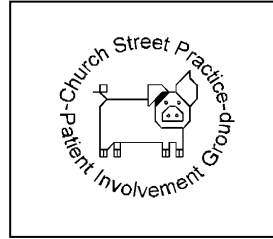


NEWSLETTER

**Church Street Practice
Patient Involvement Group**

Number 59 AUTUMN 2013



A GLOWING REPORT!

On 18th June 2013 Church Street Practice was visited by an inspection team comprised of 3 GPs and a Practice Manager – all current practitioners. This inspection takes place because Church Street is a teaching practice and it is to ensure that the GP Registrars under training see everything that goes on in the Practice. There are two GP trainers in Church Street Practice, Dr Paul Bryan and Dr Cheryl Fairley. Such an inspection takes place every 5 years and covers all aspects of the Practice.

At the end of the day all members of the Practice and PIG committee members were invited to the feedback session with the inspectors.

The feedback was excellent! They reported that the Practice is very well run – just as they had 5 years before at the last inspection. The GP Registrars have tutorials not only with GPs but also with nurses and were given a good understanding of all aspects of a practice. In some practices the trainees spend time only with the trainer. They also noted a definite interest in training throughout the practice.

The Practice had only recently moved on to a new computer system. The staff were complimented on how well they were managing the new system (and how brave to undergo an inspection under such circumstances!) Some statistics were not available and that was understandable under the circumstances. The inspectors were particularly impressed with how the nurses were all so up-to-date with protocols – if nurses could be photocopied the team leader would take them away as shining examples!

The overall impression was that the Practice operated as a team, everyone working together in a friendly and enthusiastic environment.

It was, quite simply, a glowing report.

Christine Lisi

WE NEED YOUR HELP.

111 Service

This is the service to use when you need medical help and advice fast but it is not a 999 emergency. It is available 24 hours a day, 7 days a week and all calls are free- and the number is very easy to remember!

Most of us have almost certainly heard or read about the 111 service and how it is working over the recent weeks. Experiences vary throughout the country- there have certainly been some horror stories – but what is it like here?

We would like to find out how it is working locally.

This is where we need your help.

If you have used this service we'd like to hear about your experiences both good and bad. Any information you give will be treated in confidence. PIG plans to report back in the next newsletter and pass the information on to the Practice.

You can do this in several ways

Email churchstreetpig@gmail.com or may.paul@ntlworld.com

By letter dropped into reception or put in the PIG suggestion box

By phoning May Paul 01235 762613

We need as much information as we can - the more the merrier!!

Please ask your friends if they have used the 111 service. If they have, please encourage them to tell us about it. It's our only way to find out how things are going locally .

PIG

THE ROLE OF A MUSCULOSKELETAL PHYSIOTHERAPIST

The main role of a musculoskeletal physiotherapist is to assess and treat joint, muscle or nerve problems and help a person get back to normal activities. For

some people this means getting back to a particular sport, for others it will mean being able to walk without crutches or return to work. Going to see a The main role of a musculoskeletal physiotherapist is to assess and treat joint, muscle or nerve musculoskeletal physiotherapist usually requires a written referral from your GP or a hospital consultant.

Musculoskeletal physiotherapists treat a wide range of conditions including: back pain, arthritis, fractures, neck pain, tennis elbow, shoulder pain, knee and ankle problems. We also see people after they have had operations such as knee replacements or Achilles tendon repairs.

The first time you see a musculoskeletal physiotherapist you will be asked many questions about the problem you have been experiencing. These include how painful it is, what makes it better or worse, any relevant medical history you have and any medication you are taking.

After talking to you about your symptoms we will assess the painful area. This usually involves having a good look at it so we normally ask people to remove some of their clothing. While assessing where you feel pain we will also want to examine the joints and muscles close to it. This is to work out whether any pain you have is originating from other parts of the body. It may seem strange to have your neck looked at when you have wrist pain but it makes anatomical sense to do this.

We look at how you are able to move a particular joint, the strength of the muscles that work around it and any other relevant structures such as the nerves that supply the area. Once the assessment is completed we can talk to you about what the cause of your problem could be and your treatment options.

Treatment options are many and varied. After qualifying, physiotherapists will go on to do courses in different techniques that interest them such as acupuncture or joint manipulation. Any risks and benefits of a treatment should be discussed with you so you can decide if you want to try them. Exercises are a fundamental part of a course of treatment and will increase the effects of any hands-on treatment you receive.

The majority of physiotherapists are employed by the NHS in hospitals and GP practices. There are also physiotherapists that work privately. Any

physiotherapist you see should be Chartered (indicated by having MCSP after their name) and registered with the Health and Care Professions Council. You can check that your physiotherapist is on the register by going to <http://www.hpc-uk.org/check/> and entering their surname. If you would like information about how to become a physiotherapist please visit <http://www.csp.org.uk/professional-union/careers-development/career-physiotherapy>

Charlotte Evett MSc MCSP

DIABETES SUPPORT GROUP

We had a very good Q & A. session with Dr. Gary Tan (consultant physician for diabetes) who has said that he would very much like to visit us again and wishes there were more groups like us!

OCT. 3rd: Exercise helps control diabetes, a speaker from Age UK

DEC. 5th: Discussion Group: an exchange of tips and experiences (and Christmas Treat!)

Jean Sutherland

"WELCOME TO"

Dr Elaine Barber and Dr Shaneil Sonecha, both are training to be GPs. Dr Sonecha will be with us until February 2014 and Dr Barber will be with us for two years on a part-time basis



FLU VACCINATIONS 2013

Last year we had a very good uptake of Flu vaccinations amongst our patients in the over 65 age group but a disappointingly low uptake in the at-risk chronic disease groups aged under 65 and we really hope to improve on this in this season. We strongly recommend that all at-risk patients have an annual Flu jab

and if you know anyone in one of the groups, please help us by encouraging them to have their annual Flu jab.

The at-risk groups include all patients 65 and over, patients over 6 months with chronic respiratory (including asthmatics on regular inhalers), heart, kidney, liver or neurological diseases, diabetes and those who are immunosuppressed, all patients who are pregnant, those living in long-stay care homes and those who are primary carers. If you have not yet told us that you are a primary carer, please ensure you let us know so that we can add you to our Register.

Our main Flu clinics will be:

Saturday, 5 October, 9.00 – 12.30

Saturday, 19 October, 9.00 – 12.30

Appointments are not necessary for these clinics but if you are not able to attend either clinic, please contact the surgery after 1 October, to make an appointment.

This year we are also offering Flu vaccinations to **healthy 2 -3 year old children** as the first step in Public Health England's programme to protect all children against Flu. We are being provided with a vaccine called Fluenz which comes in the form of a nasal spray rather than an injection as this has proved more effective in children. We will be writing to parents with children in this age group and those with older children in the chronic disease at-risk groups to provide additional information on this vaccination and appointment details in September. If you have not heard by the end of September, please contact the practice.

As usual help is needed from PIG members with these clinics. Please contact May Paul 762613 or email may.paul@ntlworld.com

SHINGLES VACCINATIONS

We will be writing to those patients who are eligible for a Shingles vaccination this year as soon as we are able to obtain our supply of the vaccine. The eligible group this year is very restricted as there is only a very limited supply of the vaccine and it includes only those patients born between 2/9/1942 and

1/9/1943 or between 2/9/1933 and 1/9/1934 i.e. those becoming 70 or 79 in those periods.

Patients between 71 and 78 will be offered a Shingles vaccination when more vaccine becomes available.

Sheila Dearman

DISTRIBUTION OF NEWSLETTERS

Our newsletters will no longer be available at either Boots or Lloyds as they only have sufficient room for their own leaflets.

However they will continue to be available at Cleggs and Grove Pharmacy.

Apart from the surgery, various places take our newsletters including the libraries, Post Offices in Wantage and Charlton, Sainsbury's petrol station, shops in Letcombe, Ardington, Stanford, Hanney and East Hendred the IAC, Grove Co-op, the Cornerstone café. Thank you to all those places who have the newsletter. They can also be read on the Practice website

www.wantagechurchstreet.co.uk

PIG

AGED OVER 50+ ?

Have you read about the activities in our area that AgeUK has organised? They range through Singing for Fun to Spanish classes, Walks, Pub Lunch and an IT class?,

But perhaps the one of greatest interest to us, as patients, is the one that is organised here in the Health Centre.

This is a seated exercise class that aims to provide "Fun, a relaxed class that keeps you fit and supple without overdoing it; always full of laughter".

It is every other Tuesday from 10.0 –11.0am, starting 10th September. It costs £3.50 but your first session is free so that you can have a "taster" and decide if it is for you! Tempted by one of these?

For more information about the IT class phone Grove Library 763841

For any of the other activities please contact on Lizzie on 07785 425601

PROPOSED CARE HOME

The developers are appealing against the rejection of their original application. This has now gone to the planning inspectorate for further consideration. PIG has written again opposing the building of the Care Home on the Health Centre Site. Now we wait and see!

PIG

The editor thanks everyone who has contributed to this Newsletter which is prepared and compiled by and on behalf of the patients of Church Street Practice.

Suggestions, letters, articles and ideas are always welcome.

Please contact:

May 762613

Jean 868396

jean@jcsutherland.wanadoo.co.uk
churchstreetpig@gmail.com

Practice website (which includes PIG Information)

www.wantagechurchstreet.co.uk

PIG suggestion box in the waiting room

If you don't wish to keep this newsletter please pass it on, especially if you know someone who has difficulty getting out. We have learned that some patients who love the newsletter sometimes have problems in obtaining a copy.

PIG AGM

7.30 Wed. November 13th

Health Centre

HOW?

WHY?

“Questions and Answers”

WHEN?

WHO?

A panel of staff members from the Practice will be on hand to answer your questions.

Questions can be sent in advance to churchstreetpracticepig@gmail.com or may.paul@ntlworld.com

All Welcome
We look forward to seeing you.