

Difficulty Getting an Appointment?

We know that it can sometimes be difficult to get an appointment at the Surgery. Over the next few months we will be introducing a number of measures that we think will help this situation. You may find that the Receptionist who takes your call takes a little more time to check that you are seeing the most appropriate healthcare professional to meet your needs. Of course, the Receptionist will not ask you to disclose any clinical information, but may ask you whether this is something that a nurse or health visitor or health care assistant could help you with.

Our Practice Nurses are very highly trained and can help with a wide range of problems (see below). The Health Visitor is an excellent resource for pre-school children and the School nurse is available (via school) for some problems in school-age children. Our Pharmacist at Hughenden Valley is happy to advise on minor health problems.

Please be patient with the Receptionist as they try to ensure that you see the most appropriate member of the Primary Care Team. Please check the list below to see what our highly trained and experienced team can offer!

Practice Nurses (Nurse Pippa, Nurse Jo and Nurse Lynne)

- Asthma checks and asthma medication reviews
- Chronic obstructive pulmonary disease (COPD) checks, medication reviews and spirometry
- Contraception advice and pill checks
- Morning after pill (Nurse Jo)
- Diabetes checks and monitoring (Nurse Pippa)
- Dressings
- Ear syringing (but please ask for our leaflet on this-you may not need an appointment)
- HRT reviews
- Hypertension (blood pressure) checks and medication reviews
- Ring pessary changes (Nurse Jo)
- Travel advice and vaccines (GPs don't do this)
- Vaccinations
- Cryotherapy clinic (by referral from GP- this service is not for verrucas)
- ECGs

Health Care Assistant (Margaret)

- Dressings
- ECGs
- Warfarin and Methotrexate monitoring tests
- Helicobacter Pylori breath tests (after referral by GP)
- Glucose Tolerance Testing (after referral by GP, not in pregnant ladies)
- Basic spirometry
- Blood pressure checks
- (Don't forget the blood pressure machines in the waiting rooms if you want a quick BP check.)

Health Visitors (Jean and Millie)

- For preschool children and babies;
- Behavioural problems including sleep

- Feeding problems
- Breast feeding advice
- Clinical confirmation of chicken pox infection
- Toilet training advice

Pharmacist

Simple health advice and some useful over the counter treatments, for example;

- Antibiotic eye ointment (if over 2 years old)
- Morning After Pill (without prescription)
- Threadworm and headlice treatment
- Painkillers
- Hayfever treatment
- Imigran and other migraine treatments
- Antidiarrhoeal preparations
- Much much more.

We also have an in-house dietician, physiotherapist, counsellor and midwife to whom you may be referred by the GP.

How you can help us

As well as choosing the appropriate professional for your needs, here are some other useful tips:

- Please remember that if you would prefer to see a male (or prefer to see a female) doctor, then just let the Receptionist know, there is no need to explain why.
- If you need to know your results, please could you phone between 11 and 12.30pm and 1.30pm and 2pm-often you won't need an appointment unless your GP or nurse has suggested to you that you do.
- We are hoping that by helping you to use the most appropriate person for your situation, the whole system should run more smoothly.
- If you are unable to keep an appointment please let us know as soon as possible. THIS COULD MAKE AVAILABLE AT LEAST 60 OR MORE APPOINTMENTS EVERY MONTH

Other Useful Community Resources:

- Out of Hours Service (Harmoni) 0845 450 2530
- NHS 111
- Chiltern Counselling 01494 786024
- Family Planning Association helpline 0845 122 8690
- Social Services 01494 415000
- Citizen's Advice Bureau, Wycombe 08701 264045
- ACT 01296 565673
- MIND 01494 448279
- Relate 0845 4561310
- Cruse Bereavement Care 0844 477 9400
- Child Bereavement Charity 01494 446648
- Bereavement Counselling 01494 511117
- YES (Youth Enquiry Service) 01494 437373
- Carers association 01494463536
- St John's Ambulance Sitting Service 01494 689955

- Age Concern 01296 431127
- Samaritans 08457 909090
- To apply for a disabled blue badge 01296 382902
- Police 01494 465888