



WELCOME TO YOUR PATIENTS' GROUP NEWSLETTER FOR AUTUMN 2019

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

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Blood pressure monitor in the Practice: Good news! The Practice has purchased a monitor for us to take our own blood pressure. Head over to the Information Area (over by the WCs) where you will find the monitor, a table and a chair. Full instructions on how to use the equipment are hanging on the wall in front of you – you may need your glasses!

There are also slips of paper on which you can record your reading, together with your name, date of birth and contact number, as well as identifying your reason for taking your BP. The slip of paper can then be left at reception so that the medical staff can identify whether they need to see you or not.

Welcome to a new member of staff: Dr Mariana Carreno joins us as a GP specialist trainee this month. Your Patients' Group asked - what is a "specialist trainee"? It a medic undergoing three years of training to be a GP; for the whole of that time they are supervised. In the latter stages, they work independently but report back on all cases to their mentor GP to verify their decisions. For the first few months Dr Carreno will be having joint surgeries with one of our other clinicians.

Our Medical Receptionists:

A reminder that the Windrush Practice wants to make sure that we get the best care that they can provide.

When making appointments, the Medical Receptionists will ask us for a reason for our call or visit in order that they can direct us to the relevant clinician.

Please note that the Practice's Medical Receptionists are fully trained to ask us these questions and are bound by the same rules of confidentiality as the clinicians.

Our Practice is now recording all phone calls

And this is helping to reduce the amount of abuse which receptionists experience. Following some concerns which were raised we thought the following would be of interest.

- Is this recording permissible under GDPR? Yes, call recording is permissible under GDPR.
- Is the Information Commissioner aware of this? The new telephone system is a CCG wide scheme and they have carried out a DPIA (Data Protection Impact Assessment). This requires any "grey areas" to be raised with the Information Commissioner's Office (ICO). If there are no questionable areas identified throughout the DPIA there is no need to inform the ICO.
- Does this conform with the Practice's privacy policy? Yes, the Policy includes call recording.
- What can someone do if they don't want their call recorded? Visit the Practice in person, write a letter, use "Ask a Receptionist a Question" or "Ask a Doctor a question" on the website.

Hand Sanitisers: A reminder from a fellow patient that it is really important that we use the hand sanitisers as we come and go from the Practice. They are in the waiting room and at the top of the stairs. But in case you hadn't spotted it, there is also one in the entrance hall not far from the lift on the left-hand side by the toilets. Some of us remember that it used to be on the right-hand side but that one was stolen (!) and so this is the replacement.

Have you, or has someone you know, had a stroke?

Witney Stroke Club currently has space to welcome new members who struggle to communicate after having had a stroke. The club offers a relaxed, friendly atmosphere with one-to-one assistance to practice speaking, reading and writing and to connect with other stroke survivors. They meet each Friday afternoon during term time from 2pm to 4pm in the Parish Hall at Our Lady of St Hugh Catholic Church which is on the roundabout on the end of Welch Way and Corn Street, Witney.

For further information, please contact Margaret Groom, Leader, Witney Stroke Club on 01993 771 261 or e-mail margaret@emsoap.co.uk

Social Prescribing: you may well have seen this mentioned in the press recently. What is it?

Social prescribing is sometimes referred to as "community referral". It is a means of helping GPs, nurses and primary care professionals to refer people to a range of local, non-clinical services. It aims to help you take greater control of your own health.

Social prescribing schemes can involve a variety of activities which are often provided by voluntary and community sector organisations. Examples include volunteering, arts activities, healthy eating advice group learning, gardening, befriending, cookery, and a range of sports. There are many different models for social prescribing, but most involve a link worker who works with people to access local sources of support.

X-Rays at Witney Hospital - a patient's query

“One recent experience is puzzling me. I saw my GP who recommended an X-ray. This was done at Witney Community Hospital next door – very convenient – aren't we lucky? But then it took one whole week for the results of the X-ray to get back to my GP. I could have fetched it myself! “

And the answer is ... “The X-rays are taken at Witney Hospital by a Radiographer who is an expert at taking the pictures. However, the Radiographer is not qualified to diagnose any problems. So the X-rays are transmitted to the John Radcliffe where a Radiologist takes a close look and analyses what he/she finds.

It is important to note that when the x-rays are sent through they are triaged, so that anything considered really urgent or dangerous if left would be escalated to be reported on quickly. The results are then sent through to your GP. We need to remember that our GP is not a trained radiologist - he/she can't be an expert in everything, although they do their level best!

So the GP will only use the information which has come from the expert. Unfortunately this takes time. But hopefully it will speed up - there are huge time pressures everywhere these days.”

To the Hospitals by Bus: from a happy patient who travels to the Hospitals by bus:

“We often go on the bus. We get the S7 if it fits in with an appointment but as it does not go to the Churchill you have to get another bus from the JR. But the option is to get the S2, get off at St Edwards School, walk through South Parade to the Banbury Road and get the 700 to the JR or Churchill.

Of course, none of that is possible for anyone who is disabled but works well for us. There are also plenty of buses from Oxford centre to the hospitals and it is far less stressful than trying to find a parking space. Another option is to park at Watereaton Park & Ride and go on the 700 bus from there to any of the hospitals.”

Power of Attorney: In the future we could become unable to explain how we would like to be treated or what is important to us at the end of life or who might make these decisions for us. While talking about these things to other people is important, these wishes need to be put in writing. Even though family members or next of kin should be consulted before decision are made, they will not have the final say unless your wishes have been written down in a legally binding way.

Many people have set up an Enduring Power of Attorney [EPA] or a Lasting Power of Attorney [LPA] so that a relative, friend or solicitor can take financial decisions if it becomes necessary but only 4% of people in the UK have recorded their wishes for treatment and end of life care in a legally binding way. This can be done as an Advanced Statement, an Advanced Decision [formerly called a Living Will], or a Lasting Power of Attorney for Health and Welfare, or a combination. These would only be used if the person can no longer make decisions for themselves.

Further information can be obtained from our Practice website at: <https://www.windrushmedicalpractice.co.uk/practice-information/planning-ahead-end-of-life-decisions/>

Talking Space Plus

This is the excellent organisation which works actively with people struggling with depression and anxiety, helping them to move forward and recover using psychological therapies that work.

They are doing amazing work at various venues around Witney and may be able to help you, or someone you know well.

You can self-refer to them by ringing 01865 901222 or e-mail talkingspaceplus@nhs.net. As part of their commitment to make it easier to get the help you need. you can now call Talking Space Plus during the mornings and evenings.

Their team can offer morning and evening appointments. The new opening hours are:

- Mondays 9am to 5pm
- Tuesdays 8am to 8pm
- Wednesdays 8am to 8pm
- Thursdays 8am to 8pm
- Fridays 9am to 5pm

They also run courses. Please call them if you would like to join in.

Are you thinking of buying antibiotics or other medications online?

If so, please take a look at the website at

<https://www.nhs.uk/conditions/medicines-information/>

Our GPs advise that you need to be very careful if you are going to buy medicines over the internet.

Many websites sell *fake* medicines.

On-line medicines are not regulated; ingredients in them can vary. They may cause unpleasant side effects or may not be suitable for you.

It's best to see your GP before buying medicines on-line; they know your medical history and can advise whether the medicine would be suitable.

If you do choose to buy medicines on-line then please ensure that:

- any on-line pharmacy is registered with the General Pharmaceutical Council (GPhC);
- any on-line doctor service is registered with the Care Quality Commission (CQC) and the General Medical Council (GMC).

You may also find the news article below interesting:

<https://www.nhs.uk/news/medical-practice/inappropriate-antibiotic-prescribing-by-online-pharmacies-reckless/>

Are you waiting for test results? Some useful advice ...

Everyone gets anxious from time to time, particularly if we are worried about our own health and well-being. However, there are steps you can take to help ease the worry. See it as problem-solving.

- Be pragmatic: Try to see this as a win-win situation - adopt a problem-solving approach. Just think, if the results are positive, would it not be better to know the results as soon as possible so that you can take action? If the results are negative, then that will be a huge relief.
- Ask professionals for advice: If searching the internet only use recommended sites. For example, Anxiety UK and Mind offer advice and support for mental health issues and Macmillan Cancer Support is right there with you for guidance or information.
- Talk to friends and family: Bottling up your feelings can make you feel much worse. You may find it helpful to talk with your partner, your family or a close friend, or to write down your fears and worries.
- Stick to your routine: keep busy making sure you stick to your usual day-to-day routine can help too. Organise fun, relaxing activities with friends - like going for walks, dinner or the cinema.
- Exercise and eat well: it can be hard to feel motivated but research has shown exercise is a great way to help ease worry and stress. Team sports, have the greatest positive impact; why not try joining a gym class or local exercise group? Take care of yourself. Eat well, be active, if you can, or do things you enjoy to take your mind off things.
- Try Mindfulness: when we're more aware of what's going on around us and inside us, it helps us notice signs of stress and anxiety and we can cope with them better. We may breathe faster when we're anxious, making us feel sick and dizzy – and in turn this can make us feel more anxious. Slow down your breathing – it can help and keep you calm. Find a comfortable place to sit and try breathing in through your nose and out through your mouth. And try counting slowly from one to five too.

Bee Aware

Excellent news for the Windrush; our Practice made a bid for some funding from the “Trust for Oxfordshire’s Environment” (TOE) and were successful. As a result, a “Bee Healthy” garden is to be created, along the border between Lloyds and the car park, providing nectar-rich herbaceous perennials to attract bees and other pollinators.

One of the TOE experts will design and create the garden with help from two other charities, Wild Oxfordshire and the Centre for Sustainable Healthcare. They will need help to put it together in October and then to maintain it in the future – so we are looking for Volunteers who may be interested in helping to put it together. If you would like to help, then just e-mail us (your Patients’ Group) at patientgroup.wmp@nhs.net and we will be pleased to hear from you.

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 (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

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

