

Hughenden Valley Surgeries

Hughenden Valley Surgery & Chequers Drive Surgery

PPG Quarterly Newsletter – July 2026

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Welcome to your PPG/Surgery Newsletter.

The PPG (see Page 4) aim to produce this newsletter quarterly and it will be circulated by the following methods:

- Email to those valid email addresses that are held by the surgeries;
- Available from either Surgery (newsletter stands located in the reception area); or
- On the surgery website

If you have requests for information you would like to see in future newsletters, please send an email to hvsppg1@gmail.com



The RSV (Respiratory Syncytial Virus) Vaccine is now available for eligible patients as part of the NHS vaccination programme.

RSV is a common virus that can cause serious respiratory illness, particularly in older adults and vulnerable patients.

[For more information and how to get the vaccine go to Page 2](#)

Contact Information and Surgery Opening Times

Website: www.ourpractice.co.uk

Hughenden Valley Surgery

Valley Road,
Hughenden,
High Wycombe,
Buckinghamshire,
HP14 4LG
[01494 562189](tel:01494562189)

Chequers Drive Surgery

1-3 Chequers Drive,
Prestwood,
Great Missenden,
Buckinghamshire,
HP16 9DU
[01494 863899](tel:01494863899)

Mo,Tu,We,Th,Fr 8:00 am to 6:30 pm Mo,Tu,We 8:00 am to 6:30 pm;
Th,Fr 8:00 am to 1:00 pm

The RSV (Respiratory Syncytial Virus) Vaccine

Following recent updates to NHS England eligibility guidance, HVS will soon be running additional catch-up clinics for patients who are now newly eligible for the vaccine.

If you are aged 75 to 79, you will receive an invitation shortly with details on how to book an appointment at the surgery for your free **Respiratory Syncytial Virus (RSV) Vaccine**

Further information about the RSV vaccine can be found at <https://www.nhs.uk/vaccinations/rsv-vaccine/>

RSV Vaccination During Pregnancy

If you are pregnant, you should be offered the RSV vaccine around the time of your 28-week antenatal appointment.

Getting vaccinated as soon as possible from 28 weeks will provide the best protection for your baby. But the vaccine can be given later if needed, including up until you go into labour.

Speak to your maternity service or GP surgery if you're 28 weeks pregnant or more and have not been offered the vaccine.

Missed Appointments

If you miss a GP appointment in the UK, it is recorded on your medical file as a **"Did Not Attend" (DNA)**. While a single missed appointment rarely carries an immediate penalty, **repeatedly missing appointments can result in being removed (de-registered) from your GP surgery's patient list.**

Missed appointments place a massive strain on healthcare resources:

Wasted Capacity: Patients missed **16 million GP appointments in 2025** alone, meaning roughly 1 in 23 appointments went unused.

Financial Cost: Every missed GP consultation costs the NHS an estimated **£30 to £40**, accumulating to nearly £600 million in wasted funds annually across the UK.

Longer Waiting Times: When a slot is missed without warning, it cannot be offered to another sick patient, directly driving up community waiting times.

In our own surgery we see on average of 90 DNAs per month, so please, **if you are unable to attend an appointment give the surgery as much notice as possible so the appointment slot can be offered to another patient in need.**

How to Request an Appointment Online

HVS now uses the new NHS online booking system for appointment requests.

Please note, this NHS initiative was NOT introduced by our practice, but has been mandated and rolled out across England by the NHS.

In the period from 1st April 2026 to 30th June 2026 the surgery received over 8,000 requests for appointments, received via:

● NHS App ● Reception ● Website



The good news is so many of you are now using the NHS App and the Surgery's website to make appointment requests. However, we do need to try and encourage more patients to use the online booking system to improve efficiency so the surgery can provide a better service for the patients.

Please use the steps below to request an appointment. If you cannot get online, our care navigators can help by phone on the surgery number.

Firstly go to the Surgery website, <https://www.ourpractice.co.uk>, or open the NHS App.

On the [Surgery website](#), use the link in the blue box on the home page:

Book an
appointment or
Send a Request

In the [NHS App](#), select “[Appointments](#)”, then “[Book an appointment](#)”, then “[Ask about a health problem](#)”.

Answer the basic on-screen questions and then Submit your request.

A practice GP will triage your request and decide the best next step, which may be an appointment with a GP or another qualified HVS clinician or practitioner. The Surgery will contact you by text or phone and arrange an appointment as soon as possible.

The system is designed to make appointment requests quicker and easier by reducing waiting times on the phone, directing patients to the right service, and helping shorten appointment waiting times.

For help using the system, email the HVS Patient Participation Group at hvspg1@gmail.com to arrange face-to-face or group advice session at the surgery.

What is the PPG?

A Patient Participation Group (PPG) is a volunteer group of registered patients, carers, and GP practice staff who work together to improve local health services. They act as a bridge between the community and the surgery, advising on patient experiences and helping implement practice improvements.

If you are interested in joining and getting involved in the PPG and it's activities, please contact the PPG on hvsppg1@gmail.com

How A Modern GP Practice is Structured.

The current structure of HVS differs significantly from the way in which NHS practices were originally established.

As patients' needs have developed and evolved over time, the structure of general practice has also had to adapt in order to respond effectively to those needs and to reflect the ways in which patients now wish to access and engage with practice services.

As illustrated in the Structure Chart below, the traditional assumption that a patient must see a doctor may no longer represent the most appropriate route. In many cases, a patient's needs may be more effectively met by another suitably qualified member of the Clinical or Nursing team. HVS is fortunate to have a highly skilled team of clinical professionals, as well as three GP partners who are accredited trainers and who support students throughout their training.

