



**Friends of Amersham Health Centre  
Newsletter  
April 2021**

**PRACTICE NEWS**

For further information log into:

<https://www.amershamhealthcentre.co.uk>

**COVID 19**

The surgery home page is updated regularly as new information is shared by the Government. As this information changes from day to day, the surgery updates its website in order to keep its patients informed. These changes happen too rapidly for a quarterly newsletter so.....

Please log on to the surgery website for the latest updates and advice on the Covid19 situation.

**ALWAYS RING THE SURGERY TO MAKE AN APPOINTMENT BEFORE GOING INTO THE BUILDING.**

**If you have a query or need to see/speak to a doctor, call the surgery on 01494 434344. You will be booked an appointment for a Telephone Consultation.**

If you are hard of hearing, or deaf, please check the surgery website for assistance in making appointments, or email [admin.ahc@nhs.net](mailto:admin.ahc@nhs.net)

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**AHC New Telephone System**

The new telephone system went live on Monday 18 January. Potential benefits include:

- Faster response times.
- A “queue busting” facility. Instead of patients having to hold the line while waiting in a queue, they can be called back when they are number one in the queue.
- Patients can be identified by AHC staff who take the call, as a result of integration with the EMIS system.
- Doctors can call patients directly from the EMIS system and see a patient’s notes on the screen while making the call.
- The Practice Manager can monitor usage of the system and see how quickly calls are answered.
- Messages that are heard by patients when calling the Health Centre can be changed quickly, as necessary.

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**WE HAVE A NEW EMAIL ADDRESS: [fahcmembership@gmail.com](mailto:fahcmembership@gmail.com)**

Please do NOT use the previous address as this will not be read.

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## Diary Dates

During the COVID19 pandemic we are unable to offer you any dates for meetings. However, as soon as we are all able to meet, we will let you know.

# HEALTH and WELL BEING

## Alzheimer's Society – services, groups and activities, Spring 2021

**Alzheimer's Society Memory Support Service** supports anyone with dementia or memory concerns, as well as carers.

- For those concerned about memory, we are holding **Memory information sessions** on Tuesday 4th May, 10am – 12pm and Tuesday 8th June, 2pm – 4pm. The sessions take place by Zoom and cover understanding memory, memory tips and coping strategies, how to promote good memory and where to find other services and organisations.
- For support following a diagnosis of dementia we are running five consecutive **Dementia information and support sessions** on Tuesday mornings starting on 30th March and Tuesday 29th June. This is a group-based support service for people in the early to mid-stages of dementia. Over the five sessions, we will provide information and share discussions on how to live well with the condition.

**If you are a carer**, we have **Carer Support Groups**, which are sessions run by a facilitator to allow carers to meet others and share what they are going through. These take place on 2nd Tuesday of each month, 2.00 - 3.30 pm, by Zoom. We also have **Dementia Information and Support Sessions for carers**. This is a programme of five sessions covering information about dementia, practical tips on everyday issues coping mechanisms, and links to other organisations, which takes place by Zoom on Tuesday mornings, commencing 11th May.

*To book a place or for more information on any of the above, please contact Angela Walshe: [angela.walshe@alzheimers.org.uk](mailto:angela.walshe@alzheimers.org.uk) or call 07483 122466*

Memory Support Team: 01296 331749 or Dementia Connect: 0333 150 3456 (24/7); [memorysupport@alzheimers.org.uk](mailto:memorysupport@alzheimers.org.uk). [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

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**Singing for the Brain**, a friendly, fun and social environment, for those affected by dementia, and based on the principles of music therapy. By Zoom on-line on Mondays. **Contact Sue on 07712 692467.**

## Community Link Workers (Also known as Social Prescribers)

We are here to help with issues including benefits, housing, mobility, mental health, dementia, loneliness and anxiety, or anything that is important to you.

We can help to put you in touch with local services and organisations who can support you as and when needed.

You can find out more about what we do on the Amersham Health Centre website: <https://www.amershamhealthcentre.co.uk/pages/Social-Prescribers>

Just ask one of the Practice Staff to make a referral on your behalf and one of us will be in touch.

## Mental Health support

- Every Mind Matters: <https://www.nhs.uk/oneyou/every-mind-matters>
- Bucks 24/7 Mental Health Helpline: Adults Tel: 0800 783 01 Children Tel: 0800 7830121
- Samaritans [www.samaritans.org](http://www.samaritans.org) Tel: 116 123 (24 hours) Text: 'Shout' to 85258
- Mind [www.mind.org.uk](http://www.mind.org.uk) Tel: 0300 123 3393 (Mon-Fri 9am-6pm)
- Guidance for parents and carers on supporting children and young people: [Guidance for parents and carers on supporting children and young people's mental health and wellbeing during the coronavirus \(COVID-19\) pandemic - GOV.UK \(www.gov.uk\)](#)
- Youth Concern [www.youthconcern.org.uk](http://www.youthconcern.org.uk) Tel 01296431183
- Young Minds <https://youngminds.org.uk>

## Healthwatch Bucks.....

...seeks the public's experience of health and social care in our county. They feed back what they hear and make recommendations to the health commissioners and providers of health and social care services in Bucks. Currently, they are doing a number of surveys on specific subjects where public participation is requested. These are:

- **AskNHS** – If you have used the AskNHS application recently you can do a short survey of your experience using the following link <https://www.healthwatchbucks.co.uk/2021/01/ask-nhs-survey/>
- **Covid Vaccinations** – If you have had the Covid vaccination, or even been invited to have the vaccination but declined, you can help by completing this online survey <https://www.surveymonkey.co.uk/r/PBQX29M>
- **Digital Exclusion** – If you, or anyone you know or care for, has had difficulty with 'remote' GP appointments, Healthwatch Bucks would like to hear what these difficulties or lack of access are. They are looking for volunteers in this group who could do a 30 minute telephone interview. To participate, please contact Robert Nikiel at [robert@healthwatchbucks.co.uk](mailto:robert@healthwatchbucks.co.uk) or on 07979 704203

Please note that they are only interested in your experiences and views and will not identify you in their reports.