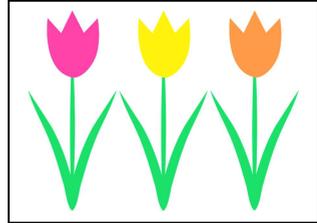




windrush
MEDICAL PRACTICE

**WELCOME TO OUR
PATIENTS' NEWSLETTER
SPRING EDITION
March 2017**



**Produced by the Windrush Patients' Group for patients and staff of the Windrush Medical Practice, Witney
Containing useful information which we really hope you will share with your family and friends of all ages.**

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A change at the Practice: Our Practice advises us that Dr Brenda Roberts has now left the practice. As an interim measure, patients who were previously registered with Dr Roberts will be looked after by Dr Tim Budge.

Good news: The last year has seen various trials running in various parts of the country and it is the results from these which are now being put into action.

The Primary Care Visiting Service was trialled here in West Oxfordshire under the heading of the Early Visiting Service. Primary Care Home Visiting and Support teams help GPs to respond to requests for urgent same day home visits. The aims are:

- to provide a more responsive service;
- to visit in a timely manner rather than waiting until the GP has finished their appointment session
- to identify early support before a patient's condition deteriorates and they need to be admitted to hospital:

These services are provided in the patient's own home, general medical practices and community health facilities across the area. They have worked very well here since they began eighteen months ago and it is good news that they are to be retained.

The Neighbourhood Access Hub: the people of West Oxfordshire have really felt the benefit of the trial of a Neighbourhood Access Hub in our area and it has proven very popular. The way it works is that if we are unable to get an urgent GP appointment at our own practice we may be offered a pre-bookable appointment at a nearby healthcare facility, with a local GP or nurse with access to our medical records. This improves access for same-day needs while relieving GP practices of the pressure of providing mainly reactive care to minor illnesses. The Hub will have clinicians on duty, one of whom will always be a GP. In West Oxfordshire the Hub is at our own Health Centre - downstairs on the ground floor and to the right. It operates on weekdays from 9 am to 6.30 pm and also on Saturday mornings.

Extended hours service: an additional opportunity to book to see a Doctor will now be available at a GP practice in West Oxfordshire from 6.30 pm to 8.00 pm on weekday evenings. These appointments need to be booked through our GP Practice. On Sunday mornings, appointments will be available at the Banbury Health Centre. Whichever surgery you go to, the medical staff will have access to your medical records.

MINOR EYE CONDITIONS SERVICE

Primary Eye Care Oxfordshire have recently launched a new service for Eye Patients called the “**Minor Eye Conditions Service**”. The service is provided by Opticians for a range of minor eye conditions including:

- Red Eye or eyelids
- Dry eye gritty and uncomfortable eyes
- Irritation and inflammation of the eye
- Recent sticky discharge from the eye or watery eye
- Recently occurring flashes and floaters
- Painful eyes
- Ingrowing eyelashes
- Recent and sudden loss of vision
- Foreign body in the eye.

Please note that the Minor Eye Conditions Service is not for major eye conditions such as cataracts, glaucoma or diabetic retinopathy. These conditions need immediate referral to Eye Casualty at the Oxford JR Eye Hospital. Please make an appointment with your GP to obtain a referral, or go straight to Eye Casualty at the JR if urgent.

The Opticians offering this service in the Witney area are:

Optical View, Witney	01993 771793
Specsavers, Witney	01993 779977
W & D C Lea, Witney	01993 702134

An appointment will normally be required, so please phone first. Appointments are available during normal working hours. Some Opticians offer appointments at the weekend as well.

If you are registered with an Oxfordshire GP and over 6 years of age you can use this service. You will be asked some questions on the phone about your symptoms in order to assess how quickly you need to be seen by the Optician. This will be within 48 hours or sooner if possible.

Please take your glasses and a list of your current medication with you to the appointment. The Optician may put drops in your eyes to enlarge your pupils. You should not drive until the effects have worn off which may take a few hours.

If your condition is found to be more serious, the Optician will book you an urgent appointment at a hospital eye clinic.

This new service to be provided by Opticians is good news for patients. It will enable eye patients to be seen quickly for these Minor Eye Conditions without having to be seen first by their GP and then referred if necessary to the JR Eye Hospital.

It is also good news for GP Practices because it will relieve them of the need to see patients with minor eye conditions and free up time for other GP appointments.

It is also good news for the JR Eye Hospital where it is hoped that it should help to reduce waiting times for patients with eye conditions which require hospital treatment.

The Oxfordshire Clinical Commissioning Group is one of the first in the UK to introduce this new service which is free and part of the NHS. Further information is available at

WWW.oxfordshireloc.org.uk under “Local Optometric Committee website”.

Len's Story - some Good News

Whenever we hear that something new is coming along, and that there are going to be changes to the ways we are cared for, we are hesitant and even aggressive about them: why do things have to change? Here's why

Not that long ago, if a patient had a major chest infection, they were hospitalised for up to ten days so that they could have an intravenous drip of antibiotics; they would have taken up a full time bed and been very unhappy about it all. This is what happened to Len in December 2016:

"Just before Christmas I had a major operation to deal with a problem in my lung. All went well and I went home feeling shell-shocked, but physically relieved. Then about three weeks later, I developed a nasty cough. On visiting the Doctor I was advised that I had a bad chest infection. My heart sank at the thought of a visit to the John Radcliffe. But I was surprised to be told "I have booked you a place at the Witney Hospital EMU - go straight there now". Well, I thought I might be going to meet an ostrich ... but it turned out that an EMU is actually the Emergency Multi-Disciplinary Unit which is along the corridor beyond the Minor Injuries area. When I arrived the staff were expecting me and dealt with me straight away with a full examination; I was quickly put onto a drip of anti-biotics and nebulised: I stayed there just about three hours before they said I could go home. They told me I needed to go to see them for two hours every day for the next ten days to have the intravenous anti-biotics and any other relevant treatment. It was no hardship and it meant I could get there and back to my own home every night without any hassle. Easy parking at the hospital, friendly and very efficient staff while I was there. Then home to my own bed, my own television and my better half's cooking! It was great. At the end of the ten days, they declared that the infection had been cured and I was signed off.

If this had happened two years ago, before the EMU opened I would have been admitted to the Oxford hospitals for those ten days - blocked a bed, been on hospital food, my relatives would have had to have come into Oxford with all the problems. Thank goodness for progress."

Deer Park patients: you will doubtless have read about the potential closure of Deer Park Surgery and its impact on the rest of the town. Just to keep you up to speed, we have been advised that the Windrush will have the capacity to absorb 750 patients from Deer Park.

END OF LIFE CARE

An article about “End of Life Care” has recently been put on the Windrush Medical Practice website. It is an excellent summary of the ways in which elderly people can plan ahead for all kinds of situations which they may face in the event of terminal illness or the inability to look after themselves.

The article was written by a GP with much experience and understanding of end of life care. It explains the steps which elderly people can take to prepare for these situations and the decisions which may need to be taken by them and their next of kin. It covers Advance Decisions (Living Wills), Resuscitation Decisions, Lasting Powers of Attorney, and help over bereavement.

We recommend this article on the website. Your GP is ready and willing to discuss any of these matters with you on request.

“ADVANCE DECISIONS”

One aspect of End of Life Care referred to in the article above is the making of an “Advance Decision”. An Advance Decision (formerly known as a Living Will) is a document which records what further medical treatment one would wish not to have if one is dying or terminally ill, but unconscious or unable to communicate.

The Advance Decision sets out clearly your own personal wishes about care and treatment at the end of life in what is often a complex and difficult situation for your next of kin and for hospital doctors.

Some of us will have experienced the dilemma when one of the family is a patient in hospital or terminally ill but unable to express their wishes about further treatment (eg invasive surgery or resuscitation) or prolonged intensive care (when in a coma or paralysed by a stroke).

If an Advance Decision has been made by the patient it can provide specific instructions to hospital doctors for when that point is reached.

These situations can vary greatly, but the Advance Decision document is designed to give you as a patient the opportunity to specify in advance the circumstances in which you would want further treatment withheld. An Advance Decision is a legally valid document and any wishes expressed by the patient in it are binding on doctors and hospital staff.

It is recommended that you should discuss with your GP the words that you choose to specify in your Advance Decision. Your GP should be asked to sign the document. It should also be witnessed by an independent person. Copies should be lodged with your GP, your next of kin, and if required with the family solicitor.

If you are interested in knowing more, then we recommend that you approach Age UK's "My Life, My Decision" section who can provide helpful guidance and appropriate documentation for this purpose. Details are available by telephoning **07800 813 305** or leave a message on **01235 424 715**
<http://www.ageuk.org.uk/oxfordshire/our-services/my-life-my-decision/>

Note by Editor: We appreciate that this may be a sensitive topic with some of our readers. This article has been discussed and agreed by the Patient Group and with the Windrush Practice.

Dynamic news about our local NHS for you:

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 we will add you to our mailing list today!

Blood donor sessions: Can you fit these into your busy schedules?

All 1330 to 1530 and 1615 to 1930 unless stated otherwise.

At the Corn Exchange in Witney:

- Sunday 5th March (already fully booked)
- Tuesday 4th April (you need to book for this one)
- Tuesday 9th May (limited walk in slots)
- Sunday 2nd July (1000-1445: limited walk in + appointments)

And at Madley Park Hall

- Friday 21st April (with limited walk in slots + appointments)

To make an appointment call 0300 123 23 23 or go on-line at <https://my.blood.co.uk/SessionFinder> There are limited walk in slots available too.

THE WINDRUSH MEDICAL PRACTICE

Website: www.windrushmedicalpractice.co.uk
Opening hours: **Monday - Thursday** 0830 - 1830
Friday 0700 - 1900
Daytime enquiries: **01993 702911**
Dispensary: **01993 708452 (11 am to 1 pm only)**
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 following morning, or at weekends until Monday morning