



WINDRUSH PATIENTS' NEWSLETTER FOR JANUARY-FEBRUARY 2022

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The Telephone system – good news!

The Practice now has an upgrade to the system which handles telephone calls, and the feedback has been positive. What has changed? Under the new system, if you choose the ring-back service you will be contacted when your call is at the front of the queue and when there is a member of staff ready to speak to you. If you use a mobile phone and you are unable to take the ring-back call, then a text message will be sent to inform you that you have missed the call; if you then ring the Practice again your number will be prioritised.

Dispensary up-date: the Dispensary phone number is 01993 708 452.

Their lines are now open Monday to Friday from 9 am to 12 pm and 2 pm to 5 pm. Please note that the Dispensary *does not* accept repeat prescription requests by telephone.

Calling the Practice ... is your telephone call really necessary?

Are you ringing about proof of your vaccination status? Please read the next section!

Do you want to discuss your prescription?

Then you could ring the dispensary directly on 01993 708 452;

If you go on-line, then there are some useful opportunities for you to “Ask the Reception a question” or “Ask a Doctor question” (yours truly has used this on more than one occasion and it works really well – as long as you don’t expect an answer that day); And don’t forget that if you have a life-threatening situation then 999 is the answer.

How can I prove my vaccination status if I don’t have a mobile phone?

Answering a good question from a patient “We want to go to concerts where the venue requires proof of vaccination. How can we get this as we don’t have mobile phones?”

Firstly, please note that our GPs do not provide proof of vaccination.

Proving your Vaccination status .. continued

The easiest way may be for you to ring 119 – which is the dedicated Covid line. They will take all the details – confirm your status and arrange for a printed certificate to be sent to you by post. PLEASE NOTE that it is essential that your contact details at the Windrush Practice are up to date (see below) as 111 will use the address which is registered at the Practice to send your certificate.

Prescription collection dates January/February:

- If the date on your latest prescription package is December 10th then your next prescription is due on 7th January and 4th February;
- If the date is December 17th your next prescriptions are due on 14th January and 11th February;
- If the date is December 24th your next prescriptions are due on 21st January and 18th February;
- If the date is December 31st your next prescriptions are due on 28th January and 25th February;

Vaccine clinics at the Windrush

That Was the Year That Was! Our first clinic was on the 23rd December 2020. Since then, it has been a Bit of a Year for everyone – especially in the months to the end of June when our Practice was used not only for patients of the Windrush but also from Eynsham, Long Hanborough, Cogges and the Nuffield too! Busy days they were indeed.

Dr Stephen Smith has written to tell us the following:

“We had special commendation from the CCG as we had given more than 50,000 doses which is one of the highest in Oxfordshire and the second highest number of booster doses (as of 8/11/21. It is now nearer 60,000). We are one of the best performing sites, in the best performing county in the best performing region of England. Since we started back in September, 80% of the target group have been given boosters exceeding the 40-70% that we had been asked to achieve. “

Chatterbox Witney is up and running again!

Organised by Age UK, this is a golden opportunity for you to pop along and join them at their coffee morning. You will be welcomed with a warm cuppa, a slice of cake and a chat. It is a really social event for you all to have a chance to meet your local Age UK Networker for Information and Advice.

Where? The Corn Exchange on the Market Square in Witney

When? On the first Thursday of each month

What time? Between 10 am and 12 noon.

More details are available by calling 01235 849 434 or

By e-mailing network@ageukoxfordshire.org.uk

Your contact details at the Practice: please think about this!

Have you recently moved house? Or changed your phone number?

Or done away with your landline? Or got married?

In these dynamic days it is really important that your personal information is kept up to date. So have a think – and if you need anything changed then please send a letter to the Practice, drop a note in at Reception or use “Ask the Reception a Question” on the website to up-date your details and stay in touch.

Your Gardening Group is looking forward to meeting You!

On the first Sunday of each month, at 10 am, you will find our happy band getting together to keep the gardens at the Practice tidy and fresh.

Some of you will remember that three years ago the Practice had a donation from the Trust for Oxfordshire's Environment so that bee and environmentally friendly plants could be grown in our borders. Thanks to the manpower of our volunteer gardeners, these are kept looking splendid all year round. So why not come and join them?

Tools and cheerful banter are provided! Bring a flask or bottle of your favourite tippie and stop for a chat halfway through. Good gardening, good company? You will be very welcome ☺ Put Sunday 6th February and Sunday 6th March into your diary now!

Returning unwanted medical equipment:

About that Zimmer frame lurking in the garage ... and about that Shower stool that you no longer need and how about that bed frame device which you used for Aunt Gladys ... ? If you are no longer using them and you want to send them to a relevant organisation, then this may help.

If your equipment has an NRS sticker, you can ring NRS and arrange for it to be picked up by them. The contact number is 01869 225 420.

If it doesn't have a sticker then it is worth trying the British Red Cross who run a Mobility Aids Short Term Loan Service: 01235 552 664

Or Scope – who have a variety of options at <https://www.scope.org.uk/advice-and-support/second-hand-disability-equipment/>

Please don't hang on to items which you think may come in handy one day. They may well be needed urgently by another patient!

Your Patients' Group We are working for all the Patients of the Windrush. If you would like to contact us, then please a note in the "post box" in the Resource Centre (in the corner of the Waiting Room) or by e-mailing patientgroup.wmp@nhs.net. If you would like to receive our regular electronic bulletins, then please contact the same e-mail address and we will happily add you to our mailing list.