

Surgery Newsletter

Produced by the Prospect House PPG



Welcome to the Spring edition of the Prospect House newsletter. In it we bring you news of the latest patient initiatives, surgery news and the latest information on how to stay healthy. We'd love to hear your thoughts on the newsletter, together with any ideas or suggestions for topics to include in future issues.

To contact us with your ideas please email: prospect.housePPG@nhs.net

The **Pharmacy First Service** launched on Wednesday 31 January 2024

The service enables people to visit pharmacies as a first port of call, before contacting a GP.

Pharmacies can now offer advice and supply NHS medicines (including antibiotics) where clinically appropriate, for minor conditions, eg:-

1. Sinusitis – for children and adults aged 12 years and over
2. Sore throat – for children and adults aged 5 years and over
3. Earache (Acute otitis media) – for children aged 1 to 17 years
4. Infected insect bite – for children and adults aged 1 year and over
5. Impetigo – for children and adults aged 1 year and over
6. Shingles – for adults aged 18 years and over; and
7. Uncomplicated urinary tract infections in women aged 16 to 64 years.

You can find the new service at a pharmacy near you using the NHS website at this link:- <https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/>

and please see the last page of this newsletter



Measles - MMR

There has been an increase nationally in the number of cases of Measles which are easily spread to other people. As part of a catch-up campaign children aged between 6-11 years who are not fully vaccinated are being contacted. If that includes you, please book an appointment with the surgery by telephone to receive the MMR vaccination.

Please do not come to the surgery if you **or your child** have a fever and a rash with

- a cold
- a cough
- red, sore eyes (conjunctivitis)

Prospect House Surgery (and Operose Health) are under the new ownership of HCRG Care Group.

Please be assured that this does not change the way we manage the practice. Patients will still be seen by the same clinical and admin. staff.

Unlike many NHS surgeries run by the GP partners, salaried staff are employed at Prospect House and are contracted to deliver the 'core' general medical services. These are negotiated nationally every year between NHS England and The British Medical Association.

Surgery Staff Rotas



Dr Ahmed Moukli: Clinical Lead
Surgeries: Monday, Tuesday & Friday.



Dr Rachel Firth: Salaried GP
Surgeries: Monday,
Wednesday & Thursday.



Dr Archana Padala: Salaried GP
Surgeries: Thursday morning.

Mahnoor is our new
Physiotherapist Surgeries:
Monday & alternate Tuesdays.



Karen Lovegrove
Practice Manager



Dawn
Admin / Receptionist



Lisa
Admin / Receptionist



Sabiyah Akhlaq: Healthcare Assistant
Surgeries: Mon-Fri 8.30am – 4.00pm

Holiday Vaccinations

Are you getting ready for your holidays?

Don't forget your vaccines!

Please complete an on-line travel risk assessment form via the PH website, allowing 8 weeks before travel.

<https://prospecthousegp.co.uk/travel-risk-assessment-form/>

Vaccinations need to be done a month before travel in order to be fully effective.

Booking Appointments

Telephone by ringing 01494 862 325
The surgery phone line opens between 8.30am - 1.00pm and 2.00pm - 6.00pm

General Enquiries and non-urgent appointments – Please call after 9.30am and 2.30 pm

Urgent on the day appointments These are released daily at 8.30 am and 2.00pm

Pre-bookable appointments – the wait time for these is currently approx. 10 days due to winter pressures

Using On-line to book appointments:-

To be able to do this you will need to register with [Patient Access](#).

You will find a step-by-step guide on the surgery website here: www.prospecthousegp.co.uk – select online services from the menu

Patient Registration

Our focus is to provide an accessible service to patients within our catchment area.

Currently, we are unable to register new patients outside our area.



Patient Access

Have you signed up for patient access? If not, please contact the surgery or drop in so we can help you.

DID YOU KNOW?

There is a **walk-in Urgent Treatment Centre (UTC)** at High Wycombe Hospital? It's on the Ground Floor, Entrance 2 – Orange Zone – close to Car Park B.

Open 8am to 8pm, 7 days a week.
Telephone 0300 033 9846

See this link:-

<https://www.buckshshealthcare.nhs.uk/wards/urgent/>

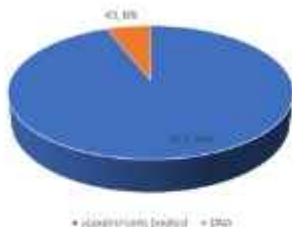
These charts show the **105** patient healthcare appointments unattended at Prospect House between October and December 2023. Appointments missed with GPs are not shown here!

DNA ("Did Not Attend")

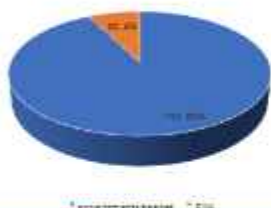
Patients who fail to attend a booked appointment with any medical staff at a surgery collectively cost their practices and the NHS over £290 million pounds in the last 6 months! Just as bad, they stop other patients from taking up the cancelled appointment!

If you find you are unable to attend your pre-arranged appointment at Prospect House - please let us know immediately by telephoning reception on 01494 862 325. **Thank you.**

Healthcare Assistant Oct 2023 - Dec 2023
43 patients (6%) did not attend their pre-booked appointment



Practice Nurse Oct 2023 - Dec 2023
60 (8.2%) patients did not attend their pre-booked appointments



COME ALONG TO OUR NHS DIGITAL SUPPORT GROUP

NO BOOKING REQUIRED JUST DROP INTO OUR GROUP SESSIONS WITH OUR DIGITAL CARE COORDINATOR...

The Mid Chiltern PCN is working to help patients download and use the NHS health app.

A recent drop-in session run by Annie Revel, PCN Care Coordinator, at Rectory Meadow surgery was very well supported. It is hoped that further sessions will follow to include any patients at the five practices who make up our PCN. (A message about these will be sent by the Prospect House PPG to patients who have signed up to receive PPG communications- see Page 4, below.)

<https://forms.office.com/e/a398eeN8S5?origin=lprLink>



What's on

Stoma Support Group
Wing Hall, 71 Leighton Road, Wing, LU7 0NN
3rd June, 2nd September & 2nd December 11:00 – 12:30

Enjoy a coffee & talk with like minded people, partners and carers welcome

Breast Friends Aylesbury



Is a support group for women affected by Breast Cancer, run by volunteers who have been through treatment

Meet 2nd Tuesday of every month 19:00 – 21:00

Call 07743 350 833

www.breastfriends-aylesbury.org.uk

Compassionate Café

- a drop in session at Great Missenden library taking place on the last Wednesday of each month between 10.00 and 11.30am for anyone who has suffered loss. The Cafe is run by Buckinghamshire Library Service and Rennie Grove Peace Hospice Care, whose trained volunteers will be on hand each month to provide help as needed.

PLEASE JOIN US IN THE PATIENT PARTICIPATION GROUP (PPG)

The PPG gathers ideas and suggestions from patients about what matters to them. By sending occasional e-mails, it aims to keep patients informed with news from the surgery and about local health events within the community, often organized by PPG's.

This all helps our surgery to maintain its high standards of health care.

To find out more or to join our mailing list, please email us at prospect.houseppg@nhs.net or ask at reception for more details.

Your PPG has a committee of 9 patients. Regular meetings take place with Karen Lovegrove, our Practice Manager and occasionally with other staff members, including Dr. Moukli.

(The meeting Minutes are on a notice board in the surgery entrance – e-mail the PPG to request a copy).



**National Association
for Patient Participation**

