



*windrush*  
MEDICAL PRACTICE

## **WELCOME TO OUR PATIENTS' NEWSLETTER**



## **Autumn 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.**

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**Prescriptions - think ahead please.** The Practice advises us all that our prescriptions will now be ready to collect *three* working days after your request has been made. For your peace of mind, the prescription still has to be clinically checked by your GP, reviewed and then authorised. You then need to allow a further (*fourth*) working day for the pharmacy to dispense the items before you can collect them. What can we do to help the situation? Two things....

- One way is to change your prescription to an automatic one. Instead of going in and requesting the same medicines each month, the Practice is happy to put most regular items onto the automatic system. Although not all items are suitable for this service, a lot are so please go in and speak to the dispensary staff at the Windrush Practice about this.
- And if you don't want to go automatic, then please think well ahead and pop a note in your diary to order your medication a week ahead of the date you need it: that way it will relieve both you and the Practice of a lot of worries.

**The NHS 111 service:** South Central Ambulance Service (SCAS) has been awarded the contract for the new Thames Valley 111 telephone service, which includes our area. From September Thames Valley 111 will offer patients a seamless 24/7 urgent clinical assessment and treatment service - bringing together NHS 111, GP out of hours and other clinical advice, such as dental, medicines and mental health. A team of clinicians will be available on the phone when needed, and will be linked into a new NHS Clinical Hub - a group of healthcare professionals who can help get patients the right care, at the right time, in the right location. SCAS aims to "*improve patients' experiences by getting people to appropriate care more efficiently by this integration of urgent care services.*"

There has been mixed feedback from the original 111 service - mostly positive but some otherwise. So it will be interesting to hear from you later in the year with your own feedback please.

**Red Lines in the car parks:** thank you to a fellow patient who points out that the red lines which are now around the hospital site mean No Parking - not even for blue badge holders. They are in specific places for good reasons as if a car is parked on them access is denied to emergency ambulances, GPs cars, etc. The car parking wardens will issue a fine to you if you do park on those lines.

**Did not attend statistics (DNAs)**: the Practice now have the statistics showing missed appointments;

*In July 2017 alone there were 255 "Did not attend" incidents.*

152 were for appointments with nurses (blood tests, clinics, etc),

23 were with minor illness nurses and

80 (yes - eighty) were with GPs.

### **A Warm Welcome to our new Doctors:**

Dr Tim Budge qualified in Cambridge in 1995 and has worked in a variety of medical specialties and healthcare IT. He is married with two children.

Dr Natalie Ashman joined the Practice on the GP retainer scheme. She qualified in London in 2010 and is married with one child.

Welcome to Dr Monica Ramos who qualified in Portugal and moved to the UK in 2016. She is married with twin girls.

Dr Eoghan de Burca (a lovely Irish name!) has joined as a salaried GP. He qualified in London in 2007 and is married with a young family.

### **Pharmacies help to uncover "hidden" carers:**

If you think you are an unpaid carer, why not speak to pharmacy staff in Oxfordshire who have information about where you could get support and advice. They have been asked to look out for "hidden" carers who are collecting prescriptions on behalf of family, friends or neighbours.

*"An important point is to do with possible benefits. Many people don't realised that if they have a need for a carer then*

*a) the patient may be entitled to claim attendance allowance or Personal Independence Payments and*

*b) the carer may be entitled to claim carers' allowance.*

*Health issues cannot be cured with money, but it does make life an awful lot easier."*

Advice on this may be obtained from the Citizen's Advice Bureau who are based in Marlborough Lane (through the arch by the Blue Boar). They are open weekdays, except Tuesdays, from 9.30 am to 12.30 pm and from 1 pm to 4 pm (6 pm on Thursdays).

## NHS Jargon Explained

Jargon used by the NHS can be confusing and bewildering if you do not come from a medical background. Healthwatch Oxfordshire have produced a handy guide to help you to understand some of the more common phrases you may hear being used by doctors, nurses or health service managers. We will be running this through the next few Newsletters and putting a complete list in the Information Area.

<b>A</b>	
Acute Services	Medical and surgical treatment provided mainly in hospitals.
Ambulatory Care	Services where people do not stay in hospital overnight, eg outpatients, x-ray, day surgery and medical diagnostics.
Assessment	Considering the circumstances of an individual, family, group or community when looking at a future plan of action.
<b>B</b>	
Benchmarking	A method used to gauge performance by comparing it to that of other organisations, typically of similar size.
<b>C</b>	
Caldicott Guardian	Each Trust has a Caldicott Guardian who ensures that patient information is collected, stored, used and released appropriately
Caldicott Standards	These are a set of standards that regulate the use of patient information throughout the NHS.
Care Pathway	An approach to managing a specific disease or clinical condition that identifies early on what treatments and care are required, along with the possible outcome.
Care Quality Commission	The Care Quality Commission is an executive non-departmental public body of the Department of Health of the United Kingdom. It was established in 2009 to regulate and inspect health and social care services in England.
Carer	The definition used by social services as 'a person who provides a substantial amount of care on a regular basis, and who is not employed to do so by an agency or organisation. A carer is usually a friend or relative looking after someone at home

C Diff	Abbreviation for Clostridium Difficile (also sometimes known as C Difficile), an infection which causes diarrhoea
Choose and Book	The electronic referral system that allows GPs to refer patients electronically to acute service providers. Patients then receive information on a choice of providers and can book directly in to the appropriate Outpatient Clinic
CCG	The organisation responsible for planning and buying of healthcare across a defined geographical area to meet the needs of the local population. In Oxfordshire, this is the Oxfordshire <b>Clinical Commissioning Group</b> .
Clinical Team	A clinical team may comprise of doctors, nurses and other health staff who provide care to patients and services of a particular type, eg cancer services.
Clinician	A health professional who is directly involved in the care and treatment of patients, eg nurses, doctors, therapists.
Community Care	Care, particularly for older people, people with learning disabilities or mental illness, which is provided outside the hospital setting.
Co-morbidity	Term used to signify multiple illnesses.
Coronary Care Unit	Dedicated unit for specialist cardiac (heart) care
CT Scanner	(Computerised Tomography Scanner) A scanner that produces detailed cross-section images of the body that cannot be provided using conventional x-rays.
CTG - cardio-tocography	An electronic system that monitors foetal heart rate during labour.

### **Not sure how to use your phone/laptop/i-pad or other gadget?**

- Age UK provide help for *you* on the first and third Friday of every month.
- Are you struggling with your contact list? Does your screen go blank at the crucial moment? Has your laptop got a mind of its own?
- Then pop down to the Witney Library between 10 am and 12 noon where help will be at hand.

## **Windrush Surgery Patient Comfort Fund**

Many of you appreciate the help, support and service which we receive from our surgery and have asked whether you can do something tangible to help our GPs

The Patient Comfort Fund was set up many years ago to administer the gifts sent to the Practice. Donations have helped to provide a number of extras which are not routinely provided by the NHS, such as 24 hour blood pressure monitors, a dermatoscope and camera for taking picture of suspected skin cancers, hydraulic height adjustable couches.

If you would like to make a gift, bequest or fund-raising support, then our Patient Services Team or Practice Manager would be pleased to hear from you. Just telephone 01993 702911 and ask for them.

### **Do you struggle with a bus journey? These could be useful ...**

"Journey Assistance Cards" have been developed specifically to help passengers with hidden disabilities to use public transport with confidence. They remove the potential conflict or upset situations that can occur on boarding a bus.

Here are the messages available on the cards:

*"Please be patient, I am deaf"*

*"Please count my change for me"*

*"Please scan my pass for me"*

*"Please be patient - I am visually impaired"*

*"Please speak slowly, I am hard of hearing"*

*"Please tell me when we reach my stop".*

*"Please be patient, I have a hidden disability"*

*"Please be patient, I have difficulty speaking"*

*"Please help me find a seat"*

*"Please give me time to sit in case I fall down"*

*"Driver, please let me know when we get to ....."*

To obtain your card send your name, address, postcode, phone number and e-mail (if possible) to your Stagecoach in Oxfordshire, Freepost SCE 15567, Oxford OX4 2BR

### **Good news about the Windrush Practice:**

The results of a Mori survey conducted in January of this year show that our Practice scored as follows:

- 91% would recommend our surgery to someone new to the area (national average 77%);
- 71% usually wait 15 minutes or less after their appointment time to be seen (national average 64%);
- 94% find the receptionists at our surgery helpful (national average 87%).
- 81% say the last appointment time they got was convenient (national average 81%)
- 71% were happy with the surgery's opening hours (national average 76%)
- 80% described their experience of making an appointment as good (national average 73%).

Since that survey the Practice has taken on more staff and has increased the opening hours. So we will wait to see the results of the next survey.

**Message in a Wallet:** Many of you already have the Message in a Bottle - the container which you keep in the fridge with all the information which the Emergency Services might need if they are called to you. The Lions Clubs of Oxfordshire who brought you that scheme now introduce the Message in a Wallet. This is a concertina-folding card, the size of a credit card. It would be helpful to keep this inside your wallet or purse, to provide the the Emergency Services with the details of any illness or allergy you may have, together with the names of people to contact. It is a handy way to keep all your medical information (including medication details) on your person while you are out and about.

Good reasons to have one? It gives all the information needed if you are taken ill or have an accident; A minimal amount of personal information is contained so that it is secure; It is easy to replace if your medication or circumstances change; without it would you remember all that information? It's easily carried in your wallet or purse; the Emergency Services will be pleased to find it if they need it.

Yours is now available in the Information area, near to the Message in a Bottle display. They are free of charge. If you have any queries about the Bottles or the Wallets schemes, then just e-mail your Patients group at ([patientgroup.wmp@nhs.net](mailto:patientgroup.wmp@nhs.net)).

**YOU are welcome to our Annual Get Together:** Saturday 16<sup>th</sup> September; refreshments from 10 am and the meeting from 10.30 am. It will be as informal as we can make it, including a welcome to Robert Courts, our local MP who will talk on the development of the NHS in the next five years and options for funding of General Practice.

**Flu clinic dates:** these will be held on  
**23<sup>rd</sup> September - 7<sup>th</sup> October - 21<sup>st</sup> October**

You are eligible to receive a free flu jab if you:

- are 65 years of age or over
- are pregnant
- have certain medical conditions
- are living in a long-stay residential care home or other long-stay care facility
- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill

**THE WINDRUSH MEDICAL PRACTICE**

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

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

Additional surgeries are held on Fridays between 07.30 – 08.00 and 18.30 – 19.00 (on Friday evenings the surgery is not open, once patients arrive the door is closed).

Extended telephone appointments are offered Monday – Thursday from 18.30 – 19.00. These are pre-booked and the surgery is not open during these times.

Daytime enquiries: **01993 702911**  
Dispensary: **01993 708452 (11 am to 1 pm only)**  
Fax: **01993 700931**

**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