

DECEMBER NEWSLETTER

Amersham Health Centre



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Senior Partner
Doctor Gabe

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WARMEST HOLIDAY WISHES

FROM THE PARTNERS

On behalf of the team at Amersham Health Centre, we would like to wish you and those you love warmest wishes for the festive holiday season.

May you find time to be together and to enjoy the festivities.

As we move into the New Year this is a time for new beginnings and resolutions full of promise for a Happy and Healthy 2026.

And our top tip: 'Eating an apple a day keeps the Doctor away!'

STAYING SAFE OVER CHRISTMAS

As we head into the festive season, remember to look after your health. Keep warm during colder weather, stay active, and enjoy food and drink in moderation. Make time to rest, manage stress where you can, and look out for family, friends, and neighbours who may need extra support. Wishing everyone a safe, healthy, and happy Christmas.

Contact us online
or via the NHS App

Submit a new request



You don't have to join the morning rush to reach your GP.

There are quick and easy ways to get in touch,
and get the care you need.

- Choose the recommended routes below to **avoid queues**.
- However you contact us, a healthcare professional will assess your request **in the same way, as soon as possible**.
- Our aim is to give everyone **fair and equal access** to care.



Recommended

Use the NHS App

It's **quick** and **safe** to contact us via the NHS App. Switch on app notifications to also receive messages about your care.



Recommended

Visit our website

Get in touch via our surgery's website. It's **fast**, **secure** and your request is delivered straight to our team.



Call or visit the surgery

If you cannot contact us online, you can still telephone or visit the surgery. We process all requests in the same way, so **no route is quicker than another**.



NHS APP
Information



NHS



ACCURX TRIAGE
Video Guide

AHC'S PPG AND THE NHS APP

A number of people have asked me over the past couple of months about the NHS App -what can I use it for, how does it work etc etc??

It was launched back in 2018, when Jeremy Hunt was health minister. The goal was for it to become the complete digital front door to the NHS, where patients could book appointments, manage medicines and view data. After a slow start, it's functionality has improved a lot in recent years, with more and more patients using it. The ability to use it to order repeat prescriptions is one of it's most popular bits of functionality.

Something that is very relevant and valuable to us, is that NHS app is integrated to AccuRx, the digital triage system the Health Centre has just started to use. This means you can use your NHS App to submit a request to the Health Centre about a health problem. If you open-up the NHS App, select "view all" under Services and you will see the option to "Contact your GP about a health problem". The takes you to AccuRx and your data of birth is already filled in.

If you have questions or want help, there is a drop-in NHS App support session run every Thursday at the Chiltern Lifestyle Centre between 10am-12am. You just attend with your device, ID and password. The session is run by NHS staff from the Mid-Chiltern Primary Care Network, The Health Centre is part of this network.

WHO TO CONTACT THIS CHRISTMAS

If you experience a health issue over the Christmas period, please don't hesitate to seek help. While the surgery may be closed on bank holidays, support is still available. For urgent medical advice, call NHS 111 or visit 111 online. In an emergency, always call 999. Local pharmacies can also offer quick guidance for common illnesses. Help is available whenever you need it. Take a look at the banner below for further advices.

NHS

Do you know where to go?



Self Care
Care for
yourself at
home

Minor cuts & grazes
Minor bruises
Minor sprains
Coughs and colds



Pharmacy
Local expert
advice

Minor illnesses
Headaches
Stomach upsets
Bites & stings



NHS 111
Non-emergency
help

Feeling unwell?
Unsure?
Anxious?
Need help?



GP Advice
Out of hours:
Call 111

Persistent symptoms
Chronic pain
Long term conditions
New prescriptions



UTCs
Urgent
Treatment
Centres

Breaks & sprains
X-rays
Cuts & grazes
Fever & rashes



A&E or 999
For
emergencies
only

Choking
Chest pain
Blacking out
Serious blood loss

HOW ACCURX IS GOING FOR AHC

In November, we introduced our new triage and booking system, AccuRx, and we're pleased to see that the majority of requests are now coming through our website - thank you to all patients who have adapted so well. However, over 300 requests were still made via reception, which puts unnecessary pressure on our phone lines. It is much quicker and easier to submit your request through the NHS App or our website, and we hope to see this number fall significantly in the coming months. Last month, our text message booking response rate was 66%. Please remember to keep an eye on your phone after submitting an AccuRx request, as you may receive a text to book your appointment rather than a phone call.