



windrush
MEDICAL PRACTICE

PATIENTS' PARTICIPATION GROUP (PPG)

WELCOME TO OUR NEWSLETTER FOR WINTER 2018



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

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Our Annual meeting: some of you will be wondering what has happened to the Annual meeting which we usually hold in October. Try as hard as we might, we just couldn't get a suitable date and time to fit around the flu clinics, the Health Centre's availability and our diaries! But don't worry – it will be on in the Spring and we are aiming for it to be interesting and friendly. Watch this space.....

Using Apps to speak to an on-line GP: *this is important please!*

We are reading and hearing a lot about how quick and easy it is to have a “consultation” with a GP via our computers.

There are times when we have to wait to see our own GP and the idea of talking to someone quickly about a health problem is very appealing. So, downloading an App which has been well advertised may be your solution.

Please note that if you do commit yourself to this on-line GP service your registration will be transferred and you will *no longer be a patient of the Windrush Practice.*

Your blood tests and urine tests will be more difficult to arrange.

You will not be seeing someone in person who can see the “whole” you. The Windrush will lose your personal funding which it currently obtains from the NHS; this is a threat to all local practices.

Yes – it’s quick and it’s easy – but is it the right move for you?

Think hard please.

On-line pharmacies an important notice for all patients: you may have received a letter from an internet pharmacy company bearing the NHS logo and mentioning our Practice. Please note that you are under no obligation to receive your NHS medicines from them.

Some patients may think that our Practice is promoting their services. This is not the case. Our local community pharmacies are proud to serve you and look forward to serving you long into the future.

Positive Patient Identification campaign: if you are going as a patient up to any of our main hospitals, please note that clinicians must now always ask you to say who you are, stating your name and date of birth. This has been introduced because of a number of incidents which have occurred where patients have been incorrectly identified. There are posters up all around the hospitals to tell you about this.

Getting the ‘right patient, every time’ is a priority – and so staff must *always* ask you for this information, even if you know them well. If you are inpatient with a wristband, staff will also be double checking on these.

Do you have problems sleeping? Insomnia apparently affects one in ten adults. But now the Sleepio Project has arrived.

It aims to improve sleep without sleeping tablets through a full automated, interactive web-based programme. Because we live in Oxfordshire, we can have free access to this programme until Autumn 2019. It is the first large scale NHS rollout of direct access digital medicine and we can access the programme without needing a GP referral or a prescription. It is being led by the Oxford Academic Health Science Network and is supported by NHS England. For full details go to <https://www.nhs.uk/Tools/Pages/Sleep-self-assessment.aspx> and then maybe you will have sweet dreams?

Traffic News: oh dear ... it isn't getting any easier to get to the John Radcliffe and the Churchill is it! First of all, Marsh Lane has been closed between 7 pm and 6 am (the main road from the by-pass into the hospital from our direction).

Once they have finished this, then Marston Road will closed at the same times: this is the long road which goes from the mini-roundabouts at the foot of Headley Way towards the bottom of Headington Hill so I don't think this will affect too many of us.

Last of all they are putting the John Radcliffe access onto temporary traffic lights! Oh Joy! We have been warned ...

But they say it will all be worthwhile in the end.

Overheard in a Witney Chemist: this is absolutely true

Two elderly ladies were collecting their regular medication.

The first lady was checking her bag of medications to make sure they were all there.

The second lady (recognising something she also takes) said "*Ooooh ... I thought you had stopped taking that?*"

The first lady replied "*Oh yes – I don't take that any more*"

The second lady asked: "*Why don't you cancel it if you're not taking it anymore?*"

The reply? "*Why? It's free, isn't it?*"

Perhaps this is why the NHS costs so much to run?

Make the most of your appointment:

- Think ... do you need to see a Doctor? Why not see a Pharmacist first and they will tell you if you need to see your Doctor?
- Book on line – when you have on-line facilities you will be able to book your appointments, get some test results, organise your repeat prescriptions and in some cases see some of your medical record;
- Make the most of your time: write down your symptoms and make a note of when they started/ how long you have had them and what makes them better or worse;
- Remember to tell the Doctor any medications you have been taking;
- Dress suitably: if you need to have your blood pressure taken be sure you can roll your sleeves up easily: or if you have a tummy problem, make sure you can undo your trousers or skirt easily;
- Don't hold back – be honest and don't leave the most important point for the last minute of your time;
- If you have more than one problem, then you could outline them quickly so that the Doctor can decide which is the most important one to be dealt with in that appointment;
- Take a notebook and write down what the Doctor tells you – or take a friend with you to write the notes;
- Leave the appointment with a clear plan knowing what is happening next;
- If you have a diagnosis, then remember that NHS choices provides really good advice for managing your condition.

Being prepared isn't just for the scouts and guides! while it is dull and miserable outside – cheer yourself up with some cooking or pop to the shops. The suggestion is that we should put at least five meals away in the freezer just in case we can't get out on the ice or in the snow. So, while the Christmas cooking is going on, pop a couple of cottage pies – some soups – a warming casserole – into the oven and then freeze them down just in case.

Or while you are getting your shopping, get some extra ready meals (what a selection there is nowadays!) and pop them into the freezer. Just in case

Professor Heneghan’s talk in Witney: Wow! What an excellent talk that was – and we are only sorry that so many of you missed it!

Those of you who were there learnt so much. Here are just a few of the thoughts from those who went along;

- “So many good points – but the one I’ve been telling people about is the use of hand gel. It’s a good and effective bacterial deterrent – so I am going to get some.”
- “Make sure that you are taking the exact amount of the antibiotic course; older people need to complete a full course, but some younger people may not need to do so - so get professional advice”;
- “Keep up your fluid intake to avoid urinary tract infections”;
- “Respect your Doctor’s advice and don’t argue! The Dutch population uses the fewest antibiotics in Europe. Why? Because if the Doctor says “No – you don’t need them” the Dutch people don’t argue”;

Save money with a prescription prepayment certificate (PPC)

If you know that you will have to pay for a lot of NHS Prescriptions, it may be cheaper to buy a Prescription Prepayment certificate – which is effectively a prescription “season ticket”.

A PPC covers all of your NHS prescriptions, including NHS dental prescriptions, no matter how many items you need.

There are two PPC options to choose from:

1. a three-month PPC – costs £29.10 and will save you money if you need more than three prescribed items in three months;
2. a twelve-month PPC – costs £104.00 and will save you money if you need more than twelve prescribed items in a year.

There are several payment options available for example, if you choose a twelve-month PPC you can pay by ten monthly direct debit instalments.

Full details, including how to find out if you are eligible for this and on-line application form are available by going to.

<https://www.nhs.uk/using-the-nhs/help-with-health-costs/save-money-with-a-prescription-prepayment-certificate-ppc/>

Alternatively, you can telephone 0300 340 1301 or you can apply by post to NHS Help with Costs, PPC Issue Office, PO Box 854, Newcastle upon Tyne NE99 2DE

NHS Jargon: the latest in our series unravelling the phrases we struggle to understand in the NHS.

Never Event	An event considered unacceptable and eminently preventable. A never event must be declared to the Strategic Health Authority and investigated.
NHS Number	A unique number that will be given to every baby at birth and will be used as a NHS identifier for life.
NICE - National Institute for Health and Care Excellence	Body set up in April 1999 to decide which health treatments and technologies - from drugs to artificial hips - should be available on the NHS.
Norovirus	Also known as winter vomiting virus or Norwalk virus. Most common cause of infectious gastroenteritis in England and Wales. Present all year round but peaks in winter months. Outbreaks are common in semi-closed environments such as hospitals, nursing homes, schools and cruise ships.
Out-patient	A patient who attends hospital for treatment, advice and advice but does not require a stay in hospital.
Palliative Care	The care of patients whose disease is now life limiting and is no longer curable, eg cancer, motor-neurone disease etc. It takes into account the physical, psychological, social and spiritual aspects of care of patients, with the aim of providing the best quality of life and the best death for them.
PALS - Patient Advice and Liaison Service	PALS provide advice and support to patients, friends and carers, as well as resolving problems and giving information about NHS.
Patient Transport Service	Organised by our local Ambulance Service for patients with non-urgent conditions. PTS takes them to and from hospitals / day care centres, and carries out non-urgent inter-hospital transfers. Patients must meet medical and other criteria to qualify for this service.
Primary Health Care Team	Professional staff working in or attached to general practices providing a range of health care needs such as GPs, District Nurses, Community therapists, etc

Short films about Mental Health: Oxford Health NHS Trust is responsible for mental health care throughout the County. They have put together a series of short films featuring young people chatting about anxiety, psychosis, personality disorder and neuro-diversity.

The videos feature mental health professionals from the Trust in discussion with Mercury Prize nominee Loyle Carner alongside Izzy Phillips – the lead singer and guitarist with Black Honey. Both musicians talk about living with attention deficit hyperactivity disorder (ADHD) to inspire others to chase their dreams and live life for who they are.

To find out more about the project go to [YouTube account playlist Short Films About Mental Health](#). You can also follow the project on Instagram [@shortfilmsaboutmentalhealth](#) and Twitter [@SFAMentalhealth](#), and follow #shortfilmsaboutmentalhealth.

Your Committee needs you! Your Patients' Participation Group has a Committee of interested people who are keen to hear the voices of patients, support the work of the Practice and learn about local activities in the NHS. Our meetings are held at the Health Centre every six weeks on a Monday morning.

We are specifically hoping that patients between the ages of 16 and 50 will be interested in joining the Committee so that we have a good balance of input and opinions. We know that many employers are happy to allow their employees time to take part in voluntary activities. Are you interested?

Then please send an e-mail or a letter telling us a bit about yourself and why you are keen to join the Committee. An e-mail needs to go to patientgroup.wmp@nhs.net or a letter can go to the Practice marked clearly for the attention of the Patients' Group so that it comes safely through to us.

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**

Wednesday 19 th Dec	Last day to order repeat prescriptions for Christmas
Thursday 20 th December	Normal hours (8.30 am to 6 pm)
Friday 21 st December	Normal hours (7.00 am to 6.30 pm)
Monday 24 th Dec	Last day to order repeat prescriptions for the New Year
Tuesday 25 th December	Closed
Weds 26 th December	Closed
Thursday 27 th December	Normal hours (8.30 am to 6 pm)
Friday 28 th December	Normal hours (7.00 am to 6.30 pm)
Saturday/Sunday 29-30 th	Closed
Monday 31 st :	Normal hours (8.30 am to 6 pm)
Tuesday 1 st January 2019	Closed
And then	Back to normal

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 8am the next morning, or at weekends until Monday morning

Contact us: We would welcome your feedback on issues relating to the Practice. Please put any correspondence in the "Have your Say" box in the Information area or e-mail patientgroup.wmp@nhs.net Thank 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 and we will add you to our mailing list today

