



WELCOME TO OUR NEWSLETTER FOR AUTUMN 2018



Produced by the Patients' Group and containing useful information which we really hope you will share with your family and friends of all ages.

In this issue:

Thank You!

- It's flu clinic time
- Sepsis
- Your mobile phone number
- Missed appointments
- Text messages about appointments
- What goes on upstairs?
- Protecting your data
- Talking Space
- The Price is Right
- A Run in the Park?
- A date for your diary – a superb talk just for you

**See page 8 for our Patient Survey:
we would be really pleased to receive your ideas.**



**And Now! Find us on Facebook at:
windrush medical practice – patient participation group**

Thank you! To everyone who came along to our NHS at 70 Birthday Coffee Morning! It was brilliant to meet so many of you, and a large number of the staff too; we heard your stories and shared your experiences. The film about the Nuffield Health Centre in 1968 was really popular; the posters were well read; the cake was demolished (!) The Tombola and Raffle were a huge success resulting in over £650 being donated to the Practice for equipment which will help us all. So THANK YOU for your help and your support.

It's flu clinic time: don't the months fly by? It doesn't seem that long ago that we were giving you the dates for flu vaccines in 2017 and here they are for 2018.

We have been asked to remind you that if you are eligible for a free flu vaccine, our Practice would prefer you to book into their clinics as opposed to having this done in a pharmacy.

There are two reasons: firstly, it gives our Practice an opportunity to carry out other checks, such as annual blood pressures and blood tests. Secondly, you need to avoid any risk of a double vaccination: it can take several days for the Pharmacy to let the Practice know that you have been to see them and then to process the information onto your notes. So why not make an appointment at the Practice now. The dates are (all Saturdays) ... 22nd September, 13th October and 3rd November. You can book on line or via reception.

Sepsis: We are all asked to be aware of this rare but serious complication of an infection.

If your child has any of these symptoms, you should take immediate action:

- Looks mottled, bluish or pale;
- Is very lethargic or difficult to wake;
- Feels abnormally cold to touch;
- Is breathing very fast;
- Has a rash that does not fade when you press it;
- Has a fit or convulsion

Don't be afraid to go straight to A&E or to dial 999.

For more information visit nhs.uk/sepsis or sepsistrust.org

Your mobile phone number: the Practice is keen that you provide them with your mobile phone number. This is how they can remind you of appointments and (hopefully) reduce the number of “Did not attend” events. There are two reasons why you might not have shared this information:

1. *“There is no signal where I live”*: ah yes – that is a nuisance. But we think you probably take your mobile phone in your handbag or your pocket when you go out? And as soon as you get within range, the signal will work and you *will* receive and be able to send messages.
2. *“I am not sure how to do text messages ”*: then pop down to the Library on the 1st or the 3rd Friday in every month between 10 am and 12 noon and there will be some Very Helpful People working with Age UK who are there to help you to learn how to do text messages. In fact, they will help you with any computer type gadget ... so why not go along and keep them busy?

Please provide the Practice with your mobile phone number and help them to help you. ***And if you change your mobile phone number*** - then please let the Practice know as well. They don't want to lose you!

But, if you have provided the Practice with your mobile number, **but only switch the phone on when you want to make a call**, then again let the Practice know this as sending you a text message is not going to work . . .

Missed Appointments: We have an issue at the Windrush Medical Practice with patients making appointments and not turning up for them. This means that the rest of us have to wait longer and longer to get an appointment. During July 241 appointments were missed.

Text Messages about appointments: those of you with mobile phones will know that you receive text message reminders about your appointments. If you cannot keep that appointment and wish to cancel it, then please simply reply with the one word **“CANCEL”**.

Remember – every appointment missed adds to the waiting times for those patients trying to make appointments ...

What goes on upstairs? Many patients who came to our coffee morning were surprised to go upstairs and find that there are some excellent facilities. There are additional rooms for clinics and also meeting rooms. So we thought you might like to learn a bit about what goes on up there. Let's start with the meeting rooms:

There is a small one called the "Isis" room which holds about 20 people maximum. This is used regularly for the IMPS classes.

IMPS? This stands for "Injury Minimization Programme for Schools" and is a really important part of Oxfordshire children's education. In Witney this happens at our Health Centre and it is in four other locations around the County.

The aim of IMPS is to reduce death and disability as a result of accidents, and to give children basic first aid skills. The programme targets children between the ages of 10 and 11 who statistically are at greatest risk. IMPS links in with the school curriculum. Every week children go to their local base to learn basic resuscitation, what to do if someone is choking or unconscious and how to prevent accidents happening in the first place. A boy from Witney wrote a thank you letter to the team after his new skills helped him save the life of his three-year-old brother. "He started to choke and stopped breathing, so I patted his back where you told us to: if I hadn't been on an IMPS course I wouldn't have known what to do."

So if the young ones in your family are going to IMPS – then you know all about it. And in West Oxfordshire it happens upstairs at the Windrush Practice.

Protecting patient data in the NHS and General Data Protection

Regulations (GDPR): there has been a good deal of publicity about data security and confidentiality which has shaken our confidence in sharing data. The King's Fund has been exploring the use of data in the NHS, the systems in place for protecting data, and what the General Data Protection Act opt-out might mean for the future.

If you are interested in reading this, it is

at: <https://www.kingsfund.org.uk/publications/using-data-nhs-gdpr>

TalkingSpace: we are hearing very good feedback about TalkingSpace. Most of us have times when we find life difficult - we struggle to cope with daily routines, become easily upset and feel low. If we have a long-term physical health condition then we are two to three times more likely to feel anxious or depressed.

TalkingSpace is a free, confidential NHS service available to anyone over 18 who is registered with a GP in Oxfordshire. Their specially trained staff provide psychological therapies for people living with conditions such as heart disease, diabetes, COPD (chronic obstructive pulmonary disease), etc. Appointments are in our building upstairs.

You can self-refer:

- Phone 01865 901222 and speak to them directly;
- Go on-line at www.talkingspaceplus.org.uk and click on the “self refer” link on the Contact Us page;
- Or write to TalkingSpace Plus, Oxbridge Court, Oxford OX2 0ES.

Tell them your basic details, including your NHS number, and they will usually come back to you within 2 days with a telephone appointment.

The Price is Right? a large number of you filled in the quiz sheet at the Coffee morning asking how much you thought the average treatment cost for illnesses and injuries is in the NHS. There were no prizes, but as promised – here are the answers:

- A heart by-pass: **£8,470**
- Appendectomy: **£1,890**
- Cataract surgery: **£690**
- Broken leg, with surgery: **£5,120**
- MRI scan: **£130**
- Having a baby – with no complications: **£2,790**
- An ECG: **£160**
- Endoscopy / Colonoscopy: **£580**
- Tonsillectomy: **£1,090**

These figures were calculated for The Guardian in April 2017 – so they may have gone up since then!

A Run in the Park: a recommendation from one of our energetic GPs! The Windrush Medical Practice has signed up to the Park Run Scheme to encourage both staff and patients to do some exercise. It's FUN and helps with physical, mental and social wellbeing. The Witney Park Run is held every Saturday morning at 9.00 am at West Witney Sports Ground – up on the Burford Road. There is loads of parking in the adjacent lorry park and it's free!

It is three laps, which makes up three miles (or five kilometres in new money!). You can walk it, trot it, take your dog on it, push a pram or be dragged around by a five-year-old! It's not a race (even Dr Thomas has done it!). Here is the link <http://www.parkrun.org.uk/witney/>

You just turn up, trot, walk etc. No need to book. There is a choice of tea, coffee, snacks at the end. If you want to have your time recorded and put on the Park Run site, then just register with the park run site and print out your Bar code so that they can scan it at the end.

To register (optional) just go to <https://www.parkrun.org.uk/register/>
Come on Windrush! Let's go for it!!

NHS jargon explained: a few more mysteries unravelled for you!

Mammography	A special x-ray examination of breast tissue used in the early detection of breast cancer.
MRI Scanner - Magnetic Resonance Imaging Scanner	A scanner that produces images of parts of the body by the use of strong magnetic field and electromagnetic waves.
MRSA	Methicillin resistant staphylococcus aureus - infection that is resistant to most common antibiotics. MRSA bacteraemia means that patients have MRSA in their bloodstream which can be life threatening.
Multi Disciplinary Team	This is a team of professionals drawn from various disciplines within the Trust that combine their expertise to the benefit of patients.

THE WINDRUSH MEDICAL PRACTICE

Website: www.windrushmedicalpractice.co.uk
Opening hours: **Monday- Thursday 0830 - 1830**
Friday 0730 - 1830
Daytime enquiries: **01993 702911**
Dispensary: **01993 708452 (1030 – 1300: 1500 – 1600)**
Fax: **01993 700931**

Patient Advice and Liaison Office (PALS) for the
Oxfordshire Clinical Commissioning Group **0800 0526088**

E M E R G E N C Y N U M B E R 1 1 1

An emergency is a medical problem that cannot wait until
8 am the next morning, or at weekends until Monday

Do you use e-mail? If so then why not join our electronic Patients' Group for regular up-dates on what is happening in the Practice and in Healthcare locally. No cost involved! To join up e-mail patientgroup.wmp@nhs.net and we will add you to our mailing list today



Saturday 22nd September is the date to look up in your diary and pop in “10 for 10.30 am – Corn Exchange, Witney – Professor Carl Heneghan – Antibiotics talk”. We are really pleased to confirm that the Professor of Evidence Based Medicine at Oxford University – who features regularly on radio and television will be with us. He gives an absolutely excellent talk on The Over-Use of Antibiotics which is in good plain English. An ideal opportunity for you to learn more about this – and for the young ones in your family to learn as well from The Top Man! The doors of the Corn Exchange will open at 10 am, the talk begins at 10.30 and we aim to finish by 12 noon. Coffees, teas and biscuits will be available as well.

PATIENT SURVEY: we are keen to know your answers to just two questions to help us in our work to make our Practice even better. There are three ways to reply:

1. Fill in the form below and tear off and pop it in our “post-box” in the corner of the Information Area.
- 2) Send an e-mail headed “Patient Survey” to patientgroup.wmp@nhs.net
- 3) Fill this in when you get home and post it to “**Patients Group, Windrush Medical Practice, Welch Way, Witney OX28 6PT**”

Somebody very wise once said that there was “no such thing as a bad idea”. So please share your idea with us!

What is the one thing which you would like to do to improve the Windrush Medical Practice?

How would you achieve this?