



WINDRUSH PATIENTS' NEWSLETTER FOR September-October 2023

Welcome to the latest Windrush Patients' Group Newsletter

In this edition:

- Prescription issues: a reminder for all patients;
- Our GPs answer our questions:
 - a) I need to see a GP today!
 - b) What do I do if I have a minor illness?
 - c) Which problems need a call to 999 or a visit to A&E?
- The Roles of other staff in the Practice:
 - a) Advanced Nurse Practitioners;
 - b) Practice Nurses
- Welcome to new staff at the Practice;
- Do you have your medication delivered by the Practice?
- The Practice Gardens;
- Your Patients' Group is here for you!

Prescription issues: A reminder for all patients: please note that the Practice cannot put through a repeat prescription more than ten days before the next one is due.

Our GP's answer our queries:

I need to see a GP today! If you are contacting the practice for a problem on the day, please consider whether the problem may be too urgent and too severe for the GP to manage at the Practice. If this is the case, then you should be seen in A&E directly using 999 if needed.

Please remember;

that if you come to see the GP at the Practice when this is not entirely necessary, the availability of appointments is reduced for the GP to see other patients who need a consultation.

What do I do if I have a minor illness?

Although minor illness symptoms might be unpleasant and inconvenient, treatments are not usually effective in accelerating recovery. Examples of some conditions which often fit into this category are a mild sore throat, simple cough, earache, thrush, minor diarrhoea for a few days, conjunctivitis, minor eczema on the skin.

In these cases, it usually just takes time for the illness to run its course.

A pharmacist can advise you if you want medication over the counter to help. These conditions usually do not need a GP appointment - unless more severe or unusual symptoms occur requiring further assessment or medication which you cannot access over the counter.

In these cases, remember that there are good resources to help understand what to expect and when to take further action. Just go to <https://www.nhs.uk/conditions/>

Which problems need a call to 999 and/or a visit to A&E? Call 999 for any life-threatening condition (including collapse, seizures, stroke, sepsis, non-blanching meningitis rash, new confusion).

You should use the emergency services if you need very urgent medical care, where the potential seriousness cannot be fully dealt with at the GP practice. A few samples include:

- Acute severe illness (including severe headaches, vomiting, abdominal pain, dizziness);
- Chest pain or breathlessness (unless it is mild/moderate and part of a condition that is identifiable and treatable at home eg minor chest infection with cough and sputum);
- Rapid onset loss/change in function which might be a stroke (ie face or limb weakness/numbness);
- The problem is so severe that you cannot get to the Practice - eg a fall where you cannot get up, or you feel too unwell to come in.

New series: The roles of other staff in the Practice:

The good news is that, in addition to our GPs, we have some other well-qualified staff in the Practice who can help us. In this issue we look at two roles.

Advanced Nurse Practitioners

Advanced Nurse Practitioners work mostly in the Practice's Acute Care Team. They are educated to Masters' Level in Clinical Practice and have been assessed as competent in practice using their expert clinical knowledge and skills. They have the freedom and authority to act, making autonomous decisions in the assessment, diagnosis and treatment of patients. They can also prescribe medication independently.

Practice Nurses

Our Practice Nurses are responsible for the delivery of services working as part of the practice multidisciplinary team, delivering care within their scope of practice to the entitled patient population.

The Practice Nurse will be responsible for a number of clinical areas such as health promotion, chronic disease management (including asthma, diabetes and health prevention) as well as supporting the management team in the reviewing of clinical policy and procedure.

Our nursing team provide vaccination and travel medicine services, childhood vaccination clinics, wound care (ulcer/doppler scans, etc), chronic disease review clinics and family planning/contraception clinics. Our Practice nurses also carry out cervical smears.

New staff at the Practice:

We bid a warm welcome to Dr Jenny Webb (Salaried GP) who is starting with the Practice on Monday 4th September. She has relocated to the area from the New Forest. And also to two new Registrars:
Dr Elizabeth Parsons and Dr Ikechukwu Oguamanam.

Do you have your medication delivered by the Practice?

The Windrush Practice provides a non-funded prescription delivery service for housebound patients.

If you receive your medication this way then please note ...

As from Monday 24th July, the Practice can only leave your prescription with someone who can sign and acknowledge that the medication is for the person at the name and address to which it is delivered. If you are not in when your prescription is delivered, then you will need to arrange for you or a person authorised by you, to be at your address or to come to the Practice to pick it up.

The Practice Gardens

Thanks to our volunteer gardening team, there is an unexpected addition to the garden - a special watering hole for insects and birds. Look through the railings as you go over "the bridge" into town. This area (under the trees) has been designated as the Practice's Wild Garden encouraging birds and insects to thrive there. There is a small pond with some rotting tree trunks and branches - a Michelin Star facility for wildlife! A special hedgehog home has been created and there a compost heap and a deadwood area which will be useful for gardeners and wildlife alike. All this is due to the hard work of the volunteer gardeners. They would really welcome more hands to help with the task. Currently they meet on the first Sunday of each month from 10 am - having a break at around 11.15 for coffee. If you would like to help out, then just pop along (August 6th is the next date) and you will be made more than welcome.

Your Patients' Participation Group is here for **you**. Why not join our electronic Patients' Reference Group? To receive regular e-mail bulletins with the latest news and to be in direct touch with your PPG, please e-mail us at patientgroup.wmp@nhs.net. Or you can leave us a note using the Patients' Group post box which is in the Information area. We look forward to hearing from you!