



**Newbury Street Practice
Patient Participation
Group**

Spring Edition



**Church Street Practice
Patient Participation
Group**

JOINT NEWSLETTER Number 1 – Spring 2024



Dear All,

As we move further into 2024 you may notice a change in the frequency of our PPG newsletters. From now on our joint newsletters will be published on a quarterly basis. We hope you will find them useful in keeping you up to date with everything that is happening at the Health Centre as well as wider NHS news and developments. As always, any newsletter feedback is always welcome – especially if you would like us to include particular topics in future editions. Please contact us via NSPG@Wantage.com / churchstreetppg@gmail.com

You may also notice a few name changes. Sandie Helm is stepping down from her role with the newsletter - we would like to record our thanks for all her hard work with previous newsletters and welcome Andrew Lewcock who is taking over Sandie's role.

Best wishes,

Andrew Lewcock
Newbury Street PPG

Annie Dee
Church Street PPG

Reminder

Please follow the one-way system that is in operation – your cooperation is appreciated and makes it safer for everyone.



Newbury Street Practice Update

At Newbury Street Practice, we have been working to improve how people move through our appointment system - "Care Navigation". These changes support our strategy of offering patients the "Right Care, at the Right Time and in the Right Place" when they contact the Practice on the phone, by email or in person.

- Firstly, we have introduced an online "Signposting Toolkit" that supports our Patient Co-ordinators to offer patients consistent, up to date information and advice whatever their query. This resource helps our team by giving details of the most appropriate pathway for various medical issues, who to book with and the time frame. Also giving details of self-referral pathways i.e. for physio treatment; and suggests when to signpost to local pharmacies for minor illness issues such as cold sores. This means more GP appointment capacity for patients whose problem is best dealt with by a GP.
- Secondly, we are offering a "Care Navigation Card" to some patients with particular circumstances such as those with Learning Disability, receiving end of life care or having severe communication challenges. Patients can mention if they have this card when they contact the Practice and our Patient Co-ordinator Team will better understand their situation. Patients eligible for this scheme are identified by their GP and an alert added to their notes and card shared with them.
- Finally, a GP is working with our Patient Co-ordinators daily for the first few hours of the day to support them in managing the call load for the busiest part of the day. This allows simple questions to be answered quickly and improves the efficiency of allocating appointments across the Team for that day.

We have also expanded our team by welcoming several new colleagues to the NSP Team over the last few months. This includes two new GPs – Dr. Phillip Young and Dr. Marie Brimfield as well as Garreth Saunders, Advanced Care Practitioner.



Thank you to all our Patients for their continued support in 2024!

Dr Carrie Ladd FRCGP |GP Partner Newbury Street Practice

Church Street Practice News

The whole team are enjoying settling into the new areas and waiting room, please do let us know if you have any suggestions for things you would like to see in the waiting room or on the notice boards
This is your Practice and we want it to work for you!



One of our initiatives is that you are now able to come and record your weight and BP in our health kiosk – the results will go directly to your health records. Let us know what you think of it.



The Practice website is in the process of being redesigned and we will keep all patients informed of the developments. We hope our redesign will make access easier and ensure that you are kept up to date with what is happening at the Practice.

In the meantime, we are delighted to welcome four new doctors to our team.

Dr. Rachel Brindley, Dr. Amy Storey,
Dr. Linda Nicolette and Dr. Ahmad Mujtaba.



We're sure you'll also join us in congratulating Dr Kate Bramall on the birth of her baby boy.

PATIENT RECORDS (Both Practices)

A patient asked us a question about what happens when a patient transfers from another Practice and asked if their whole NHS GP record transfers across and on the NHS app record as well?

The answer is that, if a patient does move from one Practice to another an electronic record is transferred between Practices. The paper records will come as well and will be dealt with accordingly. In relation to the NHS App, patients will only have access from the date they transfer and nothing before. This is NHS digital's decision not ours.

If a patient moves to Wantage from "out of area" they will only have access to their records with the practice going forward from that date via the NHS App. The whole patient record will be received electronically if it is enabled by the previous Practice and the GP will have access to it but the patient will not be able to access it. We hope this explanation helps.

If the words '**download the App**' fill you with dread, you are not alone! If you are a technophobe and would like some help with downloading and/or using the NHS App we are here to help.



The NHS App gives you a simple and secure way to access a range of NHS services. The NHS App is the quickest way to order repeat prescriptions, check for test results and has a host of information for patients.

If there is sufficient demand, we are willing to provide 'NHS App' face to face support sessions at the Health Centre – let us know via the Health Centre if you would find this helpful. Just leave your name and contact details via the Practice reception desks and we will be in touch – alternatively email the relevant PPG (details on the front page.)

We recognise there are some of you who only have the use of landlines, however, you can access the online websites at the local libraries - the staff are very willing to provide help. Also if you want to get in touch with either of the PPGs the library staff will help with emails.

MOVE Together

Achieve Oxfordshire & Active Oxfordshire

Ashley Chapman, from Move Together offers appointments at the Health Centre. Ashley can help patients access the right activity to suit their needs and preferences, including

home activity packs, mini exerciser loan scheme, short walking groups, exercise referral and many more!

Achieve Oxfordshire have partnered with leading weight loss providers to offer a range of FREE programmes to help patients achieve their goals. They also have valuable tools and skilled Health Practitioners to give encouragement throughout the patient's weight loss journey.



Both Ashley and Claire (from Achieve) will be at the Health Centre on the 3rd Monday of each month. Patients can book appointments or just drop in.



Guidance on what to do when children are ill

The Oxfordshire Healthier Together [website](#) and app provides parents with clear guidance on what action to take when their child is sick. The resources have been developed in partnership between parents and healthcare professionals to provide information on common childhood illnesses, including advice on what 'red-flag' signs to look out for, where to seek help if required, what you should do to keep your child comfortable and how long your child's symptoms are likely to last.

The website and app offer clear, reliable advice and are designed to be a handy guide, accessible at home or on the go. It offers an easy-to-use self-triage assessment feature, to ensure the most appropriate healthcare setting when needed. To find out more or to download the app see <https://www.oxfordshire-healthiertogether.nhs.uk/>

SELF-REFERRAL

We have been asked to remind you that there are a number of services where you can make a self-referral without having to go through your GP. Such as

NHS Hearing Aids | Oxon / Bucks NHS Audiology Service

<https://www.oxonbucks-nhs-audiology.com>

At Oxon/Bucks NHS Audiology we offer free NHS Hearing tests and free NHS Hearing aids. You do not need a referral. If you are 55+ and live in Oxfordshire or Buckinghamshire then you can self-refer yourself.

Oxfordshire - Connect Health

<https://www.connecthealth.co.uk/services/oxfordshire>

Oxfordshire **Community Musculoskeletal Service 01865 634 336**

This service supports patient self-referral via PhysioNow

NHS talking therapies - NHS

<https://www.nhs.uk/mental-health/talking-therapies-medicine-treatments/>

You can refer yourself directly to an **NHS talking therapies service** without a **referral** from a GP, or a GP can refer you. Help is available in person, by video, over the phone.

These are just a few of the many services that are now available for self-referral. If you are not sure which services you can access, click on

<https://patient.info/treatment-medication/self-referral>

or just ask in the surgery.

SENSORY IMPAIRMENT SUPPORT

Oxfordshire County Council offers services of the Sensory Impairment team. They offer specialist services for people who are deaf/hard of hearing or visually impaired.

The Hearing Impairment Team is a countywide team of specially trained staff which includes specialist social workers, support workers, rehabilitation officer for the hearing impaired and an equipment support officer. The team offer advice and support on any type of hearing impairment and the wider issues relating to this. Staff make appointments to see you either in the office or in your own home. If you know someone who cannot hear the doorbell or the phone ringing (or even worse, the smoke alarm) this service is for them.

The team can advise and support people of all ages with hearing problems, including:

- equipment assessment to improve access to TV/doorbell/telephone etc
- advice on deaf issues, for example, equal access to services
- deaf children and their families, for example, support regarding available options and equipment
- deaf parents, for example, access to support services, equipment
- information on all aspects of hearing loss including Deaf/deafened/Hard of Hearing/Dual Sensory Loss/mental health needs relating to hearing loss.

The Hearing Impairment Team can be contacted at
Abbey House 2nd Floor, Abbey Close, Abingdon, Oxfordshire OX14 3JD
Tel: 01865 894925

Visual Impairment Team is a countywide team of specially trained staff. Our team includes specialist rehabilitation workers and support workers. The team offers support and advice on any type of visual loss and the wider issues relating to this. The team provide rehabilitation and habilitation support. Staff make appointments to see you in the office or in your own home. They can be contacted:

- direct by you, friends or family
- through your GP, eye specialist
- by your care manager
- anyone who knows your circumstances.

You do not need to be registered blind or partially sighted to [contact us](#)

The Visual Impairment Team can be contacted at
Abbey House 2nd Floor, Abbey Close, Abingdon, Oxfordshire OX14 3JD
Tel: 01865 894935

Did you know.....?

Yellow Card System

Making medicines and medical devices safer

The **Medicines and Healthcare Products Regulatory Agency** (MHRA) runs the Yellow Card scheme, which collects and monitors information on suspected safety concerns involving healthcare products, like a side effect with a medicine or an adverse medical device incident. The scheme relies on voluntary reporting of problems to a healthcare product by the public (including patients, parents and care givers) as well as from healthcare professionals.

The scheme helps the MHRA monitor the safety of all healthcare products in the UK to ensure they are acceptably safe for patients and users. Reports are used alongside other safety information and help the MHRA to take action if any trends associated to the safety or efficacy of a healthcare product are identified. The MHRA will review the issue and if necessary, take action to minimise risk and maximise benefit to the patients.

Therefore, always read the patient information leaflet, or instructions supplied with your medicine or medical device. It lists the known side effects or problems and advises you what to do.



Pharmacy First

The **Pharmacy First** scheme was launched by the government and NHS England on 31 January 2024 to give

patients quick and accessible care and ease pressure on GP services. Patients can now get treatment from a qualified Pharmacist, where clinically appropriate, for seven common conditions directly from their local pharmacy, without the need for a GP appointment or prescription.

These are:

- Sinusitis
- Sore throat
- Earache
- Infected insect bite
- Impetigo (a bacterial skin infection)
- Shingles
- Uncomplicated urinary tract infections in women.

Please be aware that Pharmacy First will take some time to build up capacity. We will update you on progress in our next newsletter.

Community Pharmacy Consultation Scheme

(not to be confused with Pharmacy First) is **already operating** within both Church Street and Newbury Street Practices.

The Community Pharmacist Consultation Service (CPCS) was launched by NHS England, to facilitate patients having a same day appointment with their community pharmacist for minor illness.

The service is helping to alleviate pressure on GP appointments and emergency departments, in addition to harnessing the skills and medicines knowledge of pharmacists. Should the patient need to be escalated or referred to an alternative service, the pharmacist will arrange this.

The way this works at Wantage Health Centre is;

- Practices refer patients who contact them, to local pharmacies for an appointment for discussing a limited number of minor illness issues (such as hay fever or insect bites).
- The Pharmacists then contact the patient and deal with the issue, then send a document back to the Practice summarising the consultation which goes back into the patient's notes.

Pharmacists can guide over-the-counter medications and minor illnesses, but they cannot diagnose more complex conditions.

It's important to remember that if your symptoms are severe, it is essential to consult with a doctor, call 111 or go straight to A&E. If it's an emergency, call 999.

In the meantime, the good news is that the Allied Pharmacy is now open. Allied Pharmacy, The Health Centre, Mably Way, Wantage, OX12 9BN
Tel 01235 763028

Our other pharmacies are:

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

