



NEWSLETTER

**Church Street Practice
Patient Participation Group**

Number 69 Summer 2017



I am writing to say a very heartfelt thanks to all of the patients who sent lovely messages, cards, gifts and donations in celebration of my 17 years at Church Street Practice. I am very humbled by the kindness shown, and it has been a huge boost to my confidence as I face unknown territory in the Scottish NHS.

In particular thank you to everyone who signed my leaving book; the Patient

Participation Group presented me with a number of gifts on your behalf, including beautiful flowers and a £500 gym membership - it will certainly be put to good use.

Although it was sad to say goodbye to patients and staff alike, I am excited to be moving on to the new chapter in my life, and feel comforted in the knowledge that the excellent service, skills and care provided by the practice will carry on for all of our patients, regardless of staff changes. Make the most of what you've got at Church Street, but use the service wisely, please!

Many thanks again for your kindness.

Cheryl Fairley



THE FUTURE OF THE NHS IN OXFORDSHIRE

Although this meeting was advertised as 'about Oxfordshire' in fact it was more accurately about The Horton and the North of the County.

There were about 60 non NHS people in the meeting and we strongly pressed that what we were interested in was not the Horton, but The Wantage Hospital, The Wantage/Grove Health Centre and what were the County officials doing to improve our services.

There was a strong line of complaints from villagers from places like Buckland and Stanford who pointed out that even getting into Wantage was difficult, and anyone expecting them to travel to Oxford needed to look at bus timetable, to discover they had no buses.

Several people queried how they had arrived at a figure that all of our area was within a 1 hour journey time of the JR hospital.

Part of the presentation was about how the NHS people were looking at moving clinics out from the JR to be nearer to people, and thus reduce the parking problems which they acknowledged did exist. At this point it was pointed out to the panel that our Health Centre had been refused money to expand, there was no room for more doctors (even if they could be recruited), although there was now nearly 3000 extra new residents since the Health Centre reach capacity 3 years ago and thus no room to move clinics here!! The figure for new residents did not allow for those who moved from there Grove Surgery.

Almost as an afterthought the panel accepted that we in the South of the County, would feel that deferring consideration of Wantage Hospital from last October, firstly to May and now the end of 2017, was not going to be popular, and whilst considering the needs of The Horton was, in their opinion, necessary to give us a full county wide picture, they did understand from the comments passed that we wanted the discussion to be on Wantage/Grove.

This they promised was part of the next part of the studies on the Oxfordshire Health plans. They also promised that there would be another meeting to discuss the second part of their plans, after publication of outline plans currently expected in November

As you may have gathered from the above today's meeting was from our point of view a waste of time. However it was very worthwhile in that it enforced our views that Wantage needed far better services that they were providing, and that we were not interested in pages of reports on supporting The Horton.

The most useful information was that there is a survey they would like completed. We would like to think that everyone in Wantage, Grove and the surrounding villages will fill in the survey, we think the 40,000 responses they would get if everyone completed the survey, might convince the review panel that Wantage and Grove are very serious in demanding adequate NHS services.

The survey can be found at:- *(unfortunately now closed, editor)*

<https://consult.oxfordshireccg.nhs.uk/consult.ti/Bighealthandcare/consultationHome>

It should be noted that although this survey is written mainly to cover the Horton and maternity services there are 7 boxes for comments. These can easily be written in such a way as to highlight our concerns are about Wantage, Grove and the south of the County

Francis Sketch

Q: What did the man say to the x-ray technician after swallowing some money?

A: "Do you see any change in me?"



As promised below are the **Responses to the Health and Wellbeing Survey** following the event held at the Health Centre last September. Apologies for the delay in providing this information but as you will see the event was well received with many responders requesting this type of

event is run more frequently; something the PPGs for Church and Newbury Street Practice will consider. Thanks to everyone for attending and make the event so enjoyable.

SUMMARY OF HOW OFTEN EVENT SHOULD BE HELD:

- Many for every other year
- Quite a few for every year
- Less for every 4 years

GENERAL COMMENTS SUMMARISED:

- Have an information stand at the Dickensian Evening and other local events
- Very good, well done
- Not much on psychological help
- Really great to get the whole community together, making everyone aware what's available. Lots going on, everyone friendly and welcoming
- More for children, especially under 5s
- More for 20-30s
- CPR very interesting
- Congratulations to organisers and thanks to the participants especially Scouts and Guides for bus duty and lovely cakes
- Suggest you put up advertising sign in Mably Way
- Worthwhile on an annual basis, helpful for the local community
- Enjoyed the Morris Men
- Do not use lobby – constant beeping of door alarm resonates to people's voices, difficult to hear
- I did not know about this event

LEARNING POINTS SUMMARISED:

- No fluoride in our water – important to check content in toothpaste
- Just how many organisations to help locally eg. Mind PSC, Health Watch, Prostate Cancer, OPCSG, Age UK, Breast cancer support group, local diabetes, stroke, bereavement, epilepsy groups
- Richmond Centre / Village / Spa details/charges
- Library on-line system
- So much healthy lifestyle information
- Empty hands defence
- Singing group very interesting; encouraged to sign and join older and bolder group
- Services for older people
- Lots of new exercise groups
- I can still play rounders!
- Interested in all the speciality tables
- Interesting volunteer programme

SPECIFIC QUESTIONS ANSWERS

RATING: Excellent: 23; Good: 16; Average: 2; Poor: 0

HOW DID YOU HEAR ABOUT THE EVENT:

Poster: 4; Flyer: 19; Newspaper: 5; Radio: 0; PPGs: 5; Other: 15

PPG AWARENESS: Before: 23; Since: 3; No: 5

WERE ALL AGES REPRESENTED: Yes : 23; No: 4

SHOULD EVENT BE REPEATED Yes: 31; No: 1

DISTANCE TRAVELLED TO: <1 mile: 11; <2 miles: 12; 5 miles 3; < 5 miles: 3

DID YOUR CHILD PARTICIPATE IN ANY ACTIVITIES YES 3,

DEMOGRAPHIC OF THOSE WHO COMPLETED THE SURVEY:

Female: 20; Male: 8 AGE: <20: 0; 20-30: 2; 30-65: 9; 65>: 25

DID YOU LEARN ANYTHING: Yes: 26; No: 4

PRACTICE NEWS



We would formally like to welcome and introduce Dr Tina Patel to patients. Dr Patel joined the practice in February 2017 and has been assigned Dr Fairley's patient list. Her working days are Tuesday, Wednesday and Friday. In her spare time Dr Patel enjoys running and

crafting.

Hannah Wilkinson, our Emergency Care Practitioner, has returned from maternity leave and assists duty doctors on alternate Wednesday's and every Thursday and Friday. You may well come into contact with Hannah should you request to be seen on the day.

Julie Bridle joined the back office administration team in June 2017 and provides a range of administrative functions supporting the wider admin team.

Dr Wai-Ming Tang will be leaving us on 17th August to take up a GP post nearer to her home which enables her to have an improved work/life balance. We will miss her and wish her well in her new post.



The Care Quality Commission *published their report in February 2017* awarding the Practice an overall Good with an Outstanding for Safety.

The full report can be found on the Practice Website or on the CQC website as follows <https://www.cqc.org.uk/location/1-579827059>. The Practice was extremely pleased to receive this rating; any questions or comments don't hesitate to contact Kate, the Practice Manager.



The Practice has recently changed its appointment booking system. **Appointments are now available either in person or via the telephone.** To enable the Patient Adviser to provide you with the most appropriate

appointment they will ask you some basic health related questions as requested by the GPs. Telephone consultations are just as important as the more familiar face to face consultation, as often telephone appointments are available quicker allowing the patient/clinician to resolve concerns/issues without patients having to attend the surgery. This provides more flexibility for patients when wishing to consult a GP. It is important that as telephone consultations are available for pre-booking that these appointments are treated the same as face to face appointments, ie you must be available to take the call at around the given time and should you miss your telephone appointment you may be asked to rebook as you would if you arrived late for your appointment at the surgery. More information can be found in leaflets available at the Reception desk or on the website. We hope you find these changes beneficial but comments are always welcome.



The Practice is pleased to be able to offer you the service of viewing your medical record on-line. This is extremely useful for reviewing your test results and may assist you in managing your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday.

If you would like to sign up for this service please ask a Patient Adviser for a form or download it from the Practice website.



NEW SERVICE

Skin Problem E-mail Advice Service Pilot:

The practice is running a trial offering a new service to our patients, giving advice from our GPs via email about skin problems (such as a blemish, spot, or rash).

This service is NOT suitable if you are acutely unwell, have a quickly changing or spreading rash, or for children who are unwell or have a fever, or for skin problems affecting genital areas.

Patient Information: If you have a skin problem that you would like to consult the doctor about, but are otherwise feeling well and do not feel you need to visit the surgery and see a doctor, please **fill in the form on the website www.wantagechurchstreet.co.uk**, and send it **along with a photograph** of your skin problem, to cspdoctors@nhs.net (*Please note that this email address is for the skin problem email advice service only; we apologise but we are unable to respond to any other clinical queries, prescription requests etc. via this email.*)

Response time: We will endeavour to respond to all emails within 2 working days. You will receive a response to the email address from which you contact us. *In certain cases, a clinical review will still be required, and we may advise you to book a face to face appointment at the surgery*

Technical advice for photographs:

- Make sure you are in a well-lit area
- Ensure the area you are concerned about (rash, skin lesion etc) is in focus in the photograph
- Please send photo attachments in .jpeg format
- Image size should be around 2MB (1600×1200 pixel resolution)

Legal information: *Personal information and photographs are sent over a secure internet connection; any information is sent at the owner's risk.*



Extended hours at Neighbourhood Access Hubs

Our practice patients now have even more access to a doctor at the weekends and in the evenings. Neighbourhood Access Hubs developed by Principal Medical Limited (PML) on behalf of Oxfordshire practices in 2015, have extended their opening hours.

This is great news for the 300,000+ patients registered with the 36 PML GP Federation practices in the county; our Practice is one of those. The aims of the service remain the same; patients needing a pre-bookable GP appointment at their own practice, may be offered an appointment at a nearby practice, with a local GP or nurse who has access to their medical records.

This provides more appointments for patients during the day, the evenings and at weekends, while relieving GP practices of some of the pressure of providing treatment for minor illnesses. What does this mean for you?

- No change in the booking process for appointments.
- You may be offered an appointment during normal or extended hours at a Hub location which for our Practice is:

Weekday Evenings Monday to Friday 6.30 – 8.00 pm operated in either Didcot, Wantage or Faringdon

Saturday Mornings 9.00 am – 2.00 pm operated in Didcot.

We can provide up-to-date information on times and locations of available appointments.

Making more time available at the Surgery means that we will be able to put more focus into preventive care, offering longer appointments and concentrated treatment for patients with long-term conditions and complex needs.

Find out more about the Neighbourhood Access Hubs here: <https://www.principal-medical.co.uk/pml-services/>

DATES FOR THE DIARY, EVENTS AND REMINDERS ETC



Thank you to Nurses Kate and Mary for very informative presentations at our support Group on 7th June. Our next meeting is scheduled for Wednesday Aug.7th so please join us for another of our lively and enjoyable discussions exchanging tips for and experiences of coping with diabetes.



Drop in Flu Clinics this year will be held on both Saturday 7th and Saturday 14th October 2017.

More information will be made available nearer the time, but in the meantime if you are eligible for a flu vaccination put the date in your diary.



If there is a queue, please use the self-service check-in to the left of the reception desk, it is very quick and very easy to use.



Please remember not to park in the hatched area or at the junctions at the front of the building, this needs to be kept clear for emergency vehicles and buses, thank-you.

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

In June there were:

72 GP appointments not kept, equating to 12 hours of GP time

55 Nursing Team appointments not kept, equating to 9 hours of Nurse team time.

Overall that's 21 hours (3 days) of unused appointments which others could have made use of. If you don't need your appointment please cancel it.



P.I.G NAME; should it change?

There has been a suggestion that the name of our PPG (patient participation group) P.I.G (patient involvement group), should be changed to reflect more clearly the role of the group. There is concern that the name does not encourage patients to contribute to activities (such as the AGM) or serve on the committee, we would welcome your views on this. *Editor*



Useful Tips

I have thought recently that tips from patients for making life easier with some conditions would be very useful. To start us up here is mine: if you can't reach the underneath of your feet to moisturise put a dollop of cream (not dairy!) on the top of one foot and use the bottom of the other foot to massage it in. *Editor*

Suggestions, letters, articles and ideas are always welcome, this is your newsletter we would like to know your views.

Please contact: Jean 868396 jean@jcsutherland.wanadoo.co.uk
churchstreetpig@gmail.com

Practice website (which includes PIG Information)
www.wantagechurchstreet.co.uk

Also please use the PIG suggestion box in the waiting room. Thank-you, Editor.



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.

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.

USEFUL PRACTICE CONTACT INFORMATION

Tel: 01235 770245
E-mail: churchstreetpractice@nhs.net

Repeat prescriptions cannot be taken over the telephone they must either be placed in the box in reception or requested by e-mail to the following address:
churchstreet.prescriptions@nhs.net

Website: www.wantagechurchstreet.co.uk

Out of Hours Emergency Service:
before 8.00 am and after 6.30 pm call 111