

# The Misbourne Practice

Patient Newsletter

November 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](#)**

## Team Spotlight – Dr Ayaz Aleem

Dr Aleem joined the St Giles team in 2017, having qualified from Imperial College London in 2005. His qualifications include MBBS, MRCP, BSc in Healthcare Management, and DFSRH.

Dr Aleem's clinical interests lie in men's health, as well as ear, nose, and throat disorders. He also provides joint injections and cryotherapy for benign skin lesions. At the practice, he serves as a GP trainer, mentoring the next generation of GPs, and holds the roles of IT Lead and Caldicott Guardian.

## Honouring Our Heroes: Committed Support for Our Veteran Community:

We are proud to be a Veteran Friendly Accredited GP practice and to support our veteran community. Our heartfelt thanks go to all our staff and patients who took a moment of silence on Monday, the 11th of November.

We recognise that this Remembrance Day may be particularly challenging for many veterans in our community, and we want you to know that we are trained and committed to effectively identifying and supporting your health needs.

As a Veteran Friendly Accredited practice, our team:

- Recognises the importance of identifying veteran patients within our community
- Understands the unique health needs that veterans may have
- Strives to provide veterans with the very best care and support
- Is knowledgeable about the specialist veteran healthcare services available
- Undertakes regular training and development to ensure we can deliver the highest standard of care to veterans in our community and uphold the health commitments of the Armed Forces Covenant

If you are a veteran patient, please inform us of your service so that we can ensure you receive the most appropriate and best care whenever you need it.

You can learn more about the accreditation and how it supports veteran patients here: [rcgp.org.uk/veterans](http://rcgp.org.uk/veterans).

## Stay OK

Stay ok is a website for vulnerable people in the Thames Valley area, please see link below that will take you to the very useful website should you need any of their assistance.

They cover a multitude of areas including How to stay safe at home, help and advice with bullying, what to do regarding crimes etc. - [Helping You To Stay Safe | Stay OK](#)

**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:

- Wednesday 13th November

## Withdrawal of Unfunded Service

### Post Operative Wound Care

For some time, we have been providing an unfunded post-operative wound care service for the convenience of our patients, despite the funding to provide post operative care being received by the hospitals. This service has been especially valuable for those who need regular care but struggling to get to the Hospital.

We regret that due to increasing demands on our nursing team and financial pressures on NHS General Practice overall, we can no longer continue to provide this service for which the hospital receives payment, as continuing to do so compromises our ability to deliver our core General Practice Services.

### What does this mean for you?

From 1st of December 2024 we will no longer offer post-operative wound care to any new patients. This includes post operative care from all private and NHS services, including dermatology, surgery and urgent care. Patients will be required to receive ongoing wound care from these services directly.

- Patients currently receiving wound care will continue to be offered a maximum of 2 dressing changes per week until they are healed and discharged.
- Patients who are housebound will be able to receive post-operative wound care from the local District Nursing service. This should be arranged by the hospital service directly at time of discharge.
- We will continue to offer post operative clip / suture removal as well as wound care for leg ulcers, as these are separately contracted services.

Thank you for your understanding and support

## Who's Who at The Misbourne Practice

**General Practitioner (GP)** is a qualified doctor who works in primary care (general practice) and is often referred to as a family doctor.

**GP Registrar (GP trainee)** is a qualified doctor who is now training to become a GP, under the guidance of an experienced GP trainer.

**Paramedic** is a registered paramedic who has completed additional training, enabling them to triage patients and manage common illnesses.

**Physician Associate** are medically trained across a wide range of conditions. They may undertake physical examinations, diagnose problems, formulate management plans and provide health advice. GP Associate supports the GP by performing checks such as blood pressure, ECG and diabetic foot checks. First Contact Physiotherapist can assess, diagnose and treat musculoskeletal problems, and arrange further investigation and referrals.

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**Practice Nurse** is a registered nurse who has been trained to manage a range of services, including family planning, sexual health, wound management, vaccinations, immunisations and long-term conditions.

**Nursing Associate** is registered with the Nursing and Midwifery Council. They provide information about preventing ill health and carry out a range of clinical tasks.

**Clinical Pharmacist** is a registered pharmacist with extra training to work in general practice. They manage and prescribe medications for patients with long term conditions. They triage patients and manage common illnesses.

**Pharmacy Technician** are registered and work with the team to audit prescriptions and the safety of medications.

**Phlebotomist** is a member of the team whose primary function is to take blood samples from patients.

**Health Care Assistant** are not registered health care professionals but have completed the Care Certificate. They can perform some tests and support the nursing team with dressings and vaccinations.

**Care Coordinator** support patients across the health care system. They work collaboratively with patients and clinicians to manage long term conditions and disabilities, providing personalised care and support planning.

**Social Prescriber** has specialist training to help patients make positive changes and safeguarding vulnerable patients.

**Care Navigator** is part of the admin or reception team with additional training to direct patients to the right health professional.

## NHS App

The NHS App is a simple and secure way to access a range of NHS services on your smartphone, tablet, or computer. The app allows patients in England to book appointments with their GP, order repeat prescriptions, access their GP record and receive messages from the health centre.

To keep up to date with latest results, appointments and general healthcare information please ensure you have notifications for the app switched on, you can change this option in the app. If you need help with this please speak to a member of staff.

**Your Feedback Matters**



**Leave us a review on NHS reviews using the QR code below**



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