

Rectory Meadow Surgery

Newsletter – Spring 2025

Rectory Meadow Surgery



Inside this Issue

How to navigate the **Appointment Request** system

The Primary Care Network

Afternoon Closures

The Surgery will be closed for Staff Training from 1300:

24th April

15th May

11th June

15th July

If you need medical advice while the Surgery is closed please call 111 or 999 if you need urgent care.

Missed Appointments

It is very important that you let us know if you are unable to attend your appointment so that we may offer it to someone else.

Last quarter we had 380 patients who missed their appointments and didn't inform us.

This equates to a full week and a half of GP time wasted.



Welcome to our Spring Newsletter

It's been a while since our last newsletter - we aim to send this out quarterly with surgery news and seasonal helpful hints 😊

Appointment system

As many of you are aware we now have a new way to request an appointment or contact the surgery. All requests are reviewed by a GP who will suggest the recommended appointment time, which clinician this should be with, in what timescale and they will request any tests to be done before that.

The reception team will call the patient or carer with that information if the GP hasn't contacted by telephone or text first.

There is no log in required you just go to our homepage on our website **www.rectorymeadowsurgery.co.uk** and hit 'submit a request' - You can use your NHS log in – or you can continue without it.

If you are unable to use the website our staff will complete this for you on the phone, but we would encourage you to have a go, once you have been through this the first time it will feel more familiar.

Using this system ensure that all requests are seen by a GP, all requests are prioritised medically and those patients who have more serious conditions are given appointments sooner rather than later, making this far safer than previous systems.

Our telephone calls have almost halved, and our call answering is quicker now that the majority of patients are using this system. We have processed 19496 requests since Jun 2024 – 99.3% of these were actioned the same day.

Calling the younger generation!! :-)

We continue to be amazed that the 20-50 year olds have the lowest use of the online form compared to how many we add on their behalf. The Boomers are outstripping the Millennials and Gen X. We understand that school runs and work commutes can affect this, but the form is open from 7 am and so you can always put in your request early.

Pharmacy First

Local pharmacies are all now trained to deal with a wider range of illness including things that patients would normally see a GP for. Pharmacies can now see and treat and issue antibiotics where appropriate – see [Pharmacy First - Online Pharmacy UK, Chemist & Online Doctor Service](#) - ailments included:

Bites and stings and other skin conditions e.g. Impetigo and Shingles

Ear infections / Urine infections / Throat infections / Sinusitis

If we advise you to attend a community pharmacy first then please do this, as it then frees up an appointment for someone who needs to see a GP. Remember you can also buy remedies over the counter for many conditions, this all helps to save the NHS medication budget.



The Doctor's Advice



Please accept the information given to you by the reception staff they are following the GPs instructions. We do get a lot of patients 'disputing' the advice given. Please make sure you give us all of the relevant information on your initial request form, so the doctor has the correct details and background to work from.

Primary Care Network



Our Mid Chiltern Primary Care Network of 5 surgeries—Rectory Meadow, Hughenden, Prospect House, John Hampden and Amersham Health Centre—has now been in operation since July 2019.

We now have a strong team of a variety of skilled clinicians who you may come in to contact with regularly.

Social Prescribers – Who can signpost you to community services and help navigate some of the social elements of life i.e. funding, housing, home safety, advice and guidance, finding care, supporting carers.

Health and Wellbeing Coaches – Help with lifestyle, coping with Long Term Conditions, referring to services such as weight management, smoking cessation and supporting patients through their journey. You can self refer via the website if you would like some support [Mid Chiltern PCN](#)

Pharmacists and Pharmacy Technicians –Helping with medication issues, managing cholesterol and high blood pressure, managing side effects of medication, reviewing those with multiple medications and helping with supply issues.

With hayfever just round the corner please go to your local community pharmacy first!

Thank you 😊