHC team we will keep our NHS going.

I find time to relax, enjoying family baking, needlepoint & growing vegetables in my home allotment.

I wish all our patients, their families & the staff at AHC a joyous holiday season and a healthy 2025. Warmest wishes to one & all!

December 2024

WHAT'S CHANGED

Each and every appointment request, whether received via AskFirst or a telephone call, is now triaged by our Duty Doctor. This way we ensure that every patient is seen by the most appropriate clinician and within the correct timescale.

To avoid telephone queues, please use **AskFirst** to request an appointment – [click here](#) for guidance on how to use this app.

FLU & RSV DECEMBER CLINICS

Wednesday 4th & Friday 6th

KIDS' COLDS & COUGHS



[Click here](#) for a quick guide to how to treat these and when to seek GP help.

Missed Appointments

In October alone, our surgery wasted a staggering **94** GP appointments and **304** nurses' appointments because either patients did not turn up, or failed to warn us they would not be attending within a reasonable window to allow us to offer the slots to other patients.

We understand that unforeseen circumstances can arise, preventing patients from attending their scheduled appointments. However, it is important to acknowledge the impact of missed appointment on the NHS and other patients in need of timely care.

We value your health and well-being, and it is our responsibility to ensure the efficient management of our resources to cater to the healthcare needs of all patients. Each missed appointment not only causes inconvenience to other patients, but it also leads to wastage of valuable medical resources costing the NHS £30 per person.

We kindly request that you inform us in advance if you are unable to attend a scheduled appointment, which then enables us to offer the slot to another patient in need of medical care.

Cancelling an appointment is easy - do it via the [Ask First app](#), the NHS app or by calling us on 01494 434 344 - option 1.

Patients will receive a reminder confirmation email 24 hours before their booked appointment. This will also contain a link which allows patients to cancel their appointment.

PLEASE regularly monitor your email inbox as well as your SPAM folder, as we have been informed that sometimes our emails end up in there.

Repeat Prescriptions



Our surgery processes, on average, between 800 and 1,000 prescriptions each week, and we aim for a 3-working-days turnaround time.

Due to the sheer volume, we are unable to notify each patient once their prescription is issued – this is the responsibility of their nominated pharmacy.

We CANNOT take repeat prescription requests over the phone. We recommend you use the NHS app or our AskFirst app to order your prescription. You can also use our [online form](#).

You can use the NHS app to check whether your request has been approved. If you see a status of “prescription rejected”, this only means that it needs re-authorising by a GP. Check again in a day or two for an update. We WILL contact you if there is a problem approving your request, there is NO need for you to call us.

Should you need to call us with a prescription query, please phone between 9.00 am and 5.00 pm, option2.



On Tuesday 29 October 2024, patients of Amersham Health Centre attended a meeting which focused on the results of the patient survey undertaken by the Patient Participation Group. We are pleased to share the [presentation slides from this meeting](#).