



WINDRUSH PATIENTS' NEWSLETTER

May – June 2025

Welcome to the latest Windrush Patients' Group Newsletter:
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Update on Engage Consult

Our online request to book/see/speak to a relevant medical practitioner is now nearly a year old. Although not everyone can use computers/mobiles/ipads etc. requests can still be made over the phone from 8.00am to 4.00pm.

This time last year the average wait time on the phone was over 12 minutes. Since we introduced Engage Consult triage the wait time is reduced to average 8 minutes 35 seconds.

Staff are sorry that patients are having to wait on the phone sometimes - but taking information on the front desk is very challenging as the queue for people needing to check in often gets very long and taking very personal information at the front desk is something we are keen to avoid where possible, from a privacy point of view.

Are you having issues using Engage Consult or the NHS App? Can't find where the password reset email has gone? Feeling overwhelmed with completing the online questionnaires?

We have partnered with Witney Library to help our patients who are having any technical issues related to using our online services.

Our friendly Patient Participation Group volunteer Ian will be on hand to assist where he can and redirect you to our practice staff if needed.

These sessions will be running on the first Tuesday of each month for the next few months from 10:00 – 12:00. Please see the session dates below:

- June 3rd 2025
- July 1st 2025
- August 5th 2025
- September 3rd 2025

Booking is essential to ensure your space. Please call 01865 815207 or visit Witney Library (Welch Way) in person to book a half-hour appointment. Please bring your devices (laptops, tablets, phones etc) to your appointment so we can show you on your own devices how to access the Windrush Medical Practice's online services.

Please note: this service is only available to patients of the Windrush Medical Practice.

2025 Marathon

Many congratulations to our 3 staff, Hattie, Dani and Alex who completed the 2025 London Marathon at end of April. They have so far raised sponsorship money of nearly £12,000 (including Gift Aid) for the Silver Star Maternity Fund at Oxford University Trust in memory of a much missed and respected Dr May Mcree who died last year following the birth of her little boy. Thank you to everyone connected through the practice for your kindness and generosity in support of both them and the charity.

New Staff

We also have a new paramedic and a new ACT (Acute Care Team) nurse joining the team soon, as well as a new clinical pharmacist so our team are ever expanding.

H2 Bus service to JR and beyond.

As of 18th May, Pulhams bus service H2, which runs from Carterton/Witney to the JR will be extended through to Thornhill Park & Ride, via Churchill and Nuffield Hospitals on weekdays. The timetable at weekends will remain unchanged. In addition between 9.00 and 5.00 they will run half-hourly. This is really good news for patients and visitors as will make finding a parking space in hospital car parks a thing of the past as well as probably working out cheaper.

And don't forget to use a bus pass if you are eligible.

www.oxfordbus.co.uk/services/PULH/H2?date=2025-05-21&direction=outbound

Dr Steve Bright

After two decades of dedicated service to our practice and community, Dr. Bright has decided to retire.

Dr. Bright has been a cornerstone of our practice, providing compassionate and expert care to countless patients over the years. His commitment to your health and well-being has been unwavering, and his presence will be deeply missed by both staff and patients alike. Dr. Bright's last day with us will be 30th June 2025.

Dr Bright's patient list has already been handed over to Dr Lizzie Parsons, who has been working alongside Dr Bright for the last three months to manage this transition.

Dispensary

There used to be a message box at the end of ordering prescriptions for items like ordering for holiday etc.

This is now no longer available as it was being used for all manner of things!

However, all enquires can be made via Engage Consult and the usual message channel, which would now include the message about medications ie. ordering for 2 months if away on holiday or ordering a medication that is not a regular item on the prescription. On the Practice website the first page shows "Contact the Practice" and follow through to "Start Admin query".

This also presents a timely reminder for you to check your medication requirements as there is still a large wastage.

Armed Forces Veteran

We are officially accredited as an Armed Forces Veteran Friendly GP Practice. Very good timing as this year is the 80th anniversary of V E Day.

For those wishing to see what is offered - when accessing the Windrush Medical practice page just type in Veterans in the search box top right and it will take you to all the narrative that you may require

Windrush Medical Centre website

Please do visit the website to find out how much information there is for you!! So much information available under the headings of Community Services/Managing common conditions and Useful information.

The managing common conditions is especially helpful during this time of the year when allergies and Hay Fever is prevalent.!

General information

Don't forget that Witney Community meal still operates on a Thursday evening at High Street Methodist Church from 5pm – until 6.30pm. All welcome and all they ask is if you are able to donate, please do, otherwise it is free!!!

Please note:

Services remain open in the Windrush Health Centre during the building works, due to complete later in the Summer.

The purpose of the building work is the cladding needed to be replaced.

The practice thanks the patients for being considerate with the parking during this time.

The Witney Pharmacy is operating as normal despite the building work, however there is no parking!!

All patients and staff are automatically members of the Windrush Medical Practice Patients' Participation Group. We have a working team/committee comprising some 8 members who have an active interest in making communication between you, the patient and the practice relevant and informative. Should you feel you might like to be a member of this team please email below and it would be great to hear from you.

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