



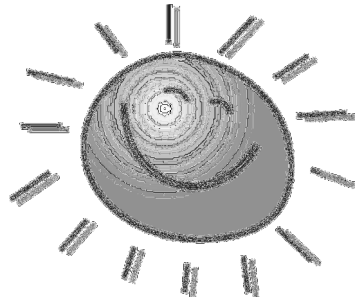
***PATIENTS' PARTICIPATION GROUP (PPG)***

# ***WELCOME TO OUR NEWSLETTER FOR SUMMER 2018***

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

**In this issue:**

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**An EMU in the Hospital!** Don't worry - it's not a large bird with long legs - it *is* the **E**mergency **M**ulti-disciplinary **U**nit which forms part of the Urgent Care Service at Witney Community Hospital. So, what is it there for? Here is an example:

Lee's wife has realised that he is not well; he has a chest infection, but he doesn't seem to be getting any better. She calls the Doctor who arranges for him to go to the EMU as the first port of call. The EMU staff have a good look at Lee and see that he needs an antibiotic infusion once a day for ten days through a drip. But instead of sending Lee into the John Radcliffe for this treatment, arrangements are made for him to go into the EMU every day for ten days. He stays for two hours having the drip and is then taken home again. He sleeps in his own bed, in his own home, with his family and his own food. That's much better than ten days in hospital?

So the EMU is a very useful facility in Witney. But please note that they only accept patients who are directly sent by a GP, a Community Nurse, a Paramedic or other medical staff.

**Opening times for the Witney X-Ray unit:** a reminder from the Senior Radiographer at the Witney Radiology Department. The X-Ray facility is based in Witney Hospital, on the left as you go in the main entrance; it works alongside the Minor Injuries unit. The unit is open:  
Monday – Friday: 10.30 am – 1.30 pm and 2.30 pm – 5.30 pm.  
Saturday and Sunday: 10.30 am – 1.30 pm and 2.30 pm – 6.30 pm.

**Are you ready to run?** If so, then why not join in the Witney parkrun? It will be a good way to keep you active in good company.

What is it? It is a 5 km run – it's you against the clock.

When is it? Every Saturday at 9.00 am.

Where is it? At the West Witney Sports and Social Club on the Burford Road (OX29 0NB).

What does it cost? Nothing! It's free. But please register before your first run by visiting their website [www.parkrun.org.uk/witney/](http://www.parkrun.org.uk/witney/)

You don't have to run fast – so why not join in this friendly event which is run entirely by volunteers. After the run, you can grab a coffee in the West Witney Sports and Social Club too

## NHS Jargon

Those mystifying terms are explained in terms which we hope we can all understand. In this issue H to I:

High Dependency Unit	Area for patients who need more intensive observation, treatment and nursing care than in a general ward, but do not need full intensive care.
In-patient	A patient who has been admitted to hospital for treatment and is occupying a hospital bed.
Integrated Care pathway	Improving the patients' route for treatment through different health and social care systems by combining resources and co-ordinating working methods to prevent hold-ups and jams.
Intensive care Unit	Dedicated unit for intensive care of patients.
Intermediate care	Nursing home, rehabilitation or home care services provided to ease the transition of the patient from hospital to home and from medical dependence to functional dependence.

### **A genuine letter to the Practice – one to help you smile ☺**

To whom it may concern –  
in particular the Treatment Room nurse and her team.

#### Gross Punctuality – a complaint

In the past few weeks, the above team have dressed the ulcer on my leg about ten times. On each occasion, my appointments have been kept exactly on time. Indeed on three occasions I was seen two minutes early. This Cannot Go On.

Under the old system we confidently expected to wait for an hour or an hour and a half. During the wait there was time to read a book, struggle with Sudoku and eat one's sandwiches.

We waited for the Call.

When the Call came we were calm, relaxed and well fed.

Surely I cannot be the only one who wishes to bring back the old system?

Yours faithfully A Patient ( ☺ )

**If you have been or are being referred to Physiotherapy, please note:**

This service is now provided by Healthshare and located at the Deer Park surgery site. Here is what happens.

Once the Healthshare team have reviewed the referral from our Practice, they triage your needs and send you a text message (if you have a mobile phone) or a letter (if you don't have a mobile phone) to let you know that you have gone onto a waiting list to see the appropriate therapist. If you don't get a text message or a letter then it **is important that you telephone 01865 238 108** to ensure that you are on their list.

*Please note that if your referral has been marked as urgent you should be seen within two weeks.*

If your referral is not urgent there will be a delay. You may not hear anything about an appointment for at least four weeks or as long as twelve weeks – depending on the type of physiotherapy you need. Healthshare have practices in other towns (eg Chipping Norton and Bicester); the waiting lists can vary. If you can travel, then you may be able to see someone sooner. Telephone **01865 238 108** for information.

Yes – this is not ideal ... but Healthshare are working hard to improve their times and hopefully things will get better in the near future.

**Signs of Sepsis**

Sepsis is a rare but serious complication of an infection.

If your child has any of these symptoms you should take immediate action.

- Looks mottled, bluish or pale;
- Is very lethargic or difficult to wake;
- Feels abnormally cold to the touch;
- Is breathing very fast;
- Has a rash that does not fade when you press it;
- Has a fit or convulsion;

Acting quickly could save a child's life. If your child has any of these symptoms, don't be afraid to go to A&E immediately or call 999.

For more information, visit [nhs.uk/sepsis](http://nhs.uk/sepsis) or [sepsistrust.org](http://sepsistrust.org)

## **Voluntary Car drivers are needed by our Ambulance Service**

South Central Ambulance's Patient Transport service takes hundreds of people to hospital every day of the year. They are helped by a dedicated professional team of voluntary car drivers who provide transport, using their own cars, for patients who have difficulties travelling to their appointments. Would this interest you?

No previous experience is required - just a friendly and caring attitude, and some spare time. You can volunteer as little or as much as you like, whilst also fitting in with your other commitments. In return they offer competitive mileage allowance, mobile communications equipment and on-going support.

All they ask is that you are aged over 18, have a valid UK driving licence with no more than three penalty points, have access to a modern and reliable four door car, and be prepared to undertake a DBS and occupational health check. If you feel that this is something you would enjoy, and would like more information, please e-mail your name and the area in which you live to [volunteer.cardriver@scas.nhs.uk](mailto:volunteer.cardriver@scas.nhs.uk).

## **Access to Headington: is Not going to be easy for the next few months -**

Work on Headley Way (the steep hill leading up to the John Radcliffe) and Cherwell Drive (the road from North Oxford) has already begun. The Council has already carried out some work outside the John Radcliffe Hospital which will allow them to make certain sections of the work shorter and less disruptive.

Work has started at the mini-roundabouts at the end of Marsh Lane in order to move the islands and the roundabouts; there will be then be some work outside the JRH. Temporary traffic lights will be used.

Traffic will then go back to two-way, under narrow lanes, whilst they continue to construct the two new junctions at each end of Headley Way. The work on Headley Way is expected to complete in March 2019.

**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>

## **Strictly Come Dancing – but this time to stop falling**

This national scheme has now spread its wings and the good news is that it is in Witney. It is a new, nationwide pioneering falls prevention dance programme for older people – combining evidence-based physiotherapy with the creativity and energy of dance. We can't guarantee that Kevin from Grimsby will be there – but it does sound like something a bit different and very enjoyable?

These are held on Wednesdays at 1 pm at the Witney Congregational Church on the end of Welch Way (next door to the Halifax). For more details go to <http://www.dancetohealth.org/Oxfordshire>

**The NHS is 70 in July:** and to celebrate this we are asking **You** to help us please.

We are looking for *your* stories about how the NHS has helped you over the years – and would like you to highlight just one event.

It can be about any part of the Health Service.

Have you had a joint replaced which has enabled you to dance for joy?

Perhaps you feel that one of your relatives had extra special care.

Perhaps you had an accident and the Ambulance came to your rescue?

Send us your story IN NO MORE THAN 100 WORDS: it will remain totally anonymous. We don't need any names – unless it is of someone who treated you who you feel deserves an accolade.

Your story will then feature in a special display at the surgery.

We are hoping to get one for every year from 1948 up to 2018 so mark the year on it really clearly.

You can either e-mail it to [patientgroup.wmp@nhs.net](mailto:patientgroup.wmp@nhs.net) or if you would like to print it or write it, then we have a special “letter box” which is in the Information Area in the far right hand corner – and we would love you to pop your story in there.

Over to you please!

**Do you need all those medicines?** When you collect your prescription can you help the NHS please? ***Before you leave the counter*** just open up the bag and check what is in there. Do you need it all?

Once you have taken your medicines away from the counter, they cannot be used by anyone else. Even if you take them back within five minutes, they will be thrown away.

### **The Dispensary at the Practice:**

Please note that the Practice Dispensary phone lines will now be open on weekdays *for queries only*

- from 10.30 am until 1.00 pm
- and from 3.00 pm until 4 pm

We need to remember that they cannot accept orders by phone, but that patients can order via patient Access on our website, for collection at their usual pharmacy.

Don't forget ... to save you having to go all the way to the waiting room you can put your prescription in the letterbox down by the front door? This saves you going up the stairs and through the queues at busy times.

**Good news! The Anti-biotics talk is re-arranged!** That excellent talk which was cancelled because of the snow has now been re-arranged for **Saturday 22nd September** at the Corn Exchange in Witney. The doors will open at 10 am. The talk will start at 10.30 am and it will finish before mid-day.

The speaker is Professor Carl Heneghan – Professor of Evidence-Based Medicine at Oxford University. He frequently features on both radio and television (recently on The One Show and also on Radio Oxford) – and we are really delighted that he has agreed to come out to Witney. The talk is both educating and entertaining. So please put the date in your diary!

### **The return of the ~~Jedi~~ hand cleanser ...**

Yes – the Practice has found a suitable cleanser which is now in the entrance hall. So please use it on your way in and out of the building to help reduce infection. If you forget then there are the usual cleansers beside the login screens in the waiting room as well.

## JOIN US FOR THE BIG BIRTHDAY PARTY!

### FOR THE NHS AT 70!

*For coffee, cakes, photographs of "the old days" - memories of the Health Service in Witney - a tombola in aid of equipment for the Practice - colouring for the children - a challenging quiz ...*

**PLEASE POP IN ON**

**SATURDAY 7<sup>TH</sup> JULY**

**Any time between 9.30 AM TO 12.30 AM**

**We look forward to seeing YOU!**

#### THE WINDRUSH MEDICAL PRACTICE

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

