



## WINDRUSH PATIENTS' NEWSLETTER FOR MAY - JUNE 2022

Welcome to the latest Windrush Patients' Group Newsletter.

We hope you enjoy and if you have any ideas for future editions let us know. There is a Patients' Post Box over in the Information area where you can leave a note. In this edition:

- Our Dispensary is changing its opening times;
- Would you like to use Patient Access or the NHS App for your health queries?
- Help at the Practice and also through 111 for patients who are hard of hearing or deaf;
- Gardening is good for us!
- The Witney Out of Hours service;
- Getting to the John Radcliffe on the bus;
- Urgent dental services when your dentist is closed;
- Prescription collection dates for May/June

### **Our Dispensary is changing its opening times: please note ...**

The Dispensary is now open from 8.30 am until 6.00 pm Monday to Friday

- It will be closed for lunch between 1.00 pm and 2.00 pm.

Remember that you can telephone the Dispensary directly on 01993 708 452.

**ALSO Please note** that the Lloyds Pharmacy (which is situated adjacent to the Practice by the car park) is a separate company and not part of our the Windrush Practice or its dispensary.

### **Would you like to use Patient Access or the NHS App for your health queries?**

The good news is that Oxfordshire Libraries now have Digital Helpers available at the Witney Library on Tuesday and Thursday mornings. They are volunteers who are there between 9.30 am and 12 noon. They actually take appointments - which could be useful; you can contact them on 01993 703659. They are also happy to help if you drop in, as long as they are not busy.

## **What help is there at the Practice for patients who are hard of hearing or deaf?**

Thank you to the patient who sent us this interesting question. The answer is that patients can notify the Patient Services Team <https://www.windrushmedicalpractice.co.uk/navigator/contact-the-practice/>, or by asking a family member or friend to contact the Patient Services Team on their behalf. The Team will add a note to the patients record so that the Practice is aware going forward. It will also be noted when booking an appointment so that, if needed, Sign Solutions can be at the appointment to translate for the patient.

**and there is also help for hard of hearing / deaf patients if you are trying to contact 111** The 111 service is available via typetalk on the number 18001 111. If you are not familiar with typetalk, then you may find this link helpful <http://www.rnid-typetalk.org.uk/>

## **Are you selling items on the internet?**

Here is some good advice (via Age UK) from Thames Valley Police:

- Make sure that you receive payment confirmation before sending the goods;
- Check your account online or ask your bank to make sure cleared funds have been received;
- Take pictures of items before posting them so you have proof of condition in case of a fraudulent claim.

## **Gardening is Good for us!**

You may not necessarily enjoy going to the Windrush Health Centre – but at least you can enjoy the gardens when you do! If you walk in from Woodford Way, then hopefully you have had a chance to see the lovely hellebores which have been blooming since January. And then there is the special tree which the Patients' Group have planted to celebrate the hard work of the Practice during Covid – and the new rose tree to celebrate the Queen's Jubilee.

You too can help to keep the gardens looking good; so why not come along and join us on the first Sunday of each month from 10 am for about a couple of hours for good company and rewarding activity. It would be good to see you!

**The Witney Out of Hours service** provides urgent medical care from 6.30 pm to 8.00 am on weekdays and around the clock at weekends and during Bank Holidays. It can help you, for example, if you have a fever or sickness but do not need to go to a hospital Emergency Department.

Remember to call 111 first before going to the urgent care centre in Witney Hospital.

NB Patients do not need to register for urgent care services.

**Getting to the John Radcliffe on the bus from the Witney area:** The H2 bus service is now running through to the John Radcliffe and back again regularly throughout the day. They start at about 6 am and run approximately hourly. From the John Radcliffe you can get the 700 bus which will take you directly to the Churchill or the Nuffield Orthopaedic Centre. These buses run seven days a week. So you can save on fuel and enjoy a ride 😊

### **Urgent Dental Services when your dentist is closed**

If you need emergency advice or treatment relating to your teeth, and your dentist is closed, then please call 111.

The Urgent Dental Service is available between 6.30 pm and 9.30 pm from Monday to Thursday and 9 am to 6 pm at weekends.

Over the Bank Holiday weekends they are available between 9 am and 5 pm and also between 6 pm and 9 pm.

This service is available to all Oxfordshire residents. Callers will be phoned back for triage and provided with either advice or offered appointments for emergency treatment.

This service is for people with urgent or emergency needs only and therefore does not provide routine care or repeat appointments.

You can also call 111 for details of NHS dental practices offering emergency appointments.

**Feeling low?** With the brighter weather forecast, then to raise your spirits why not put your shoes on and go for a walk? Take yourself down to the Health Centre to take a look at the gardens and perhaps treat yourself to a cup of tea or coffee from one of the many venues in town!

### **Prescription collection dates May/June:**

- If the date on your last prescription package was April 8th your next prescriptions are due on May 6<sup>th</sup> and June 3<sup>rd</sup>.
- If the date on your last prescription was April 15th, then your next prescriptions are due on May 13th and then June 10<sup>th</sup>
- If the date on your last prescription was April 22nd, then your next prescriptions are due on May 20<sup>th</sup> and June 17<sup>th</sup>
- If the date on your last prescription was April 29th, then your next prescriptions are due on May 27<sup>th</sup> and then June 24<sup>th</sup>.

