

# Surgery Newsletter

Produced by the Prospect House PPG



Welcome to the latest 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](mailto:prospect.housePPG@nhs.net)



## SURGERY NEWS

There is much good news to share from Prospect House.

We are now fully staffed with three GP's, three reception staff together with a health care assistant and we very much welcome those new to the team. We are currently advertising for a new practice nurse.

Patients can book to see a physiotherapist who is now working from the surgery for the following:

- All soft tissue injuries, sprains, strains or sports injuries.
- Arthritis – any joint.
- Possible problems with muscles, ligaments, tendons or bone, eg tennis elbow, carpal tunnel syndrome, ankle sprains.
- Spinal pain including lower back pain, mid-back pain and neck pain.
- Spinal-related pain in arms or legs, including nerve symptoms, eg pins and needles or numbness.
- Changes to walking.
- Post-orthopaedic surgery.

Just call reception to make an appointment.

For pregnancy matters, Claire our community midwife has a fortnightly clinic on a Wednesday.

Further support comes from being part of the Mid Chilterns PCN (Primary Care Network). This includes a Clinical Pharmacist who provides both help with reviewing patients' medication and covers the clinic for Chronic Obstructive Pulmonary Disease (COPD).

Help with blood tests, blood pressure monitoring and Body Mass Index (BMI) checks is provided by Kim on a Friday morning.

More information is available on the Practice's website: [www.prospecthousegp.co.uk](http://www.prospecthousegp.co.uk)

## Flu vaccination

Invitations have been sent to the following groups of patients:

- Those over 65
- Patients under 65 but in a clinical risk group
- Children 2-3 years on 31/08/2023 are also invited.

As we receive funding for flu vaccines, by having your flu jab at Prospect House you are supporting the upkeep of the surgery and the funding of new equipment.

## A MESSAGE FROM OUR NEW PRACTICE MANAGER – KAREN LOVEGROVE

Our Surgery vision:

My name is Karen Lovegrove and I have been working at Prospect House for the past six months as Practice Manager. I have worked in the NHS for over 16 years. One of my main objectives is to retain staffing levels to ensure patients receive continuity of care.

Our team focus is to ensure that all our patients receive the best care and their symptoms are managed appropriately.

I am very much enjoying my new role here.

Regards, KL

# Surgery Staff Rotas

The Prospect House Surgery is open for business and happy to provide in-person appointments where needed. With the Doctors, this will start with a telephone call.



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.



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

## Booking appointments

**By telephone** between 8.30am - 1.00pm and 2.00pm – 6.00pm by ringing 01494 862 325.

Please avoid the first half hour to keep the line free for those trying to make urgent appointments for that day.

**Did you know that you can book appointments on-line at any time?** 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](http://www.prospecthousegp.co.uk) – select online services from the menu.



## What is Social Prescribing?

Many things that affect our health like loneliness, anxiety and stress can't be treated by doctors or medicine alone.

Social prescribing connects people to non-medical support to address these issues and other unmet needs. It can help change the circumstances that can cause people to become unwell, helping them to reconnect and grow in confidence.



The PCN social prescribing team run a Talking Café every Thursday at the Chiltern Lifestyle Centre, HP6 5AH from 10.00am – midday; and also on the 3<sup>rd</sup> Wednesday of every month at Little Kingshill Baptist Church, Kingshill Kitchen HP16 0DZ. 10.00am – midday.

If you would like to find out more about social prescribing to see how they can support you, or if you just fancy a coffee and a chat why don't you go down and meet the team – Julie, Sarah & Cari would love to meet you.



## Covid-19 Vaccinations

Please note: The surgery is unable to offer in-house Covid-19 vaccinations.

Please call 119 for assistance, or follow the link <https://www.nhs.uk/nhs-services/covid-19-services/covid-19-vaccination-services/book-covid-19-vaccination/> to get your vaccination.



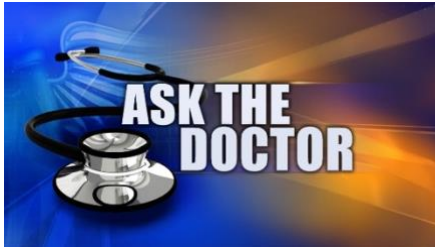
## AUDIOLOGY APPOINTMENTS

An initial Referral for a hearing test is required by the doctor.

After that, patients can make an appointment for subsequent hearing tests at either Amersham or High Wycombe Hospitals by telephoning: 01494 323 260 or e-mailing: [bht.audiologywh@nhs.net](mailto:bht.audiologywh@nhs.net)

This system also applies to the NHS audiology service provided by Specsavers in High Wycombe. It is no longer provided by the Specsavers branch in Chesham.





### Blood Pressure - Know Your Numbers!

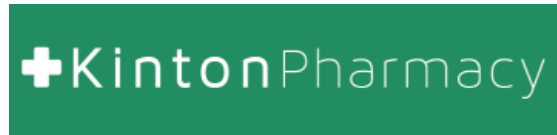
Residents in Buckinghamshire can regularly check their blood pressure at a number of places, such as: community and faith settings; **GP surgeries** (in Reception at Prospect House) and some pharmacies; as well as at the main libraries in Chesham, Aylesbury and High Wycombe; from where you can also borrow a portable blood pressure monitor using your library card.

**Great Missenden Library** - You can order in a blood pressure monitor at Great Missenden library using your library card and collect it in the same way as you would order-in a book.

**Kinton Pharmacy** will take your blood pressure on the premises, but they recommend that you arrange a time with them beforehand. The service is available to anyone over 45 years of age who is not already on blood pressure lowering medication.

More information can be found on the Buckinghamshire Council website here:

<https://www.buckinghamshire.gov.uk/news/know-your-numbers-and-make-a-start-to-a-healthy-heart/>



Offer:

Free delivery service

Travel vaccinations

Ear Microsuction

Blood pressure checks, and lots more.

Tel: 01494 862060

E-mail: [info@kintonpharmacy.com](mailto:info@kintonpharmacy.com)

Web: <https://kintonpharmacy.com>

Visit: 44 High Street Great Missenden

### Healthier Habits

a message to Residents from Bucks County Council:

A reminder of the support available in Buckinghamshire to encourage a healthier lifestyle and the formation of longer-term habits to achieve this; for example, you could consider using the **Better Points** app supported by the council.

By downloading this app you can earn vouchers to spend on the high street or in other ways depending on how active you are. A great incentive to get moving!

<https://www.betterpoints.ltd/app/>



### How you can help us by using Patient Access

If we have sent you an invitation for an annual review, please respond by clicking on the link in the message or by calling the surgery for an appointment. This way we can keep track of the appointments and ensure you receive appropriate care and regular reviews. Your future medication requests will then be easier to approve.

Please allow two working days for prescription requests to be processed. It is recommended that you request prescriptions via your NHS **Patient Access** app to avoid any delays. Alternatively, you can still drop your prescription request in at the surgery or your pharmacy.

Please note: we are unable to accept medication requests by e-mail, nor over the 'phone. This is to maximise efficiency within the practice; it provides speedier access to medication for patients and frees-up the 'phone for those trying to book appointments.

You will find a step-by-step guide on how to register for Patient Access on the surgery website here:

[www.prospecthousegp.co.uk](http://www.prospecthousegp.co.uk) – select online services from the menu. Any problems, pop along to the surgery.

### Shingles Vaccination

Please follow this link which shows when you are eligible:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/1178496/UKH\\_SA\\_12644\\_A3\\_Eligibility\\_poster\\_04\\_WEB.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1178496/UKH_SA_12644_A3_Eligibility_poster_04_WEB.pdf)



*Prospect House Surgery and the Prospect House PPG  
wish everyone a very*

*Happy Christmas and a Happy, Healthy New Year!*





## Managing Patient Expectations at Prospect House

Unfortunately, we can only provide a limited number of appointments every day. So we have to manage the appointment books to ensure the best availability according to need. Every day we release urgent appointment slots at 08:30 and 14:00 hrs and these are usually seen on the same day. We also have pre-bookable telephone appointments if you are suffering less urgent symptoms.

All contacts start as a telephone call with our experienced GPs and where possible we try to deal with your case quickly and efficiently over the phone. If the GP determines that they need to see you face-to-face, there is availability each day and you will be given a time to attend your appointment.

Our reception and administration staff are trained to deal with your enquiries as politely and efficiently as possible. We are unfortunately experiencing some abusive behaviour from a small number of patients on the telephone and when calling-in to the Surgery. We hold a duty of care to our staff as well as our registered patients, so a zero-tolerance policy is now being taken.

## The Lindengate Charity

Better health and wellbeing through nature

On a recent visit to the Lindengate Charity based in Wendover, I was blown away by the magic of the place.

Set in 9 acres of land adjacent to Dobbie's Garden Centre, it is used by Social Prescribers as a place where people suffering with anxiety and other mental health problems can find support through attending wellbeing and nature workshops; by volunteering to help in the gardens; or just as a temporary escape into the midst of an oasis of tranquillity.

A Memory Pathway programme is available for those living with memory loss and dementia.

Conservation is at the heart of the gardens. There were numerous butterflies, bees and all manner of insects enjoying the brambles, nettles, wild flowers and cultivated flowers together with a small orchard of heritage fruit trees. Two gardens transported from Chelsea to Lindengate harmonise beautifully in the wild setting.

Ducks wander around, bird song is ever evident and there are numerous secluded places to sit awhile. The calming effect of water is much in evidence.

These words hardly do it justice so perhaps you need to go and see for yourselves!



Visiting times for the general public are Wednesday to Saturday, 11.00 am - 4.00 pm.

No booking is required and there is no charge, although a contribution is appreciated.

Website: [www.lindengate.org.uk](http://www.lindengate.org.uk)

e-mail: [info@lindengate.org.uk](mailto:info@lindengate.org.uk)

## The Prospect House Patient Participation Group (PPG)

The Prospect House PPG is in good health.

We now have an active committee of nine members who meet together frequently, as well as with the Practice approximately four times a year. Minutes from those meetings are available to all patients on the PPG noticeboard in the surgery, or on request by e-mail to: [prospect.housePPG@nhs.net](mailto:prospect.housePPG@nhs.net)

The aim is to support the practice by providing patients' views on the services it provides.

We occasionally contact patients both for feedback, which is entirely optional, and to update them with surgery news and health initiatives available to them in the community.

We can only do this if we have your email address details and consent to contacting you.

A recent text message sent out to patients about PPG by the practice manager resulted in a good number of patients providing us with their contact details and we would be delighted to add yours to the list.

We are producing this newsletter on behalf of the Practice and you can find out more about what we do by sending an email to: [prospect.housePPG@nhs.net](mailto:prospect.housePPG@nhs.net)

**We would be delighted to hear from you and would welcome your ideas and participation. Thank you!**

For further information about PPG's please go to the practice website: [www.prospecthousegp.co.uk](http://www.prospecthousegp.co.uk) select **About Us** from the menu and then **Patient Participation Group**

## Mid Chilterns Primary Care Network – what is a PCN?



The Mid Chilterns Primary Care Network is now five years old. It consists of the following five practices:

- Prospect House
- John Hampden
- The Amersham Health Centre
- Rectory Meadow
- The Chequers / Hughenden Valley

These practices use the additional funding awarded to all PCN's by the NHS to provide the shared services of physiotherapists, clinical pharmacists, social prescribers, and others. More about these roles and the help that they provide in future issues of the newsletter.

The Clinical staff of the PCN meet together regularly and there is contact between the committees of the individual PPG groups as well.

The logo, chosen by patients, depicts the Chiltern Hills! More information can be found here: [www.midchilternpcn.nhs.uk](http://www.midchilternpcn.nhs.uk)