

# IMPORTANT UPDATE

## from Amersham Health Centre



November 2025

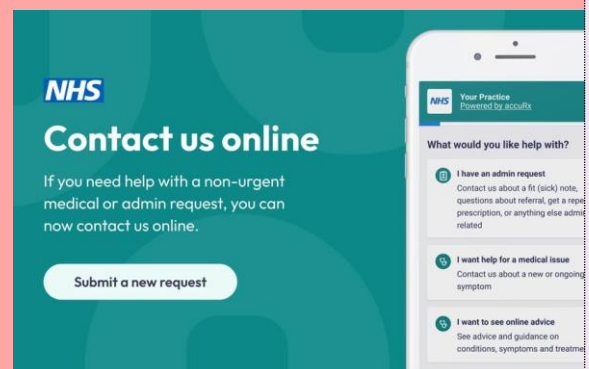
**Patients must submit an online AccuRx form from our website [amershamhealthcentre.co.uk](https://amershamhealthcentre.co.uk) to contact the surgery. You DO NOT NEED to create an account.**

### What's Changing This Month?

- You no longer need to use AskFirst to contact the surgery.
- No account or password is required — simply use **AccuRx** via our website.
- Submitting your own request online is the quickest way to reach us.

### How to Use AccuRx?

1. Go to our website: <https://amershamhealthcentre.co.uk>
2. Click “Contact us online” (AccuRx).
3. Choose your request type and complete the short form.
4. Submit during surgery hours (8:00-18:30, Monday-Friday)



### Prefer to Call?

You can still call us if you need to, but please note that our reception team will be using the same AccuRx form on your behalf. This takes longer than submitting it yourself, so for the fastest response, please use AccuRx online.

## AccuRx - Frequently Asked Questions (FAQ)

### Do I need to download an app to use AccuRx?

No, AccuRx is web-based and works through your internet browser. There is no app to download.

### Do I need a log-in/password?

No, simply submit your request via our website.

### How do I use AccuRx?

There are 4 simple steps: Go to our website, click on AccuRx Online Consultation, fill out the short form, and submit during GP surgery hours. Our team will review your request and respond appropriately.

### Is there additional help to use AccuRx?

Yes, resources including a 5-minute video guide and tips for submitting on behalf of family members are on our website.

### What type of admin request can I use AccuRx for?

Request a sick note, chase a referral, update your contact details, or query a prescription.

### I don't know how to complete a request, can you help?

Yes, AccuRx is easy to use, but our reception team can assist if needed.

### Sometimes AccuRx won't let me submit a request - is it not working?

When all same-day capacity is reached, AccuRx pauses new submissions. Urgent cases are directed to call 999 or 111. Others should try again the next working day.

### Can I complete the form for a relative?

Yes, if they are registered at Amersham Health Centre.

### When can I submit a request?

During GP surgery hours: 8:00am-6:30pm, Monday-Friday (excluding Bank Holidays).

### How quickly will I get a response?

Requests are reviewed by a clinician, and you'll usually receive a response the same day.

### What information should I include?

Include details that help the clinician assess your request efficiently.

### What's the benefit of SMS verification?

It helps match your details automatically to your records and speeds up processing.

### Can I still use AskFirst?

No, AskFirst will be disabled from 1 November 2025 and replaced by AccuRx.

### Should I still call the surgery?

Please use AccuRx first – it's quicker and reduces call waiting times. Only call for urgent issues that can't wait.

### Is my information safe?

Yes, AccuRx is secure and meets NHS data protection standards

## COLD SYMPTOMS

# COLD or FLU?

## FLU SYMPTOMS



## YOU CAN STILL HAVE YOUR FLU JAB AT THE SURGERY

### Eligibility for a free NHS flu vaccine

- **Age:** You are aged 65 and over or will be by 31 March 2026.
- **Health conditions:** You have a long-term health condition (including children aged 6 months and over).
- **Pregnancy:** You are pregnant.
- **Carers:** You are a carer, in receipt of carer's allowance, or the main carer of an older or disabled person.
- **Household contact:** You live with someone who has a weakened immune system.
- **Job role:** You are a frontline health or social care worker.
- **Children:** You are aged 2 or 3 on 31 August 2025 or are a primary school-aged child (Reception to Year 6).
- **Care homes:** You live in a care home.

### Community Spotlight - Friends of Amersham Health Centre (FAHC)

- We are the Health Centre's Patient Participation Group. We're a friendly bunch and always welcome new members, so if you want to join, just send us an email (details below).
- Our primary role is to improve 2-way communication between patients and staff, helping both work better together. Recently, we supported preparations for introducing the new AccuRx booking system, ran a user testing programme, and helped develop the FAQs you can find on the Health Centre's website.
- We'd also like to recognise the positive initiatives at the Health Centre. Thank you to staff and patient volunteers who supported the vaccination clinics – over 1,000 eligible patients received flu and/or Covid vaccinations, including housebound and care home visits.
- If you'd like to join FAHC or have questions/suggestions, please email: [fahcmembership@gmail.com](mailto:fahcmembership@gmail.com)

Kind regards, The Committee

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