

NEWSLETTER

Amersham Health Centre - April 2025

Dr Murphy GP Partner



Hello, I'm Dr Murphy. I have been a partner at Amersham Health Centre for over 11 years now. I also work for Out of Hours GP services at weekends.

I have witnessed immense change in the health service over this time. Not always for the better, which may account for the premature greying of my hair. It is also why I dedicate a lot of my spare time to my work as a local doctor's union representative. I am vocal in highlighting the plight of patients and doctor alike at local and national forums. Over the years I have developed my involvement in local committees working to protect the Buckinghamshire health system. I have also spoken at numerous national conferences on issues ranging from the poor maintenance of NHS primary care buildings to the emerging risks and benefits of artificial intelligence in healthcare.

I consider myself very fortunate to be a GP in Amersham. There is a rare and precious community spirit in this town that I am proud to contribute to in my own small way. Can I take this opportunity to thank you all for your continued patience and understanding as the team here continue to do our utmost to deliver the services you need, often in very challenging circumstances. May the long-awaited arrival of spring bring good health and happiness to you and your families.

It's Hay Fever Season!

With [hay fever season](#) in full swing, it's important to take steps to manage your symptoms. Hay fever is a common allergy that causes [sneezing](#), [coughing](#), [itchy eyes](#), and [congestion](#). You can't cure it, but there are ways to stay ahead of it.

Check if you have hay fever

Symptoms of hay fever include:

- ❖ sneezing and coughing
- ❖ a runny or blocked nose
- ❖ itchy red or watery eyes
- ❖ itchy throat, mouth, nose and ears
- ❖ loss of smell
- ❖ pain around sides of head and forehead
- ❖ headache and feeling tired

Seeking Treatment for Hay Fever

If you are experiencing hay fever symptoms, please visit your local pharmacy. They can recommend appropriate medications, such as antihistamines, nasal sprays, and eye drops, to effectively manage your symptoms. They can also provide guidance on reducing pollen exposure to help prevent flare-ups.

There is also no need for appointments at pharmacies so you can walk in and get treatment straight away!

Help Us to Help You!

Missed appointments cost **more** than just time, they are a financial burden too. On average they cost us and the NHS **£30 each!**

Missed appointments over the last two months:

	Feb	March
Doctors	65	53
Minor Illness	16	10
Nurses	35	62
Total	116	125

Help us get these numbers down!

If you cannot make your appointment, please cancel it as soon as possible.

By doing so we can offer it to another patient on our waiting list, ensuring we can see as many patients as possible in need of care.

Surgery Car Park Availability

We understand that parking at the surgery can sometimes be challenging, and we appreciate your patience. Please be aware that our car park is also used by other NHS service providers located on the first floor, which can lead to limited availability.

If you are unable to find a parking space, there are plenty of other options nearby. We recommend the Chiltern lifestyle Centre and the car park opposite the surgery. We encourage patients to consider these alternatives to ensure a smooth visit. Thank you for your understanding and cooperation.



Requesting an Appointment

We want to remind all patients that the Health Centre reviews every request to see a doctor. No matter how you make your request—whether through AskFirst, by phone, or in person—it goes through the same process. This system, known as *total assessment*, follows NHS guidelines to ensure patients receive the most appropriate care.

All requests are first reviewed by the duty doctor, who checks your medical record and assesses the urgency and clinical need. Based on this, the doctor will decide the best next steps. This could include:

- Booking an appointment with a doctor, nurse, or physiotherapist.
- Advising you to visit a pharmacy for suitable treatment.
- Referring you to NHS 111 for further guidance.

Our Health Centre is open from **8:30 am to 6:00 pm**, but you can submit a request via **AskFirst between 8:00 am and 6:00 pm**. Every request made during these hours is reviewed by a duty doctor on the same day.

If you submit a request **outside these hours or on weekends**, AskFirst may direct you to contact **NHS 111** for further assistance.

