



windrush
MEDICAL PRACTICE

**WELCOME TO OUR
PATIENTS' NEWSLETTER
SUMMER EDITION
June 2017**



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.
And Welcome to you if you have come from Deer Park!

In this issue:

- **New GPs and a new Diagnostic Physiotherapist**
- **Successful trials lead to permanent facilities**
- **Why have we got different types of clinicians to help us?**
- **The unseen tasks of a GP**
- **The Windrush Practice Website**
- **Action on Medicines Waste**
- **Advanced Physiotherapy comes to the Windrush**
- **NB - young people in year 13 and the meningitis vaccine**
- **Your Patients' Group Committee has a vacancy**
- **New Bowel scope screening programme**
- **Bosom Friends**
- **Evenings and Saturday appointments**
- **Annual meeting – Saturday 16th September**
- **Blood Donor Sessions**

New GPs and a new Diagnostic Physiotherapist: excellent news! Welcome to Drs Monica Ramos and Natalie Ashman are our new GPs with the variety of work which their jobs entail. Also to Mr Chris Braund who is now with us as a Diagnostic Physiotherapist (see his article in this Newsletter). In addition, Dr de Burca returns to us as another GP in August.

More Good news - successful trials lead to permanent facilities: following successful trials, some popular services are now being brought into permanent use.

The Early Visiting Service. Emergency Care Practitioners and Nurse Practitioners now help GPs respond to requests for urgent same-day home visits. This has been a success, providing a more responsive service, visiting in a timely manner rather than waiting until the GP has finished their appointment session and providing early support before a patient's condition deteriorates and requires hospital admission. These services are provided in the patient's own home, general medical practices and community health facilities across the area.

The Neighbourhood Access Hub: we have really felt the benefit of a Neighbourhood Access Hub trial. So now, if we cannot get an urgent GP appointment at our own practice, we may be offered a pre-bookable appointment at the Hub (downstairs on the ground floor) with a local GP or nurse who has access to our medical records. This has been popular and it improves access for same-day needs while relieving GP practices of the pressure to provide mainly reactive care to minor illnesses. The Hub has clinicians on duty, one of whom will always be a GP. It now operates on weekdays from 9 am to 6.30 pm and on Saturday mornings.

There is also a new Extended hours' service: a doctor is now available from 6.30 pm to 8.00 pm on weekday evenings. This may be at any of the locality surgeries (Nuffield, Cogges, Bampton, Burford, Carterton, Charlbury, Eynsham.) On Sunday mornings, appointments will be available at the Banbury Health Centre. The medical staff at whichever surgery you go to will have access to your medical records. NB: you still need to book an appointment through our own Practice.

Making more time available at the Surgery means that our GPs will be able to put more focus into preventive care, offering longer appointments and concentrated treatment for patients with long-term conditions and complex needs.

Why have we got different clinicians to help us and different ways of seeing a GP?

The following article was in the newsletter of another Practice and we thought it was useful information to share with you.

"The current GP situation: A generation ago, the average consultation rate was three appointments per patient per year. The average is now six consultations per patient per year. In other words, we need to have more than 96,000 appointments available each year for our Practice alone! The reasons for the rise in consultation rates are complicated: Government has required GPs to do more routine health checks; people are living longer, often with multiple medical problems; rates of many chronic diseases are on the increase; and people have higher expectations of healthcare than in the past.

Training numbers of doctors have gone up in the last few years, but fewer new doctors want to be GPs and many young doctors are emigrating rather than choosing to work in the UK. There is no national or local ready-made plan that will fix all the areas of the country that are struggling. Plans will have to be found locally, depending on what is going on in each area. We are finding the time and the vision to try new ways of working. Doing nothing in the current situation is not a possibility."

The unseen tasks of a GP:

It was an eye-opener for your PPG ... it is clear that many of us do not appreciate the vast amount of paperwork which GPs do in the background as well as seeing patients in the surgery.

For example, most of their days begin with dealing with a large pile of post which we rarely see:

- hospital outpatient letters,
- hospital discharge letters,
- information from the Hub and Out of Hours doctors about patients who have been treated away from the surgery but with repercussions on their GP's care.
- correspondence from health visitors, school nurses, social workers, etc, etc.

All of these need to be dealt with carefully – notes updated and decisions made. In addition, he will have a slot of 10 or 20 minutes allocated to his patients but some of them will need longer than anticipated – their needs are greater than they realised. So bear with your GP if he or she runs late; they really are doing their best for us all.

The Windrush Medical Practice Website: the good news is that the new facilities on the refurbished Practice website are proving Very Popular. Why not take a look? We have found these facilities really helpful:

- Ask a Doctor a question;
- Ask a Nurse a question;
- Ask the Practice a question;
- Ask the Reception a question

They are really straightforward and easy to use.

At the end you are asked "If you were not able to make this request on-line, what would you have done?"

Since it was set up last December the use of the website has saved 1,274 telephone calls, 367 appointments and 345 visits to the surgery. Interestingly, on-line requests peak on Thursday mornings and 34% of the visits are made when the Practice is closed.

So **"think before you ring"** - could you get the answer on-line?

Action on Wasted Medicines: we are all increasingly concerned about the volume and amount of medicines that are wasted. This not just a Windrush problem, it is a not just a West Oxfordshire problem - nationally around £300 million worth of medication is wasted annually: £110 million worth of medicine is returned to pharmacies, £90 million worth of unused prescriptions being stored in homes, and £50 million worth of medicines is disposed of by Care Homes.

In Oxfordshire alone, unused medicines cost the NHS between £8 and 10 million annually.

Medications are expensive.

We need to remember that prescription medicines are not just the packets and bottles. A prescription has to be written initially by the Doctor and then checked by the Pharmacist. The medication is then dispensed by the dispenser and it is worth noting that the NHS is charged a dispensing fee by the pharmacy even for a cheaper drug such as aspirin.

All this before the medicines go into the bag for us to collect.

So in addition to the actual contents of the packets, there is a raft of work being done behind the scenes to provide medications to the patient

And More Good News! Physiotherapy comes to the Windrush Medical Practice We are all aware of the difficulties meeting the demand for GP appointments nationally. Many initiatives are being trialled to improve the situation. Around 25% of GP consultations relate to musculoskeletal (MSK) condition: finding alternative ways of helping this specific patient group could potentially free up very busy GP time and allow patients prompt access to specialist MSK expertise. A successful pilot study in South Lakeland has utilised an experienced MSK physiotherapist, operating in an Advanced Practice role, and has demonstrated very high patient satisfaction, with a very high percentage of patients being successfully managed without referral back to the GP, releasing appointments for more complex medical cases. And now Advanced Practice Physiotherapy (APP) clinics are available here. Initially, clinics are running Monday, Wednesday and Thursday mornings and also Monday afternoons.

The APP clinics are there to manage a full range of MSK problems, both spinal and peripheral. Experience suggests they will see a lot of back pain and sciatica, neck pain, knee and hip pain, and shoulder problems. Where needed, appropriate pain relief and/or investigations can be arranged. It may be that referral for management under the local physiotherapy or podiatry service is appropriate, or that the problem needs onwards referral to a hospital specialist. All can be managed within the APP clinics. With prompt access to appropriate advice, we believe that many patients will successfully self-manage their problem before it becomes chronic and harder to resolve.

Windrush patients may elect to access the service when they arrange an appointment, or it may be suggested to them once the telephone receptionist has established the nature of the problem. Equally, it may be that the GP suggests an APP appointment to clarify optimal management. The service will be staffed by experienced Chartered Physiotherapists and Mr Chris Braund is now with us; he has spent 19 years within the NHS working with MSK patients - for a substantial proportion of this time, working as an Extended Scope Practitioner in Spinal Neurosurgery and more recently, as Team Lead in a large primary-care physiotherapy service in Oxford. The Practice is currently recruiting further clinicians. Chris tells us that from a personal viewpoint, he has long advocated that services could be configured in this way, to ensure prompt provision of high quality care to MSK patients. He tells us that he is delighted to be involved in this initiative and determined to see it develop and progress

Important news for any young people you know who are in year 13 - the Meningitis Vaccine

In response to an increasing number of cases of a highly aggressive strain of meningococcal W (MenW), the Practice is offering the ACWY vaccine to year 13 students. This virus can cause meningitis (inflammation of the brain) and septicaemia (blood poisoning) that can kill in hours, and those who recover may be left severely disabled.

Young people starting university are particularly at risk of MenW. Uptake of MenACWY vaccination in this age group was much lower than expected last year. The Practice is encouraging all relevant patients to book an appointment as soon as possible before their exams start and before they become mobile over the summer period with many moving away for university. Eligible patients will be contacted by the Practice to book appointments for the vaccine - starting with text messaging and following up with phone calls.

Vacancy - your chance to help us all at the Windrush Medical Practice. Your Patients' Group Committee has a vacancy and hope to find an interested patient to join us. We are all volunteers and meet at the Practice every six weeks on a weekday. In the past few months we have been involved in

- the design of the new website;
- identifying how we can tackle the problem of waste medication;
- understanding more about the roles of the different medical practitioners;
- learning about the pressures on GPs and supporting the Practice wherever we can;
- expanding the role of our electronic group;
- keeping up-to-date with changes in the NHS locally as a whole.

If you are keen to help us then please write to The Chairman of the WPG, Windrush Medical Practice, Welch Way, Witney OX28 6JS; you can either drop it in at reception or post it, whichever is easier. Alternatively you may like to send your application by e-mail to Patientgroup.wmp@nhs.net. We look forward to hearing from you.

New Bowel scope screening programme

There is a new national screening programme currently being rolled out across England, soon to be available for patients registered at Windrush Medical Practice.

Bowel Scope Screening is a one-off screening test offered to men and women at the age of 55 years old. Patients aged 56 to 59 are able to self-refer. It is a new modality of screening and will run in addition to the current FOBT screening test, which is posted to people's home from the age of 60.

Bowel Scope Screening patients are invited into hospital to have a one-off flexible sigmoidoscopy procedure to find and remove any small polyps in the left side of the bowel, that could eventually turn into cancer. It has been demonstrated that participation in Bowel Scope Screening can reduce the incident of bowel cancer by 40% and reduce bowel cancer mortality by 50%.

As Windrush Medical Practice will be attached to the national database over the next few weeks, patients turning 55 years old will automatically be invited for screening.

<http://www.nhs.uk/Conditions/bowel-cancer-screening/Pages/bowel-scope-screening.aspx>

Bosom Friends: the support group for women who are experiencing or have experienced breast cancer and all other women too!

They meet regularly in members' homes with the chance to share concerns and to offer help, information and direction to professional agencies.

"When you have breast cancer and undergo successful treatment, to your friends and family it can often mean that it '*goes away*': For the sufferer it is often a very emotional journey and they may never really believe it has gone. So it is important to be around women who understand that". They are launching a group in the Witney area so if you would like to know more then telephone Jan on 01844 290 362 or visit <http://bosomfriends.org.uk>.

Evening and Saturday appointments: as you have seen from recent bulletins, there are additional appointments available on some evenings and on Saturday mornings. These are not just for us to see the Doctor, but also our lovely Health Care Assistants are there to do procedures such as blood pressure checks, B12 injections, ECGs, NHS Health checks, etc. This may well suit you if your weekdays are full to the brim - as many are!

THE PATIENTS' ANNUAL GET TOGETHER:

Saturday 16th September at 10 for 10.30 am at the Practice.

Our speaker this year is our local MP

(NB this newsletter is printed before the 8th June!!)

Blood donor sessions: Can you fit these into your busy schedules?
All 1330 to 1530 and 1615 to 1930 unless stated otherwise.

At the Corn Exchange in Witney:

- Sunday 2nd July (1000 - 1445) appointment essential

And at Madley Park Hall

- Monday 24th July with limited walk in slots
- Tuesday 22nd August with limited walk in slots

To make an appointment call 0300 123 23 23 or go on-line at
<https://my.blood.co.uk/SessionFinder>

THE WINDRUSH MEDICAL PRACTICE

Website: www.windrushmedicalpractice.co.uk

Opening hours: **Monday- Thursday 0830 - 1830**
Friday 0700 - 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

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, send an e-mail to:

patientgroup.wmp@nhs.net we will add you to our mailing list today!