



PRACTICE NEWSLETTER

Re-launch Issue No: 1 (August 2016)

Windrush is pleased to re-launch the surgery newsletter, which we hope you will find useful and informative. If you would like to contribute to the newsletter, or have ideas about what you would like to be included, please email windrushadmin@nhs.net; we would love to hear from you.

WINDRUSH SURGERY, BANBURY

PATIENT REPRESENTATION GROUP (PRG)

We are seeking to recruit more patients to our virtual Patient Representation Group (PRG), which is consulted on issues that affect the surgery, the Primary Care service, and the NHS in general. There is no obligation to attend any meetings, or respond to any communications if you do not wish to. The Group will ensure that you are kept up to date on potential changes in the Health Service, whether it's at your surgery, in the locality, or nationally, and invite you to have your say. Your comments will feed into the practice's response to consultation papers issued by the NHS (an example, Oxfordshire Transformation Programme, is on page 4).

Communication is by email, and as a member of the group you can choose to engage and comment on a particular topic, or not, depending on your strength of feeling. We are seeking to recruit from as broad a spectrum as possible, including young people, workers, retirees, people with long term conditions, and people from non-British ethnic groups.

If you are interested in joining, please email your name and the email address you would like us to use, to windrushadmin@nhs.net, or alternatively complete the form on page 7 and drop it into the surgery.



MEMBERS OF THE TEAM WITH THE DEFIBRILLATOR FUNDED BY PATIENT & STAFF DONATIONS IN 2015.

MENINGITIS B VACCINATION – Dr Debra Wignell

Meningococcal group B bacteria are responsible for more than 90% of meningococcal infections in young children. The Men B vaccine will protect your baby against infection, and is recommended for babies aged 8 weeks, 16 weeks and one year as part of the NHS routine childhood vaccination programme. It is given as a single injection into the baby's thigh.



If your child is eligible for the vaccination, we will contact you to make an appointment for their Men B vaccination, alongside their other routine vaccinations. If you cannot get to the clinic, you should contact the surgery to make another appointment.

There has been some concern expressed by parents that the vaccination is not available to children outside of the specific age group identified by the NHS as being eligible. Unfortunately we cannot vaccinate children in the other age groups on the NHS; neither are we permitted to offer the vaccination to our patients on a private basis.

For those parents that may be concerned about the safety of the vaccine used (Bexsero), more information can be found at https://www.meningitisnow.org/how-we-help/campaigns/beat-it-now/faqs-on-meningitis-b-vaccine/?gclid=CLa2-r_Xn84CFUSfGwodg_8NYg

OTHER VACCINATION PROGRAMMES – Dr Simon Bentley

The practice will be running several vaccination programmes over the coming months, including shingles, pneumococcal, and of course, the flu vaccination (yes, the flu season is on its way). As with the Men B vaccination, specific groups of patients are eligible for the vaccination free from the surgery.

One-off vaccinations include **shingles** – we will be contacting patients within the specified age groups to invite them to attend for their vaccination; and **pneumococcal**, which is available to all patients aged 65 and over, and those who suffer from a chronic condition.

The annual **flu** vaccination programme starts in September, and is available at the surgery to patients aged 65 and over, children aged 2, 3 and 4 years old at 31 August 2016, carers, patients living in a

residential home, pregnant women, and patients that suffer from a chronic condition. Flu can be extremely debilitating to patients in these groups, and the practice views protecting its patients from this condition very seriously.

We will be running vaccination clinics from mid-September onwards, and vaccinating the vulnerable group of patients 'opportunistically' if they attend the surgery for other reasons.

Unfortunately, the sustainability of practices remains dependent upon meeting targets to recover the costs of these programmes; consequently we would urge you to seek your flu vaccination from your GP practice, rather than from other sources.



NATIONAL CARERS' RIGHTS DAY 'CARING MATTERS' **CONFERENCE 2016**

KASSAM STADIUM, OXFORD 25 NOVEMBER 2016 – *John McGowen*

National Carers' Rights Day will be held on **Friday 25 November** at the Kassam Stadium between 0930 – 1630, and is free to carers. There will be advice available on Welfare Benefit, Assistive Technology, Rally Round for Carers, Singing for Health, and much more. Dame Philippa Russell DBE, Emeritus Chair of the Standing Commission on Carers, will be guest speaker and will talk about the Carer's Journey and the Care Act.

For more information you can ring 01235 520463 or visit <http://www.eventbrite.co.uk/o/carers-oxfordshire-1102878861>

Contact at Carers Oxfordshire is Kay Francis at kayfrancis@carersoxfordshire.org.uk

Don't forget to let the surgery know if you are a carer for someone; or if you have a carer; or if you would like us to be able to discuss your health and wellbeing with someone else. We can then ensure that your patient record is annotated accordingly.

THE FUTURE OF BRADLEY ARCADE SURGERY – *Dr Debra Wignell*

In line with current NHS initiatives, the Partners at Windrush are currently reviewing the way in which patient services are delivered. As with all practices, demand for appointments is increasing, and there is a shortage of new GPs, essentially in North Oxfordshire.



Windrush has tried to be innovative in its approach towards the increase in patient population and the subsequent increase in demand for appointments, and has endeavoured to find alternative ways to deliver some of its services. We have employed a Nurse Clinical Practitioner who can treat minor illnesses and injury, diagnose, and prescribe medication on behalf of GPs. We have an Emergency Clinical Practitioner who carries out home visits, triages patients, and who also deals with minor illness and injury.

But more GPs are still needed. We were fortunate in finding a locum to cover a recent period of sick leave which coincided with the annual leave of another doctor; but it proved to illustrate that we need more than 3 GPs in order to cover both the main surgery, and our branch surgery at Bradley Arcade.

As explained, and as I am sure you are aware from the press, GPs are in very short supply, and we have been unable to attract an appropriate applicant. We are therefore, having to consider the possible closure of the branch surgery. We wish to consult with our patients on this, and will very much welcome your views. You are invited to write to us at John McGowan, Windrush Surgery, West Bar Street, Banbury OX16 9SA.

PATIENT ACCESS TO ONLINE SERVICES – *John McGowan*

Did you know that you can request repeat prescriptions, book appointments, and view information from your patient record, online?

To register you need to bring a photo proof of identity to the surgery (we want to ensure that your data is kept safe, and cannot be accessed by others without your consent). Reception will then issue you with all the information that you need to register.

From then on it's simple, just go to the website identified on the registration details, enter the information requested, and create a password. You are then ready to access the service via the internet from wherever you are.

HEALTH & CARE OXFORDSHIRE PHONE APP LAUNCHED – *Dr Kiran Kommu*

Everything at your fingertips with a new app for your Smartphone. The Oxfordshire Clinical Commissioning Group (CCG) "Choose Well" website has launched a free Smartphone app that provides valuable advice about the best place to get help when you are ill or injured in Oxfordshire.

The Health and Care Oxfordshire app has been developed to guide people to the most appropriate NHS services.

The app provides advice on when it might be appropriate to visit a pharmacist or a GP, when to call NHS111, and whether self-management at home might be appropriate.

The app signposts people to a range of services, including the services delivered by sexual health clinics in Oxfordshire, and where they are located across the County.

Other services signposted, include social care support available locally, including from Oxfordshire County Council for those with eligible needs. There is a link on the app to the GP Patient Access website, which provides guidance on how to apply for online access to book appointments and order repeat prescriptions.

Details of pharmacies, GP practices, minor injury units, and A&E departments in Oxfordshire are listed. These are displayed on digital maps showing the exact location of the service and contact details.

The app can be downloaded from the usual app stores, or direct from <http://www.oxfordshireccg.nhs.uk/your-health/choose-well/>

OXFORDSHIRE TRANSFORMATION PROGRAMME – *John McGowan*

"Best care, best outcomes and best value for everyone in Oxfordshire" – join the conversation. Significant changes are being proposed to Health & Care Services, and the Clinical Commissioning Group (CCG) is keen to engage with you on the plans it has to improve health care in Oxfordshire. **YOUR VIEWS** are important.

You can find out more at www.oxonhealthcaretransformation.nhs.uk.

You can email your views to the Transformation Board at cscsu.talkinghealth@nhs.net

You can send your views to:

Communications and Engagement Team

CCG

Freepost RRRKBZBTASXU

Jubilee House

5510 John Smith Drive

Oxford

OX4 2LH



NEW PATIENT REGISTRATION – *Dr Debra Wignell*

We are an open, friendly and caring partnership, with welcoming receptionists, 3 GPs, an Advanced Nurse Practitioner, 2 Emergency Nurse Practitioners (meet Mike on page 6), Practices Nurses and Health Care Assistants; all highly trained and respected.

We welcome new patients that live within our practice area, and our reception staff are happy to guide them through the registration process. Eligibility can be quickly confirmed by the applicant providing one form of photo id, and a recent utility bill to confirm their address. Medical treatment is available from the date of registration.

Inevitably there is an NHS registration form (GMS1) to be completed, along with a health questionnaire, which will provide useful information whilst we wait for the medical records to arrive from the applicant's previous doctor.

All new patients are offered a health check with a member of the healthcare team to ensure that any required tests are up to date, and that we have an accurate understanding of any repeat medication that they may need.

BEEN OFF WORK? SICKNESS CERTICATES – *Dr Simon Bentley*

Things have changed over the years, and there is still confusion with regard to the issuing of 'sick notes'. To clarify, you do not require a doctor's certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2), which is available from your employer, or at <https://www.gov.uk/government/publications/statutory-sick-pay-employees-statement-of-sickness-sc2>

If you are sick for more than seven days, your employer can request some form of medical evidence to support payment of SSP (Statutory Sick Pay). It is up to your employer to decide whether you are incapable of work. A medical certificate, now called a 'Statement of Fitness for Work' or 'Fit note', from your doctor is strong evidence that you are sick and

would normally be accepted, unless there is evidence to prove otherwise. Alternatively your employer may consider that adjustments could be made in the workplace to allow you to return to work.

On occasion it may be more relevant for you to provide evidence from someone who is not a medical practitioner e.g. a dentist. Your employer will decide whether or not this 'non medical' evidence is acceptable. If your employer has any doubts, they may still ask for a medical certificate from your GP.

The Statement of Fitness for Work, or Fit Note as it is more commonly known, was introduced in April 2010. With your employer's support, the note will help you return to work sooner by providing more information about the effects of your illness or injury.

MEET THE STAFF –

Meet Michael Kirk. Many of you will know Mike, who has worked at the practice since 2013. Mike's role as a Clinical Practitioner sits somewhere between a GP and a Nurse, which means that he can treat a range of minor ailments, infections and injuries; triage patient phone calls; and carry out home visits.



As a registered Paramedic Mike is well qualified for his role, and we were lucky to acquire his services to add to our highly skilled clinical team. He started his career with London Ambulance Service in 1996, transferring to Oxfordshire Ambulance Service (now South Central Ambulance Service) in 2000.

Keen to learn more, in 2009 he entered Oxford Brookes University to study for the role of Emergency Care Practitioner, a newly created advanced paramedic role aimed at treating more people at home and hence avoiding hospital admission.

Having gained his qualification, Mike joined Oxford health NHS trust, working in Witney minor injury unit, and supporting the Out of Hours GP service with triage and home visits. In 2013 the Partners at Windrush Surgery were proactively looking at ways to expand the clinical team and increase patient access to the surgery in the current climate of GP shortages, and offered Mike the opportunity to bring his Out of Hours role to the surgery.

Since then Mike has built a strong relationship with our patients, care homes and community nurses, giving them a welcome single point of access at the surgery.

Signing up for the Patients' Representation Group (PRG)

If you are happy for us to contact you periodically by email to consult on issues that may affect how NHS services are delivered, please complete the form below and hand it to reception the next time that you visit the practice.

Sections marked * must be completed

Name*:

Email address*:

Telephone

Postcode:

The information below will aid us in monitoring the diversity of our participation group, which we hope will be representative of our patient population.

Gender: **Male** **Female**

Age (please tick): Under 16 17 – 24
 25 – 34 35 – 44
 45 – 54 55 – 64
 65 – 74 75 – 84
 Over 84

The ethnic background with which you most closely identify is (please tick):

White:	British	Irish
Mixed:	White/Black Caribbean White Asian	White/Black African
Asian or Asian British:	Indian Bangladeshi	Pakistani
Black or Black British:	Caribbean	African
Chinese or Other:	Chinese	Any Other

How would you describe how often you come to the practice (please tick):

Regularly Occasionally Very Rarely

Please note that we will not respond to any medical information or questions received via this form.