



# Autumn Edition



**Newbury Street Practice  
Patient Participation  
Group**

**Church Street Practice  
Patient Participation  
Group**

## **JOINT NEWSLETTER Number 6 – September/October 2023**



Dear All,

As the school summer holidays come to an end, many of you may have children starting pre-school, nursery or school for the first time. Whilst many of you may be heaving a sigh of relief as keeping children / grandchildren entertained for six weeks can be exhausting, Sandie and I also know how challenging starting a new term can be.

As an ex head teacher (and more years in education than I care to remember), the September term always seemed to be full of children and staff coming down with a plethora of minor illnesses so we hope our joint Church Street and Newbury Street PPG talk by Dr Mackenzie will be of interest and help.

The talk, which is entitled '**My child is ill, what shall I do?**' will take place on **Monday 18<sup>th</sup> September at 7pm** at Wantage Methodist Chapel and there will be an opportunity to ask questions.

The talk will also be available via Zoom – for details please email [churchstreetppg@gmail.com](mailto:churchstreetppg@gmail.com)

Best wishes,  
Sandie Helm  
Secretary, Newbury Street PPG

Annie Dee  
Editor, Church Street PPG

If you would like to get in touch with us, please email:  
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## NHS 75<sup>th</sup> Birthday –

This week has marked the NHS' 75th birthday and Grove Fields parkrun invited NHS staff to 'takeover' this week's event to help celebrate.

Wantage Primary Care Network (PCN - consisting of



Newbury Street Practice and Church Street Practice) has been part of the parkrun practice initiative for a couple of years now and we are lucky enough to be not only in partnership with parkrun but to have it so close to our health centre. Recently retired GP, Dr Joy Arthur, played a big part in setting up the event and is often seen volunteering her time there.

We had fun joining the Wantage / Grove Parkrun on Saturday 8 July to celebrate 75 years of the NHS. Dr Katie Brice had arranged balloons, for the start / finish line, we had printed T-shirts, an ambulance & paramedic to sound the siren to start the race, and photos of the event.

Wantage PCN has been recognised nationally as a ProActive Practice by the Royal College of GPs for our efforts in encouraging staff and patients in becoming more active. We are lucky enough to have a Health and Wellbeing Coach at Wantage PCN who can offer individual advice and support to our patients about getting active, as well as a visiting member of the Active Communities team at Vale of White Horse District Council who can refer patients onwards for local gym memberships and even personal trainer input.

We also have two incredible Social Prescribers who spend time with our lonely, isolated patients and are a strong link with the local community resources. Now that so many of our staff have seen firsthand the strengths of parkrun, I'm sure the parkrun referral rate will shoot up!

A massive well done to the 138 runners and walkers who completed Grove Fields parkrun, many of whom were first-timers, and several who were visiting from elsewhere. We hope our cheers, cow bells and ambulance sirens encouraged you and spurred you on.



## Building News

We are delighted to be able to tell you that great progress has been made and the new building will be completed soon. Unfortunately, it is likely that Lloyds pharmacy will still be in the temporary accommodation for some time yet.



The new area will include a 'self-serve health kiosk' offering the benefit of integrating diagnostic sensors capable of measuring blood pressure, heart rate, BMI and glucose levels. Patients can up-load the results themselves without having to make a GP appointment.

## STAFFING NEWS UPDATE

During August and September, we are pleased to welcome new members of the team to our Practices and Wantage PCN.

- At **Church Street** Dr Nicky Jacobson has become a partner in place of Dr Arthur and are recruiting for a further two GPs. There is an increase in the numbers of practice nurses to cover areas such as frailty and acute care and more administrative staff are also being recruited.
- **Newbury Street** has a new salaried GP, Dr Phillip Young who started in August and two new admin team members starting at beginning of September, one in the medical secretary area and one in the script team
- **Move Together** - Ashley Chapman from Go Active Oxfordshire is based at the health centre one day a month. Ashley is able to accept referrals for patients aged 18 yrs + who have one or more long term conditions or if they could benefit from moving more to improve their physical and mental health. Ashley is able to have face to face appointments or telephone consultations at the practice and will also provide home visits if the patient is housebound.

## STAFFING NEWS UPDATE (CONT)

- **Ffion Baker – Clinical Pharmacist.** Ffion comes from a background in community pharmacy. She is full time and works with the pharmacy team supporting both practices.
- **Matthew Hillis & Emma Brunton - Advanced Practitioners.** Matthew and Emma have joined the Primary Care Network to provide clinical care of the patients in our local community who are frail and/or elderly. Matthew works full time and Emma part-time. They will regularly collaborate with the GPs at the practices, our pharmacy team, consultant geriatricians when needed, and other community teams to meet the needs of the patients, whilst ensuring their families and carers are supported and kept informed with the care and management of the patient.
- **Alice Vaughn - Children & Young Persons (CYP) Social Prescriber** – a service for 7-17 year olds. Alice is employed full-time by Oxfordshire Mind and works across both practices but with Church Street on Tuesdays and Thursdays and Newbury Street on Wednesdays and Fridays. She will work alternate Mondays for each practice. Alice will receive referrals from the patient's GP to provide support for 7-17-year-olds with a diagnosed or undiagnosed mental health problem using age-appropriate resources / tools. Referrals to Alice may include, but are not limited to, social, physical health and / or neurodevelopmental issues with an identifiable impact on mental wellbeing, depression, anxiety, stable psychotic illness and personality disorder.

Although Alice will only be supporting 7-17 year olds, Social Prescribers work with people aged 18+. They can help to connect you to all the different services, support, activities and opportunities that exist locally and in your community.



Lots of things can make us feel unwell. Some of these are medical problems that need medical treatment, others are more about the difficulties we all face, at times, in our day to day lives.

These can include issues with work or studies, money worries or housing problems, loneliness or relationship issues, or difficulty in finding the time or motivation to make healthy choices. This is where Social Prescribers can help.

### **A Social Prescriber is .....**

**someone** to talk to and who will listen,  
**someone** who is practical, helpful and who will not judge you,  
**someone** who can help you decide what you'd like to do to improve your health, wellbeing and independence,  
**someone** who can find you activities that will suit you who can give you support along the way.



If you think that you, or someone you are close to, would benefit from help and support you can speak to your surgery or GP and ask for a referral or, alternatively, you can contact the assigned Social Prescribers for Church Street & Newbury Street

**Claudia on 07827 235412 and/or Mandie on 07827 235423**

They will arrange an appointment at a time and place convenient to you - this could be at the GP surgery or in your own home.

### **SELF CARE**

When you are ill for non-life-threatening medical help or urgent advice you can call NHS 111 which is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile.

There are times however, when you are not sure if you really need to see a doctor so we hope the following will help you with looking after your health, recognising, or treating minor conditions and illnesses, and/or knowing who to ask for help. You can speak to your community pharmacy for reliable advice.



## How can a pharmacist help?

Pharmacists are qualified healthcare professionals who can help with many common conditions and illnesses. Pharmacists provide expert advice on what you can do at home to look after yourself and recommend medicines available over-the-counter.

The pharmacist can tell you if your treatment is safe to take with other medication or medical conditions and when to seek help for more serious health problems or ongoing issues.

Pharmacies have a quiet, confidential area, away from other customers, where you can ask to speak in privacy. You do not need an appointment to see your pharmacist and pharmacies are usually open evenings and at weekends.

## SOME OF THE MINOR SELF-LIMITING ILLNESSES AND CONDITIONS THAT YOU CAN MANAGE THROUGH SELF CARE

### Eyes

Mild infections: styes, conjunctivitis.

Dry/ tired/sore/ itchy eyes.



### Skin

Bites and stings, mild dry skin, sunburn, sun protection, mild dermatitis, mild acne, scalp or hair complaints, warts and verrucas, minor burns/scalds/ cuts or grazes.



### Pain

Infrequent migraines, aches, sprains, headaches, period pain, back pain.



### Health supplements

Vitamins, minerals, probiotics, homeopathic remedies.



### Digestive tract

Mild diarrhoea in adults, mild constipation, heartburn, indigestions, haemorrhoids (piles).

### Mild viral infections

Cough, cold, congestion, sore throat, mild fever, cold sores (lip).



### Allergies

Mild allergies, hayfever, itching.

**Infestations** Headlice, scabies, threadworms

It's a good idea to keep a well-stocked medicine cabinet (then you won't have to go out when you're feeling poorly!)

Your cabinet could contain the following:



- Paracetamol or ibuprofen for pain and fever
- Antihistamine for allergies
- Oral rehydration sachets for when you've been sick or suffering from diarrhoea
- Indigestion remedies
- Constipation relief
- Diarrhoea treatment
- Treatment for insect bites and stings, as well as cuts and grazes
- Plasters and dressings
- A clinical thermometer

Make sure your medicines are kept in the right conditions (e.g. out of direct sunlight and out of reach of children) and return them to your pharmacy if they're past their use-by date.

Check them regularly and stock up when needed, particularly before public holidays when pharmacies may have reduced opening hours

#### **USEFUL CONTACTS:**

- Boots 50-51 Market Pl, Wantage OX12 8AW .  
Tel: 01235 765227
- Bretts Pharmacy 11-12 Millbrook Square Grove OX12 7JZ  
Tel: 01235 763941
- Cleggs Pharmacy 3, Kings Walk, Wantage,  
OX12 9AJ Tel: 01235 763046
- Allied (formally Lloyds) Pharmacy New Health Centre Mably Way.  
OX12 9BN.  
Tel: 01235 763028

For a full list of conditions and illnesses which can be managed with over-the-counter products, please visit [www.england.nhs.uk](http://www.england.nhs.uk) and search 'prescribing of over-the-counter medicines is changing'

If you don't have access to the internet your local library will help you log on and find the information you need .....just ask.

**COMING SOON .....**

### **Oxford Health – Adult Mental Health Hubs in the Community**

Oxford health has been establishing new Primary Care Mental Health Hubs (PCMHT) in the community for adult patients who are experiencing serious mental illness (SMI). It is a review of the existing service that we have with our own mental health practitioner, Ashley Pullinger with the aim of increasing access to support these vulnerable people sooner. The PCMHT will see people with SMI who are showing early signs of relapse, or developing an SMI, which is currently offered by the Adult Mental Health Teams. The new service for Wantage is due to start in September.

### **COVID/FLU VACCINATIONS**

The recent Government announcement of bringing forward the Vaccination program has meant that both Practices are working hard behind the scenes to organise the roll out. Check the websites and follow us on Facebook for further information.



### **PPG Talks and AGMs**

As patients of Church Street and Newbury Street Practices, you are automatically members of the Patient Participation Group of your particular surgery and so are very welcome to join us for the joint talks and Annual General Meetings.

Please be aware, whilst you are welcome to attend the AGMs of either Practice you can only vote at your own Practice AGM.

A reminder ...the first joint talk, which is entitled '**My child is ill, what shall I do?**' will take place on **Monday 18<sup>th</sup> September at 7pm** at Wantage Methodist Chapel and there will be an opportunity to ask questions. The talk will also be available via Zoom – for details please email [churchstreetppg@gmail.com](mailto:churchstreetppg@gmail.com)

The next joint talk and Newbury Street AGM will be on **Thursday 16<sup>th</sup> November at 7pm at Wantage Methodist Chapel and via zoom.**

The focus of the talk will be '**Right Care, Right Time, Right Place**'"

It is hoped to make both talks available on line via your Practice website after the event.

**AND FINALLY .....** believe it or not there are Christmas decorations appearing in some of the shops around Wantage .... but then again did you know there are only 15-16 weekends until Christmas? (Depending on when you get this newsletter) so be prepared!!!!