**WINDRUSH PATIENTS’ NEWSLETTER**

 **July-August 2025**

 

 **WELCOME to our Patients’ Participation Group Newsletter.**

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**Engage Consult and the NHS App**

If you still need help with Engage Consult or the NHS App, 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 are being held in conjunction with Witney Library and 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

- August 5th 2025

- September 3rd 2025

Booking is essential to ensure your space. Please call 01865 815207 or visit Witney Library 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

**Failing to turn up for appointments**

Windrush patients used to have an exceptional record for turning up for booked appointments. In recent weeks this record seems to have slipped and we have had many more not arriving for appointments, quite often for unavoidable reasons. So, if you can not make it to your appointment, please let the practice know as soon as is possible so that your appointment can be offered to another. Please call on 01993 702911 during opening times or online via Engage Consult and selecting “Contact the Practice”. Thank you.

**Communication with patients.**

The Windrush practice is going to try to send more communication out via email rather than text. This is in line with the long term plan, which focuses on removing unnecessary costs to the NHS (text messaging being a huge cost across the NHS app). We would therefore encourage patients to keep their email details up to date and to expect responses to be sent via this route where appropriate. Clinically urgent messages will still use text messages

**Weight loss injections**

There has been a lot about weight loss injections in the news over the past few months and some patients may have heard that GPs can now prescribe these. Those eligible for primary care prescribing is very small. Patients have to have at least four chronic conditions and a BMI of over 40. In consequence we will not be offering this service in the practice.

**Covid vaccinations in the autumn**

We will be planning our annual COVID and flu campaign after the summer. This year we are planning to have two Saturday clinics with the remaining delivered during the week days. Those eligible will be contacted in due course and when vaccines arrive at the surgery.

**Windrush Family Recipes cookbook**

The staff of the Windrush Medical Practice have created the above-mentioned cookbook in memory of Dr May McCrea who was a dear colleague. Funds raised from the sales will raise money for Silver Star Unit at the John Radcliffe Women’s Centre. Some cracking recipes from the lovely staff for you to try out!!

Please ask reception staff if you would like a copy and payment can be made at dispensary by card. The books are £7.50 each; many thanks for your support for this important cause.

**Music For Dementia**

One of the most powerful tools is music therapy for those suffering from Dementia. On Wednesday 30th July, 10.30am – 11.30am at Carterton Library (OX18 3JH) there is a therapy session for all living with Dementia and Caregivers. Do give it a go!

**Cervical cancer recall has changed**

The National Cervical screening programme has made changes to the recall period for cervical smears.

After the 1st July 2025, the standard recall period for smears will be **five** years rather than three years, as it had been for some age groups. There are some variations to this dependent on sample results. Explanation will be in the patient result letter that you will receive after the test. For further information about cervical smears please visit:

www.nhs.uk/tests-and-treatments/cervical-screening

**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 are prevalent

**Dispensary**

There used to be a message box when you ordered repeat prescriptions online – for example: ordering prescriptions early if you were going away etc.

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

We are asked to make all enquires via Engage Consult and the usual message channel, which includes ordering prescriptions early or if you are asking about something that is not a regular item on the prescription.

This also presents a timely reminder for you to check your medication requirements as there is still a large wastage. Check if you already have adequate supply and speak with Dispensary if you have. They can adjust your requirements.

**Building Works**

The current building works are due to be fully completed by the end of the summer. The Practice thank everyone for their considerable patience over the past few months. The end is in sight.

**Bank Holiday – end of August**

Just a reminder that the practice is closed on Bank Holiday Monday, August 25th. There will be coverage at local pharmacies for prescriptions (actual opening times still to be confirmed). *Please Note: If you have a serious medical emergency that cannot wait, such as a suspected stroke or heart attack, please call 999.*

If you need other medical help over that weekend – call 111

**Your PPG (Patients’ Participation Group)**

All patients and staff aged over 16, are automatically members of the Windrush Medical Practice Patients’ Participation Group. We have a working team/committee comprising some eight 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. **PPGWindrush@gmail.com**