



WINDRUSH PATIENTS' NEWSLETTER FOR JULY - AUGUST 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:

- Are your contact details up-to-date?
- Technology is a blessing, but
- Ordering repeat prescription;
- Lloyds by the Practice
- Do you want to change to a different pharmacy?
- Are you a carer? If so, our Practice can help you;
- Regular free bulletins directly to your e-mail address?
- Fund-raising for the Crohn's and Colitis charity
- Prescription dates for July and August

Are your contact details up-to-date? The Practice is asking us all to check that our contact details are up-to-date. Have you changed your mobile phone number? Have you moved house? Many patients change their details without remembering to let the Practice know. *This is a real problem in an emergency* when they may be trying to get hold of you. So please - Stop! Think! To change your details, either use "Ask the Reception a question" on the website or ask reception for a copy of the "Change of Personal details" form. Or ring the Practice on 01993 702911.

Technology is a blessing but ... a recent article in the paper caught our attention. Throughout the pandemic, Zoom, Facetime and Skype have been a fantastic way of keeping us connected. But now we need to strike a balance; we must be careful that we don't allow technology to replace the human touch, the human face, the human voice

"Now that we are back in the shops and cafes, we are waving cards at the card reader rather than exchanging coins and banter with the lady behind the counter. Back at work are we sending huge email threads when we could pick up the phone and enjoy the human voice? Are we exercising in front of a video on the television instead of going along to an exercise session with lots of people to chat to?"

And what about those people we have not seen for so long? It's time that we got that real eye contact and that lovely laughter to soak up. And this should not be a one-off ... we need to get back into the habit. A wave, a smile, a "hello" to people when you are out and about, a helping hand at one of those many machines ... this is what makes us feel good. We all need a gentle voice, an appreciative glance, to help us feel good - and that is never going to change."

Ordering your repeat prescription: please allow plenty of time when ordering your prescription. It will often take at least seven days to be ready for you. Because of the large number of telephone enquiries, the Practice now has a separate option on the call system. If you have a prescription query, then you can press 3 when the options come up. From there the options include pressing 3 again to swap your pharmacy. Please remember that the Pharmacy cannot take prescription orders over the phone.

Lloyds by the Practice: please note that Lloyds are not part of our Practice - they just happen to be located outside the front door. If you want to speak to them, then their number is 01993 705 644 or you can go to their website at www.lloydspharmacy.com

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Do you want to change to a different pharmacy? If you want to change the pharmacy from which you currently received your medication, you need to do this via the Practice. If you can do this online, please go to the Windrush website and click on the section on the front screen saying "Prescriptions and Dispensary". Then choose "Swap my Pharmacy nomination" where you will find the "Ask the Dispensary a Question" form. Complete that and send it off and Bob's your Uncle. *Alternatively*, you can call in to the Dispensary and they will be able to help you. Choose a quiet time if you can!

Are you a Carer?

If so, then our Practice can help provide information and advice on

- Medical conditions of, and treatments for, the person you care for - to help you feel more confident in your caring role;
- Services provided by the NHS, such as continence services and patient transport to hospital appointments;
- Other sources of support and advice; this could include the social services department and local voluntary agencies;
- Arrange home visits to you or the person you care for if your caring responsibilities make it difficult to attend appointments at the surgery;
- Arrange for "double" appointments for both you and the person you care for at the same time to avoid having to visit the surgery twice;
- Provide supporting letters and information to enable you and the person you care for to access benefits such as Attendance Allowance or the "blue badge" scheme.

If you care for someone then please let the Practice know using the form at <https://www.windrushmedicalpractice.co.uk/navigator/register-a-carer/> or ask Reception for a copy of the form at the desk. It is really important that the Practice knows so that they can ensure that you receive the information, services, help and support which are available for you.

Regular Free bulletins directly to your e-mail address!

Keep in touch with what is happening at our Practice. Hear about what's going on in the NHS locally and how we can help ourselves to keep well.

“Great bulletins – free of jargon. I like them!”

“I think it's great the way you keep us all abreast of information in such a friendly manner.”

You too can receive these. Just send an e-mail saying “Yes please, I'd like to receive the bulletins” to patientgroup.wmp@nhs.net. We'll look forward to welcoming you!

Fund-raising for the Crohn's and Colitis charity

Many of us will remember the lovely Natalie - a very bright, cheerful and professional Health Care Assistant who passed away two years ago. Members of staff from the Windrush Practice are doing the Three Peaks Challenge in her memory with funds going to the Crohn's and Colitis charity. The challenge involves climbing Snowdon, Scafell Pike and Ben Nevis one after the other - a Challenge indeed! If you would like to support them then the fundraising page is at

www.justgiving.com/fundraising/walk4-nat

Prescription collection dates July/August

- If the date on your last prescription package was June 10th your next prescriptions are due on July 8th and August 5th
- If the date on your last prescription package was June 24th, your next prescriptions are due on July 22nd and August 19th
- If the date on your last prescription was June 17th, then your next prescriptions are due on July 15th and August 12th
- If the date on your last prescription was June 3rd, then your next prescriptions are due on July 1st and July 29th