

Welcome to our Highfield Surgery Newsletter. Every few months, we'll bring you key updates from the practice, useful health information, and the latest news from our team and local community.

Our newsletter is here to help improve communication between the surgery and our patients. We want to make sure everyone has easy access to clear, useful, and reliable information about their healthcare.

We are committed to providing patient-centred care and supporting the health and wellbeing of our community.

In each edition, we aim to share:

- Updates on surgery services and any changes to referrals
- Information on services we provide and clinic availability
- News and updates from the Patient Participation Group (PPG)
- Details about Klinik and other appointment services

Staff Training dates 2026

The practice and Klinik will be closed from 1:00pm on the following dates:

- Wednesday 13th May
- Thursday 18th June
- Wednesday 15th July
- Thursday 15th September

Patient Information

Please help us keep your records up to date by ensuring we have your correct contact details, including your mobile number, home address, and email address. Over 16's must have their own mobile numbers on their records

DNA appointments in April: 132

Staff News

We are delighted to welcome a new PCN Paramedic, Emily, who will be joining us every Thursday.

We are also pleased to share that Chloe, our Diabetic Nurse, has returned from maternity leave and is back with the team.

In addition, Collette, Practice Nurse, has now officially joined us on a permanent basis. We are thrilled to have them all as part of the team.

Pharmacy First is an NHS service in England that allows patients to get advice, treatment, and where appropriate NHS-funded medicines directly from their local community pharmacy for a range of common health conditions, without needing to see a GP first. Trained pharmacists can assess symptoms, offer clinical advice, and supply treatment for issues such as **sore throats, ear infections (in children), urinary tract infections (in women), sinusitis, infected insect bites, impetigo and shingles**. The service helps patients access care quickly and conveniently while easing pressure on GP appointments and urgent care services.

PPG

We are delighted to share that our Patient Participation Group (PPG) recently held a Prostate Awareness Event for men, which was extremely successful. Over 60 patients attended and had their PSA checks, and all results have now been received. Building on this success, the PPG will be hosting another event on 27 July 2026 at the surgery, focusing on Planning for the Future, including Highfield Surgery's policies and procedures on Wills and Lasting Power of Attorney (LPA). Further details will be shared soon, and we would like to extend our sincere thanks to the PPG and their volunteers for organising such a positive and impactful first event

Highfield Surgery will be introducing a new triage-based appointment system for all urgent requests in August 2026. Details are still being finalised. Please look out for more information over the coming months.

COVID-19 vaccines

Our ARC PCN is a group of local GP practices that work together alongside other health professionals, social care, pharmacy, mental health, and voluntary services to provide joined-up care for their communities. The PCN has delivered the latest COVID-19 vaccinations across Little Marlow Athletics Track and Beaconsfield Medical Centre. Patients who are still eligible can continue to book their COVID-19 booster through the National Booking Service or by calling 119 until 30th June 2026. We will be offering the Autumn Covid campaign to our eligible patients through our PCN.

NHS App

This is a secure, free app that lets patients access and manage their NHS health information in one place. It allows users to view test results, GP health records, and prescriptions, order repeat medications, book and manage GP appointments, and receive important messages from their GP practice. The app is especially useful for quickly checking results and updates without needing to phone the surgery, helping patients stay informed, save time, allowing patients to take a more active role in managing their own healthcare.

Adult ADHD referral process

Our ADHD referral process has recently changed.

Due to exceptionally high demand, the NHS Adult ADHD referral pathway is currently closed. Patients therefore have the option to access assessment and treatment through the Right to Choose pathway.

Patients are responsible for researching and choosing their own provider.

Once you have all the required documentation for your chosen provider, please book a routine appointment to discuss the referral with a GP.

KLINIK - Did you know you can contact the surgery online without needing to call? Klinik is a quick and convenient way to get in touch with us for both medical and administrative queries, wherever you are. We are encouraging all patients to use Klinik whenever possible. It helps our clinical team assess requests more efficiently. Using Klinik means you can submit your query at a time that suits you — no waiting on hold!

The service is available Monday to Friday, 8:00am–6:30pm (excluding bank holidays).

We aim to review all routine queries within 48 hours and urgent queries the same day (if they are submitted before 6pm). Note that your request for an urgent appointment will be triaged by a GP and an alternative pathway may be offered if deemed appropriate. Clinically urgent queries will be prioritised.