

The Misbourne Practice

Patient Newsletter - May 2024

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Opening Hours

The phone lines at both of our sites are open from 8.30am to 6pm Monday to Friday.

The surgery buildings are closed between 6pm and 8am on weekdays, and all-day weekends and bank holidays.

Bucks 24/7 (Fed Bucks) provides Out of Hours services when the surgery is closed.

They can be contacted by dialling **111**, which is free from both landlines and mobiles, or by visiting **111 online: NHS 111 Online**

If you need to be seen, you may be asked to attend an Urgent Treatment Centre base in Amersham or Wycombe.

If the problem is a life-threatening emergency, call 999.

Other sources of medical help or advice are:

[NHS 111 Online](#)

Your local Pharmacist - [click here to find out how your pharmacy can help](#)

Welcome

We distribute a monthly patient newsletter to keep you informed about current events at the Misbourne Practice and to promote awareness of health and well-being issues.

Veteran Friendly Practice

We are excited to announce that we have recently been accredited as a veteran-friendly practice. We are keen to support our veteran patients. If you are a veteran, please inform our reception staff so that Dr. Dickinson, the lead GP for this service, can offer and organise tailored support for you. Your well-being is our priority.

Spring Covid Booster Delivery Update

We have successfully finished administering the housebound covid vaccinations. Our clinics for other eligible groups have also been successfully completed.

If you or your family member have recently become housebound and not had a call from us, please ring the surgery to be put on a waiting list. The service will close by the end of June.

Just as reminder the eligibility criteria for spring booster is 75 years or older, residing in a care home, or with a weakened immune system

Digital Literacy – Event

On Saturday 18th May between 14:00- 17:00pm and the Chalfont Hub they will be hold a practical session on how to use the NHS App we are looking for 16 but the uptake has been very low, if this is something you would be interested in please give your name to reception so we can to you on the list to attend.

Urgent Treatment Centre (Minor Illness and Injury Unit) Wycombe Hospital, Queen Alexandra Road, High Wycombe, HP11 2TT - call 111 or visit 111 online to arrange an appointment.

Mount Vernon Hospital Minor Injuries Unit, Rickmansworth Road, Northwood, HA6 2RN

Slough NHS Walk-in Centre, Upton Hospital, Albert Street, Slough, Berks SL1 2BJ.

NHS App

Everything you need to know about using the NHS App.

For help and support, visit [NHS App help and support](#)

Dates that we are closed in 2024 for Staff Training

Protected Learning Time (PLT) is an opportunity for GP practices to address staff learning and professional development needs.

There are ten Protected Learning Time dates each year where the practice will be closed from 1 pm.

When the practice is closed, please use the 111 service for any urgent medical needs.

Dates the practice will be closed for the afternoon during 2024:

- Tuesday 14th May
- Wednesday 5th June
- Wednesday 10th July
- Thursday 19th September
- Thursday 17th October
- Wednesday 13th November

PPG Group and Committee

Relaunching our Patient Participation Group Meetings and looking for Representatives to Join

We are looking to run quarterly PPG meetings (remote-online); which will be formed of the following:

- 12 X Committee members; 6 from the Misbourne Surgery and 6 from the St Giles Surgery
- 1 X Chairperson
- 1 X Vice chair
- 1 X Secretary
- A representative from the Misbourne Management team/ GP Partner or combination of both.

The notes and any communications from these meetings will be shared with all PPG members and there will be agreement on how effective 2-way communication can be formed between the representative group and the rest of the PPG members, to ensure as far as possible all voices are heard.

If you are interested in representing your fellow patients and community and becoming an active member who can commit to attend on the dates detailed overleaf, then please follow this link and register your interest. We will operate on a first come, first served basis and as soon as all the vacant slots are filled; we will cease taking applications and will send an update accordingly.

Calling all Carers

If you're caring for someone and could use support, please let us know. We can share information about Carers Bucks, a local charity that provides valuable services and resources for unpaid carers

Digital Assistant

In March, we implemented a new system that complements our telephone system, enhancing the efficiency of directing patients to the necessary services. It offers step-by-step phone guidance for resolving digital queries and prioritises our phone lines for those in urgent need. Feel free to test it out and provide us with your feedback.

Until next time

Thank you for being an integral part of our practice. Please send any feedback or topics that you would like to know more about via our [feedback form](#) or via post to the practice.

Your Feedback Matters

