



windrush
MEDICAL PRACTICE

**WELCOME TO OUR
PATIENTS' NEWSLETTER
WINTER EDITION
2017-18**



**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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The Practice Managers' review of innovations in the twelve months to September 2017: at our Annual get together, Morag Keen outlined the very positive innovations which had taken place in the previous twelve months. It is encouraging to note them here.

- "Footfall" - is the name of the new website which is proving to be very popular.
- New appointment systems: many of us will realise that much more work is being done by phone and there are very few face-to-face follow ups. The telephone call system is proving very popular with many of us as it saves a trip into the surgery and saves both us and our GP precious time. In tandem with this, the reception staff and call handlers are receiving good additional training to ensure that we are signposted to the correct service.
- Four new salaried GPs have joined the Practice - Drs Ashman, Ramos, Budge and de Burca - which is excellent news.
- Our Advanced Practice Physiotherapist, Chris Braund, sees patients presenting with new back or joint problems; with his specialist knowledge he is able to diagnose and refer patients on to the correct speciality if needed, or to give advice on self-care and appropriate exercise. In his first three months, Chris saw seen 169 patients; of these 165 would otherwise have gone to their GP. Just 13% of the patients he saw needed to be referred for physio, and only five patients were sent back to their GP.
- Recruitment and training of new staff across all departments is going well, including a new role - GP Practice Assistants who are undertaking more administrative tasks.
- Our new Clinical Pharmacist will be starting soon (in mid-December).
- Our new telephone answering message is read by Dr Stephen Smith.

"I don't want everyone over-hearing my conversation with the Surgery Receptionist" and we are sure that your fellow patients in the queue feel just the same way.

Your Patients' Group members have been visiting other surgeries around the area and found that this problem is not unique to the Windrush and actually the Windrush is better than many!

However - the Windrush has a solution. You *CAN* speak to a receptionist in private. When you arrive at the front of the queue just ask if you can speak in the Interview Room and you will be shown to the room just behind the reception desk where you can sort things out in private. Remember - you need to speak to the receptionist in private? Just Ask

A reminder about Roadworks: if you have an appointment at the hospitals, don't forget that there are considerable roadworks taking place, specifically near to the Churchill Hospital, but also approaching the John Radcliffe. So please allow plenty of time for your journey.

Don't forget that excellent Park and Ride service from Water Eaton which goes to all the hospitals every 20 minutes. It's the number 700; remember to catch the bus which says "Hospitals" on the front - otherwise you may get a ride around Kidlington!

Repeat Prescriptions Patients are asked to remember that more time is now needed for repeat prescriptions to be activated; your usual GP needs to sign repeat prescriptions for safety reasons - so please allow at least six working days before your prescription is due

A date for your diary: Saturday 3rd March - 10.30 am at the Witney Corn Exchange. A superb talk in plain English (not medical jargon!) about the over-use of antibiotics. Professor Carl Heneghan, Professor of Evidence Based Medicine in Oxford, is an entertaining and really knowledgeable speaker.

So don't miss this golden opportunity to get some really sound advice.

Continuing Medical Jargon in plain English

Those mystifying terms are explained in terms which we hope we can all understand. **Today D to G**

D	
Day care admission	Day case patients are admitted for care or treatment which can be completed in a few hours and does not require a hospital bed overnight.
Delayed transfers of care	Patients occupying a hospital bed who are ready for discharge, but awaiting other services etc before they can be discharged.
Diagnostics	Tests to help clinical staff reach a diagnosis, eg pathology tests, x-rays
E	
Elective Admission	A patient who is admitted from a waiting list, sometimes also called "planned care".
Electronic booking	A new system under development which will allow patients to make appointments directly and be able to obtain information on waiting times.
Electronic record	The electronic version of the medical record, linking clinical documentation, test and examination results, and details of patient encounters, available to clinicians instantly at different locations.
Emergency Admission	A patient admitted to hospital as short notice because of clinical need or because alternative care is not available.
F	
Facilities Management	Effective management of the buildings and infrastructure of an organisation, to provide an environment that strongly supports the primary objectives of that organisation.

Family Health Services	Services provided in the community through GPs, dentists, pharmacists and opticians.
Foundation Trust	Autonomous NHS organisations are responsible for managing their services, free from central Government control. They decide how to improve their services and retain any surpluses they generate, or borrow money to support these investments. They establish strong connections with their local communities; local people can become members and Governors*.
G	
General Practitioners	Doctors who provide family health services to a local community. They are usually based in a surgery or GP practice and are often the first port of call for most patients with a concern about their health.

* For your interest, Madeleine Radburn on your Patient Group is a Public Governor for the Oxford Health NHS Foundation Trust. Her remit is to feedback on issues (good and not good) relating to the Trust's work. You can contact her by e-mailing contactyourgovernor@oxfordhealth.nhs.uk

Changes to the Physiotherapy Service: your Patients' Group has noted that sudden changes were implemented for the Physiotherapy Service. In early October, is transferred into the care of Healthshare - an independent group of clinicians who already provide physiotherapy services in many areas of the country. In addition it moved to premises on Deer Park. We know that Healthshare is hoping to reduce the waiting times which have been a problem to many patients. We would be interested to hear your feedback (see back page).

Care needs of military veterans: bearing in mind that there are quite a number of ex-military personnel in our area, we thought the following might be helpful. "NHS veterans' mental health services in England, The Armed Forces Covenant, sets out the relationship between the nation, the government and the Armed Forces, establishing how members of the Armed Forces and their families should expect to be treated. It also states that military veterans are entitled to priority access to NHS hospital care for any condition as long as it is related to their service.

In 2016 NHS England conducted research to identify people's views of NHS veterans' mental health services and to explore the reasons why some people have not sought or received support and treatment. The findings in the engagement report helped to inform the "NHS veterans' mental health transition, intervention and liaison service", which was launched in April 2017. Further information can be found on the NHS Choices website or in the leaflet at <http://www.rcgp.org.uk/policy/rcgp-policy-areas/veterans-healthcare-needs.aspx> "

What happens when the GP refers you to a specialist? A new leaflet for patients has been published and is also available online. This enables patients to know what they can expect to happen if they are referred by their GP to see a specialist or consultant at a hospital or a community health centre. It is at <https://www.nhs.uk/NHSEngland/AboutNHSservices/doctors/Documents/What-happens-when-you-are-referred.pdf>. We will also summarise this in future Newsletters.

Parking at the John Radcliffe: a tip from a patient who recently went up to the JR ... She found that in at least one of the car parks (car park 2) the pay meter only takes coins. This may be a real issue for anyone with mobility issues. We are taking this up with the John Radcliffe Governors to see if they can get something done about it.

Did not attend statistics: the figures for October show that in total **311** patients did not arrive for their appointments.

Your Patients' Group is Very concerned about this.

We would welcome your feedback on this: see end of Newsletter for contact details.

How to cancel an appointment:

If you have computer access to the Windrush Medical Practice Website, (www.windrushmedicalpractice.co.uk), from the home page choose the 'Reception and Enquiries' tab and click on 'Cancel an Appointment'. The next page asks if you are registered for Online Services?

- If you are registered for Patient Access, answer 'Yes' and you will be taken to the login page of Patient Access and once logged in you will be able to cancel your appointment on line.
- If you are not registered for Online Services, click on 'No' and you will be taken to the 'Cancel an Appointment' page. Please complete this form and press 'submit' to action the form
- If you do not have computer access or If you are cancelling an appointment on the same day, please call the surgery on 01993 702911 so that the Practice receives your message in time to reallocate your appointment.

Blood donor sessions: the NHS Blood and Transplant organisation has stopped advertising its sessions and you can only find out about them by making an appointment. Call 0300 123 23 23 or go on-line at <https://my.blood.co.uk/SessionFinder>

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

Christmas and New Year opening hours 2017: the heads up for the festive season:

- Tuesday 19th Dec: Normal hours: *nb this is the last day to order prescriptions to cover Christmas.*
- Weds 20th Dec - Thurs 21st: Normal Hours.
- Friday 22nd Dec: Normal hours *nb this is the last day to order repeat prescriptions to cover the New Year*
- **Saturday 23rd Dec - Tuesday 26th: closed**
- Weds 27th Dec - Friday 29th Dec: Normal Hours
- **Saturday 30th Dec - Monday 1st Jan: closed**
- Tuesday 2nd Jan onwards: Normal hours.

THE WINDRUSH MEDICAL PRACTICE

Website: www.windrushmedicalpractice.co.uk
Opening hours: **Monday- Thursday 0830 - 1830**
Friday 0730 - 1830
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

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!