



Friends of Amersham Health Centre Newsletter November 2019

Practice News for further information log into:
<https://www.amershamhealthcentre.co.uk>

The GP Surgery will be closed for Staff Training on the following dates from 12:30pm onwards :

Thursday 21st November 2019

In an emergency when we are closed please phone Bucks 24/7 0300 033 9888 for advice or medical attention.

Appointments

- **In person**

The reception desk is open from 8.30am to 6.00pm each weekday (7:20am Tuesdays).

- Morning Surgery 8.30 - 11.20am
- Evening Surgery 3.00 pm - 5.40pm
- Saturday Surgery 8.30am - 12.00pm
- There is a Sunrise Clinic every Tuesday morning from 7.20 - 8.20am with a doctor and a phlebotomist.

- **By telephone 01494 434344**

The lines open at 8:30am each morning and have a queuing system (currently 30 calls) which are answered in turn by the reception staff. The appointments are, however, often all taken by 9:15am.

- **Online**

It is now possible to book on the day online appointments, as well as to pre-book appointments. Only GP appointments can be made online, nurse appointments need to be made by phone or in person.

Once a patient is set up on the Patient Access system (forms to complete and ID to be shown to our reception) a number of appointments can be selected– again both on the day (available from 8:30am as per booking appointments over the phone or at the desk) and some pre-bookable appointments across all of the doctors (including some phone call appointments).

Pre-bookable appointments include

- The first few appointments every day
- Sunrise clinic from 7:20am on a Tuesday
- Every Saturday morning 8:30 – 12 (unless a Bank Holiday weekend)

Please note:

Appointments are now available at the practice until 8pm every Wednesday evening which may suit your work commitments better. These 15 minute appointments are made up of not only a GP, but also a nurse-led Express clinic and a new physio triage service.

With a reciprocal, locality agreement as part of the Government's commitment to 8am to 8pm GP availability (Improved Access), appointments are also available to you as an Amersham patient at other local practices (the doctor will still have full access to your medical notes if and only if you make one of these appointments) on other evenings until 8pm (Friday evenings on rotation through the 7 local practices including ourselves).

To be guaranteed to see the same GP every time, however, may mean that you have a longer wait between appointments rather than taking the first available appointment with any GP (all of whom have full access to your records).

Missed appointments

For the 2 months of September and October

	Number missed
Doctors	100
Express	13
Online	3
Phlebotomy	40
Nurse	41
TOTAL	197

When totalled up, the missed appointments over these two months can work out at up to more than 3 full clinic days! This affects everyone one of us who wants to make an appointment at the surgery.

Amersham Health Centre Carpark

From the 11th November 2019 the carpark will be closed for 5 weeks. This is to allow repairs on the surrounding walls which have become dangerous.

There are usually short-term parking spaces on the road and plenty of spaces in the public carpark. The surgery apologises for any inconvenience this may cause some of you.

FAHC News

This is our last publication for the 2019, so we thought it could be helpful to recap on some of the articles we have shared with you. If you do not have a copy of a newsletter to hand, you can always log onto the surgery website for back copies where you will also find useful websites linked to the health issues..

January, Keeping healthy in Winter through walking.

March, Coping with and helping to reduce the symptoms of hayfever

May, The importance of the MMR vaccine, and coping with an asthma attack

July, Summer stings

September, Choking

We also printed a copy of our 2019 Information Bulletin, outlining our activities and achievements, as well as including an article on the history of Amersham Health Centre by Dr. Alan Dellow.

From January 2020 we will be publishing our newsletter quarterly rather than bi-monthly.

Over the year we also held two health information meetings.

- Preparing for an Emergency
- End of Life Care

Feedback from you on articles, or items you think would be helpful to patients is very welcome.

Our Survey 2019

Look out for an email from the surgery which will have a link to the survey, or look in the surgery for a hard copy to complete.

As your representatives we can use the results from the survey to work with the practice for further improvements.

Open Meeting with Dr. Gabe

The minutes of the Open Meeting held in the Barn Hall, Amersham Community Centre, on September 4 are available on the FAHC website. The meeting was well attended. Pat Clarke, Chairman of FAHC, gave an update on the activities of the FAHC, including the forthcoming survey. Dr Gabe, Senior Partner, talked about Improved Access to GP appointments, the use of technology by the Practice and developments in the PCN (Primary Care Network). Dr Gabe highlighted the fact that it would be very useful for the FAHC to communicate to the surgery what services it would like to see.

Let us know what you would like to see!!



Health

Fireworks time!

So now is the time to think about what to do if you, or someone near you gets burned at a fireworks party

NHS advice for First aid for burns

- Stop the burning process as soon as possible. This may mean removing the person from the area, dousing flames with water, or smothering flames with a blanket. Do not put yourself at risk of getting burnt as well.
- Remove any clothing or jewellery near the burnt area of skin, including babies' nappies. But do not try to remove anything that's stuck to the burnt skin, as this could cause more damage.
- Cool the burn with cool or lukewarm running water for 20 minutes as soon as possible after the injury. Never use ice, iced water, or any creams or greasy substances like butter.
- Keep yourself or the person warm. Use a blanket or layers of clothing, but avoid putting them on the injured area. Keeping warm will prevent hypothermia, where a person's body temperature drops below 35C (95F). This is a risk if you're cooling a large burnt area, particularly in young children and elderly people.
- Cover the burn with cling film. Put the cling film in a layer over the burn, rather than wrapping it around a limb. A clean clear plastic bag can be used for burns on your hand.
- Treat the pain from a burn with paracetamol or ibuprofen. Always check the manufacturer's instructions when using over-the-counter medication. Children under 16 years of age should not be given aspirin.
- Sit upright as much as possible if the face or eyes are burnt. Avoid lying down for as long as possible, as this will help reduce swelling.

When to go to hospital

Once you have taken these steps, you'll need to decide whether further medical treatment is necessary.

Go to a hospital accident and emergency (A&E) department for:

- large or deep burns bigger than the affected person's hand
- burns of any size that cause white or charred skin
- burns on the face, hands, arms, feet, legs or genitals that cause blisters
- all chemical and electrical burns

Also get medical help straight away if the person with the burn:

- has other injuries that need treating
- is going into shock – signs include cold, clammy skin, sweating, rapid, shallow breathing, and weakness or dizziness
- is pregnant
- is over the age of 60
- is under the age of 5
- has a medical condition, such as heart, lung or liver disease, or diabetes
- has a weakened immune system (the body's defence system) – for example, because of HIV or AIDS, or because they're having chemotherapy for cancer
- If someone has breathed in smoke or fumes, they should also seek medical attention.

Diary Dates

November 5th 2.30pm

An afternoon talk on type 2 Diabetes given by Dr Layng in the Barn Hall