



windrush

MEDICAL PRACTICE

PATIENTS' PARTICIPATION GROUP (PPG)

WELCOME TO OUR NEWSLETTER FOR SUMMER 2019

Containing useful information which we really hope you will share with your family and friends of all ages.
In this issue:



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Please remember that although some items in our Newsletter may not seem to refer directly to you, they may be useful to your Mum, your neighbour, your son or daughter or even the grandchildren! 😊 Why not take one home for them?

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



What is an “automatic” prescription?

Those of us who have regular medication can help the Practice immensely by switching to automatic prescriptions. These are organised through a system operated by the Dispensary staff at the Practice.

They can issue 28 days’ worth of medication on a regular rolling basis for patients; this means that you do not have to order these items. The prescription will be issued automatically and sent to your chosen pharmacy.

This system is only suitable for items which are needed regularly and in the same quantity every month. Items which you use occasionally or “when required” are not suitable for automatic prescriptions.

Please consider putting your medication onto the Automatic system. You can do this by speaking to the Dispensary staff at the Practice. They will let you know whether this is possible and provide you with a list of dates when you can either collect the prescription from the Practice or collect the medication from your usual pharmacy.

Automatic Prescriptions and your holiday?

Some of you have said “but what happens if we are going away and the prescription issue is due in the middle of our holiday?”

Our Dispensary Manager asks you to give at least a week’s notice if you are going to be away when your next pick-up is due and they can authorise an “extra” set. You can then collect it early. Please note that your prescriptions can be organised for a maximum of three months if you are going on a long holiday.

Prescriptions: two helpful reminders from our Dispensary team.

- Please remember that you need to allow three working days for prescriptions to be processed (Monday-Friday) and a further one working day for the pharmacy to prepare your prescription; and also that you do *not* need patient online access to use this service – but do have the option to request medication via the Practice Website at “Ask the Dispensary a Question”.

New telephone system:

the Practice now has a new telephone system in place. This will mean very little change for you – although one big advantage is that if you are waiting to be answered you know where you are in the queue.

Please note that all calls are now being recorded for training purposes and to protect the staff from abuse. The recordings will be kept for three years.

Coercive control awareness campaign:

Victims First, which supports victims of crime and abuse across the Thames Valley, has launched a campaign to raise awareness of coercive control and emotional abuse in relationships. The campaign is called “Know this isn’t Love” and focuses on early warning signs of controlling behaviour and emotional abuse to help victims identify any potential signs within their own relationships – and to seek support.

What is coercive control? Although many people associate domestic abuse with physical violence, coercive control recognises the damaging impact of other forms of abuse in relationships as well.

Some examples of this type of abuse include:

- isolation from friends and family;
- depriving someone of basic needs, such as food;
- monitoring their time and activities
- taking control over aspects of their daily life – such as where they can go, who they can see, when they can sleep;
- controlling their finances;
- making threats or intimidating.

Anyone affected by coercive control or domestic abuse can access support through Victims First on 0300 1234 148, or online at www.victims-first.org.uk

Without mentioning the “B” word ... in spite of all the things going on in Parliament and Europe we are assured that there will be good supplies of our medication available to us. So there is no need to go out and buy copious quantities of anything, or to request additional stocks. Chill! It will all work out in the end ...

Why does the receptionist ask me so many questions – surely one or two should be enough?

The Practice has explained that "because of the diversity of the clinical workforce in Practices nowadays, it is important that the staff can signpost patients to the most appropriate member of the clinical team. This will sometimes need quite in-depth questions to find the most appropriate route for a patient to take. The process has been evolving over some time and the Doctors are keen that patients understand the reasons and benefits behind the questions.

When we telephone the Practice, we are greeted by Dr Smith who explains the importance of giving the Reception team as much information as is possible to enable them to direct us to the correct clinician and facilitate the most efficient use of the available appointments. It is interesting to note that the 111 service call handlers ask equally searching questions, but this seems more acceptable to patients at this time. We hope that in time our patients will understand the benefits of signposting."

New: NHS 111 in online: a lot of us are finding that the NHS 111 service is really useful and helpful. This has always been available via the telephone. Now NHS 111 is available online.

To find out about medical help near you, all you need to do is Google (or whatever search engine you normally use) *NHS 111 online* which will take you to https://111.nhs.uk/?dm_i=3IW9,JUVP,2ZSIPZ,25443,1

The first question is "Where are you now"; your postcode is key to this. The service will then ask you questions about your main symptom. At the end it will give you advice on where and when to get help, or you will get a advised that someone will call. It enables you find out what to do if you can't see your usual doctor or dentist. Also, you can read general information on health problems such as high blood pressure, or about emergency prescriptions and medicines. They stress that you should always follow any medical advice you have already been given by your own doctor.

Our Practice Nurse and the Annual meeting:

Sue is one of our lovely Practice Nurses and at the AGM she told the meeting about her work. With 36 years of experience as a Nurse and Midwife, she joined the Windrush just sixteen months ago as part of the Primary Healthcare Team. In the week prior to the meeting she had seen 8-week-old babies, a 97-year-old patient, given injections for advanced cancer and contraception – and catheterised a patient who could not pass urine. As she says – there are very few nursing jobs with such variety!

Her main duties though are wound care from accidents or surgery, and the management of leg ulcers. She stresses that a friendly and reassuring manner is vital to put a patient at their ease and to develop a good therapeutic relationship. We all understand that our long-term treatment is a collaboration between the patient and the nurse so Sue is pleased that we listen carefully and follow the advice we are given.

Self-referral for physiotherapy:

The physiotherapy service is now provided by Healthshare who are based at the health centre on Deer Park. We can now refer ourselves to this service without going through our GP practice. Their website which is at <https://healthshareoxfordshire.org.uk/refer-yourself> for full details.

It is worth noting that you can refer yourself if you:

- have already tried physical therapy yourself (guidance and exercises are on their website);
- have a musculo-skeletal related issue/condition;
- are registered with an Oxfordshire GP;
- are over 18 years old;
- are able to speak English.

You need to see your GP for a referral if you:

- are under 18 years of age;
- are unable to speak English or only speak limited English;
- need post-stroke rehabilitation;
- need home visits.

Please be aware that the current wait is over 70 days for the Witney service although it may be shorter if you can get to Chipping Norton.

Car parking at the JR: from one of our Fellow Patients ...

It is always good to hear from you, the patients. Here is an e-mail we received in May.

" A friendly warning to visitors to the JR. I went for a clinic appointment; traffic was diabolical, queued about 50 minutes to get into the car park. Luckily for me my wife was driving. I left her in the car queue and walked. When I was coming back out of the hospital, I met my wife who had just managed to park the car!

However, we often go on the bus. We get the S7 if it fits in with an appointment but as it does not go to the Churchill you either have to get another bus from the JR but the option is to get the S2, get off at St Edwards School, walk through South Parade and get the 700 to the JR or Churchill. Of course, none of that is possible for anyone who is disabled but works well for us. There are also plenty of buses from Oxford centre to the hospitals and it is far less stressful than trying to find a parking space. Another option is to park at Watereaton and go on the 700 bus from there to any of the hospitals."

As an up-date, the University Hospitals Trust is looking at Automatic Number plate recognition which may help to prevent "rogue" parking. Apparently some people use the JR car park and then catch the bus to London for the day - as it is cheaper to park in the JR than in any other local car parks. And when your editor was working at the JRH (up to 2010) some people parked their cars there, caught the bus to Heathrow and went on holiday ... so you can see why there are problems?

Have you, or has someone you know, had a Stroke?

Witney Stroke Club currently has space to welcome new members who struggle to communicate after having had a stroke. The club offers a relaxed, friendly atmosphere with one-to-one assistance to practice speaking, reading and writing and to connect with other stroke survivors. They meet each Friday afternoon during term time from 2pm to 4pm in the Parish Hall at Our Lady of St Hugh Catholic Church on the roundabout, Welch Way, Witney. For further information, please contact Margaret Groom, Leader, Witney Stroke Club on 01993 771261 or e-mail margaret@emsoap.co.uk. You will be made very welcome

Are you off to see a specialist? It's always useful to think in advance; if you are like me you can never remember the questions you wanted to ask until you get home: frustrating ... to say the least.

So it's helpful to write these out in advance and here is a useful checklist of questions you might want answered: If the specialist is prescribing me new medication, do I understand what it is for, how long I need to take it for and whether there are any side effects?

- If I need to start taking a new medicine straight away, has the hospital provided me with a supply to last at least seven days (or less, if I need to take the medicine for a shorter period)?
- If appropriate, have I been given a Patient Information Leaflet about my condition?
- Do I have the contact details for the specialist's office if I have a question?
- If I need a Fit Note (used to be called a Sick Note), has the hospital provided me with one and does it cover the length of time the specialist expects me to be off work?
- Do I need a hospital follow up appointment and, if so, do I know how this is organised?
- If appropriate, do I have the names and contact details of organisations who can give me more information or support if I need it?

Now all you need to do is remember to take this list with you!!

We are YOUR Patients' Participation Group (PPG) So please contact us if you have any suggestions, queries or thoughts which could be useful to us all. There is a PPG letter box in the right hand corner of the Information Area. Or e-mail us at patientgroup.wmp@nhs.net. Your ideas are more than welcome.

A reminder about on-line GPs – please share this with your relatives and friends;

Are you thinking about consulting an on-line GP?

If so, then please be aware of the following.

If the on-line GP offers to provide your medication, you may be asked to complete an on-line form; this will almost certainly include “Terms and Conditions”.

Most of us don’t bother to read “Terms and Conditions”.

However, it has been found that these can contain a line permitting the On-Line GPs to register you with their practice.

By agreeing to the on-line Terms and Conditions, you may no longer be registered with your local Practice and unable to receive treatment here. This may not be what you want. So think carefully before you tick that box please.

Changing your Practice will affect you and will affect our Practice too.

THE WINDRUSH MEDICAL PRACTICE

Website: www.windrushmedicalpractice.co.uk
Opening hours: **Monday- Thursday 0830 - 1830**
Friday 0700 - 1830
Daytime enquiries: **01993 702911**
Dispensary: **01993 708452 (1030 – 1300: 1500 – 1600)**

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
morning