



*windrush*  
MEDICAL PRACTICE  
**PATIENTS' PARTICIPATION GROUP (PPG)**

**WELCOME TO OUR  
NEWSLETTER FOR  
SPRING 2019**



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

**In this issue:**

- Welcome to one of our new GPs;
- Cervical screening (previously known as a “smear test”);
- Young Dementia;
- What’s going on at Witney Hospital;
- Breast screening;
- Patient Access e-mails;
- NHS Jargon;
- Physiotherapy and some podiatry;
- How to return NHS crutches, walking sticks, etc;
- Returning equipment to Social Services;
- What’s in the Information area?
- Ear syringing for ear wax;
- Three cheers for the Neighbourhood Hub;
- Our Annual meeting

## **Welcome to one of our new GPs – Dr Richard Eastwood**

A message from Dr Eastwood who started at the Practice in January:

*“I am very pleased to have started work at the Practice after Dr Paul Watson’s recent retirement. I have moved from partnership in Lechlade where I have been plying my trade for several years. Having grown up in Oxford, I moved away to train in Bristol and then worked throughout Gloucestershire and Swindon with a spell in New Zealand. I moved back to the area last year with my family I feel very fortunate to have been appointed to such a high performing and well-run practice, which hopefully will not deteriorate now that I am here!”*

Thanks Dr Eastwood – it is good to have you on board!

### **Cervical screening (previously known as a “smear test”):**

Cervical screening is not a test for cancer: it is a test to check the health of the cells of the cervix. Detecting and removing these can prevent cervical cancer.

Most women’s test results show that everything is normal; but for around 1 in 20 women the test shows some abnormal changes.

In some cases, the abnormal cells need to be removed so that they can’t become cancerous. The NHS Cervical screening programme aims to reduce the number of women who develop cervical cancer and the number who die from this. Since the screening programme was introduced in the 1980s, the number of cases has decreased by about 7% in each year.

All women who are registered with a GP are invited for cervical screening;

- aged 25 to 49 – every three years;
- aged 50 to 64 – every five years;
- over 65 – only women who have not been screened since the age of 50 or those who have recently had abnormal tests.

Full information on this is at <https://www.nhs.uk/conditions/cervical-screening>.

*From your editors ... One of our lovely nieces was screened last summer and had two procedures as a result. She has now been declared fit and healthy. It could have been so different ...*

## **Young Dementia:**

our Practice is keen that we are aware of Young Dementia. Are you or someone you know aged under 65 and concerned about dementia? It is a good idea to speak to your GP if you start to notice:

- changes in behaviour and personality;
- memory issues;
- problems with balance and movement;
- communication issues;
- visual and spatial problems;
- changes in ability levels and skills.

Dementia is considered “young onset” when it affects people under 65 years of age. Over 42,000 people live with young onset dementia in the UK. If you would like to know more, then go to [www.youngdementiauk.org](http://www.youngdementiauk.org)

## **Witney Hospital:**

What are they building at Witney Hospital? The news from the Oxford Health Trust is

*“A new extension at Witney Community Hospital is being built to create a more comfortable environment for people visiting the Minor Injuries Unit, X-Ray and Outpatients’ departments. A new twenty-four seat waiting area is being constructed in a single-storey extension on hospital land attached to the X-ray department. It means that people waiting for X-rays and Outpatient clinics will have a dedicated space away from the Minor Injuries waiting area, which has seating for thirty-four people.*

*The extension, which should be completed by the end of March, has also resulted in the creation of a new consulting room, plus new changing rooms and toilet facilities – all providing better comfort and privacy and helping to speed up appointments.”*

So now we know – and it all sounds very promising.

**Breast screening for the over 71s:** as most of you know, ladies are invited for breast screening from the age of 50 until their 71<sup>st</sup> birthday. But there could be problems for you if you are over 71. So ladies - please remember to check yourselves and if you have any doubts then you can call to request a breast screening appointment. This can be done every three years. The number is 01865 235 621 or e-mail [oxfordbreast.screening@nhs.net](mailto:oxfordbreast.screening@nhs.net). Better safe than sorry! (Yes – it isn’t a walk in the park - but it is worth it!)

**Patient Access e-mails:** a number of us are now receiving e-mails from “Patient Access” which has a heart shaped logo and is working in partnership with the NHS.

Please note that this **IS** official and is a replacement for the existing software which many of us have used for some time.

If we wish to, we should act upon it. It is the new system for:

- booking appointments on line;
- requesting repeat medication;
- keeping track of our medical record, including test results, immunisations, etc;
- securely sharing our information with healthcare professionals if we choose to do so.

So please do sign up to it. It will help you in the future.

**NHS Jargon:** here is the last in our series which we hope you have found helpful. We picked it up from our local Healthwatch team. However, there is a lot more jargon for you to enjoy! A really comprehensive set can be found at [www.nhsconfed.org/acronym-buster](http://www.nhsconfed.org/acronym-buster)

Royal Colleges:	statutory organisations that set and monitor professional standards for clinical services.
Secondary Care:	specialist care, typically provided in a hospital setting or following referral from primary or community health professionals.
Service User (ie you and me):	an individual who uses, requests, applies for, or benefits from health or local authority services. They may also be referred to as a client, patient or consumer.
Tertiary Care:	care of a highly specialist nature typically provided in regional centres.
Therapy services	these are provided by “allied health professionals” who include dieticians, hearing therapists, occupational therapists, physiotherapists, podiatrists, chiropractors, and speech/language therapists.
Whistleblowing	a policy in place to enable staff to raise concerns about possible malpractice within the Trust

## **Physiotherapy and some Podiatry:**

some patients are asking for clarification on these services.

Physiotherapy and some aspects of podiatry – have been provided by Healthshare for the last eighteen months.

Why podiatry too? We are referred to Healthshare when our “feet” problem actually relates to the way we walk and not just the actual health of our feet. The way we walk may well be due to a physiotherapy issue.

Healthshare are based at the Deer Park premises. They advise that All referrals from your GPs are reviewed by an appropriate member of their clinical team within 48 hours (90% of the time). They then will arrange for the next stage in your care which could be any of the following options depending on the referral information provided.

- An appointment with an appropriate physiotherapist or podiatrist for treatment;
- An appointment with an expert for an assessment (this could include an ultrasound/ injection or referral for an x-ray or MRI scan if required)
- A referral to another service if the problem you have been referred for is not something which can be treated by Healthshare.

*How will you know what is going to happen?* If you have a mobile phone number on your records, they will text you in the first instance; alternatively, they will send you a letter explaining the next stage of your care.

*What do you do if no-one contacts you?* You can call the MATT Physiotherapy & Podiatry Service on 01865 238108 and one of their advisors will be able to help you.

*How long will this take?* That depends on what you were referred for. The waiting times for different types of treatment options vary. Healthshare state that "It is important to note that waiting times are subject to location and there may be appointments available sooner at other locations if you are able/ prepared to travel to another clinic (eg Chipping Norton) to attend an appointment.

Further information is at <https://healthshareoxfordshire.org.uk/visit>

### **How to return crutches, walking aids, etc:**

Following enquiries from your good selves, your Patients' Group has been doing some research into this and found that ....

- Crutches/Sticks: can be taken to the Minor Injuries Department at the Witney Community Hospital.
- Wheelchairs: pop them along to Witney Hospital where they need to look at the condition first before committing themselves. If unsuitable they can advise who will be happy to take them.
- Walking Frames: There is usually a 'sticker' on these with a telephone number to contact for return. If picking up from a house there is no charge, but if they are collected from the hospital, they charge the hospital for taking them. So please don't take them to the hospital!!

And also the British Red Cross have a depot in Abingdon and they will take medical equipment. They are on 01235 552664.

### **Returning equipment loaned by Social Services:**

equipment on loan from Social Services generally comes through Millbrook Healthcare. Items should have a sticker on them with Millbrook's phone number (0333 999 0870). Alternatively, you can ring Oxfordshire County Council's Social and Health Care team on 0845 050 7666 and (provided that one item is valued at over £25) they will arrange for it to be picked up.

### **What's in the Information Area?**

While you are waiting for your name to be called, why not take a look in the Information area of the waiting room (over beyond the loos).

You will find a lot of really useful information about local services and support groups. There are pamphlets on how to cope with various conditions, leaflets about meetings you can go to, timetables for the Community Bus Service, Message in a Bottle and Message in a Wallet.

So instead of just waiting for your name to be called, take a look!

**Ear syringing ears for ear wax:** the Practice has asked us to let you know that regrettably, but in common with the other Practices in the area, the Windrush no longer has the capacity to provide this service. This is due to the high and increasing demands in our clinics for other procedures such as ECGs, blood tests and immunisations. The Practice approached the Oxfordshire Clinical Commissioning Group for support to continue this service, but the OCCG has declined to provide it.

In addition, there is not good evidence for the benefit of ear syringing; wax serves a protective function in preventing infection in the ear canal. Also, there is a small risk of harm – damage to the ear canal and even perforation of the ear drum.

If you still wish to have your ears syringed, then the options available are:

- Referral to the Ear Clinic at the John Radcliffe (waiting time approx 12-16 weeks). If you want this then you are asked to book a routine appointment with a Health Care Assistant who can check your ears for wax and then arrange for your GP to do the referral;
- Private ear wax removal services are available in Witney and the surrounding area.

### **Three cheers for the Neighbourhood Hub:**

What is the Hub? It is the opportunity for even better access to a doctor at weekends and in the evenings. Patients asking for a pre-bookable GP appointment at any of our local Practices may be offered an appointment at “the Hub” with a local GP or nurse who has access to their medical records. This provides more appointments during the day, evenings and at weekends. For us it is even easier as “the Neighbourhood Access Hub” is downstairs in our own building.

It is open between the hours of 8 am and 8 pm from Monday to Friday and on Saturday mornings.

Remember, this is *not* a walk-in centre ... patients need to have the appointment made by their own surgery (in our case the Windrush).

One of your very happy fellow patients sent this lovely message to us just before Christmas: *“I would like to say how helpful it is that the practice is using the Neighbourhood Access Hub – I was able to get an appointment with an efficient caring doctor the same day instead of perhaps waiting days or even weeks. Thank you.”*

## ***PATIENTS' GROUP ANNUAL MEETING***

An informal get together upstairs at the Practice on Saturday 30<sup>th</sup> March from 10 am.

Come and meet your Patients' Group team. Enjoy a coffee or tea and biscuits. Here the latest news from one of our GPs and other Practice staff. Talk to us about what you would like your Patients' Group to be doing for you ....

You will be Very Welcome!

### **THE WINDRUSH MEDICAL PRACTICE**

Website: [www.windrushmedicalpractice.co.uk](http://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**

### **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 next morning, or at weekends until Monday

**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](mailto: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](mailto:patientgroup.wmp@nhs.net) and we will add you to our mailing list today*

