



Late Summer Edition



Newbury Street Practice
Patient Participation
Group

JOINT NEWSLETTER
Number 3 2024

Church Street Practice
Patient Participation
Group



Dear All,

With many changes taking place, we hope that we can help guide you through what is happening at the Health Centre. To that end, we'd like to invite you to a **joint** Talk at the Mably Road Health Centre on Thursday Sept 12th at 7pm entitled;

***'How to get the most from the Health Centre
Introducing New Initiatives'***

The Talk will also be available on Zoom.

Email churchstreetppg@gmail.com for a link.

Following the talk there will be an opportunity to ask questions of both Practices. This event will be followed by the Church Street PPG AGM. We do hope you'll be able to join us.

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If you have any comments or ideas we would love to hear from you, especially our younger families. Please contact us via

NSPG@Wantage.com or via churchstreetppg@gmail.com

Andrew Lewcock
Newbury Street PPG

Best wishes,

Annie Dee
Church Street PPG

Accurx Total Triage Do you know why triage is so important.....?

Every day, GP practices receive requests for help or advice through patients calling in, walking in, and now also online via online consultations. For each patient request, the Practice needs to work out:

- Why they have sought help from their GP
- What kind of help the patient needs
- How quickly the patient needs help
- Who the best person is to help this patient
- Where and when the patient should be seen

The answers to these questions help the Practice to sort patients based on their needs. This process is called **triage**. Triage is essential when you may be dealing with hundreds of patients a day, all with different needs, requests and health backgrounds.

There will always be patients who can't use online consultations for whatever reason. Submitting an online consultation is not the only way to contact a GP practice and a Practice still has to triage phone requests and walk-in requests. However, if more patients go online to contact their GP practice, it will mean more traditional forms (such as telephone or walk-in) will be reserved for patients who don't have online access.

Since 1st July 2024, both Practices have been using the same design of system for booking appointments, **Accurx Total Triage**.

The intention is to make things easier for you to book an appointment;

- ✓ No more 8:30am rush
- ✓ Shorter telephone queues
- ✓ More signposting to services appropriate for minor illness (e.g. local pharmacies)
- ✓ More capacity for urgent same-day care for complex issues
- ✓ Improved continuity for routine care with your preferred GP

This system covers all Clinical/Medical, Prescription, and Administration requests except for booking appointments with our Nursing team, which continues as usual.



Here's what you need to know for both Church Street and Newbury Street Practices:

- Complete an online form via the NHS App or our website between 8am - 4pm, Monday to Friday.
- If you can't use these options, contact our Patient Coordinators (by phone or at the reception desk) and they will fill out the form for you.
- Use one form per medical issue and provide as much information as possible.
- Our team will review the form and respond within 48 hours or sooner if the matter is urgent.
- **Check your NHS App message box, email, or phone text for our response.**
- We may need to ask for more information to help us process your request appropriately.
- If our team have filled out the form for you, we will call or text you with the response.
- Follow our advice before contacting us again for the same issue.
- We may invite you to book an appointment at a time that suits you – Urgent (same day), Soon (within a week), or Routine (within 4 weeks).
- For telephone call appointments, we will try to call you twice during your time slot, if you don't pick up the first time.
- Please cancel any pre-booked appointment if you no longer need it.
- **After 4pm, for urgent medical queries, please call the Practice.**
- Patients referred by the 111 service will follow the above process.

Did you know Each day the surgery is open, the triage team works through the 100-200 submissions received between 8:00 am and 4.00pm and assesses what to do with each one. The 4pm closure ensures that all submissions can be handled on the same day before the surgery closes. Each GP then has appointments, clearly flagged, Red/Amber/Green, and some admin time (e.g for following up blood test results) displayed for them by the system.

Green and Amber appointments are displayed to patients on a rolling basis (i.e. 4 weeks ahead, or 1 week ahead), the timescale is based on the day the patient is looking at appointments.

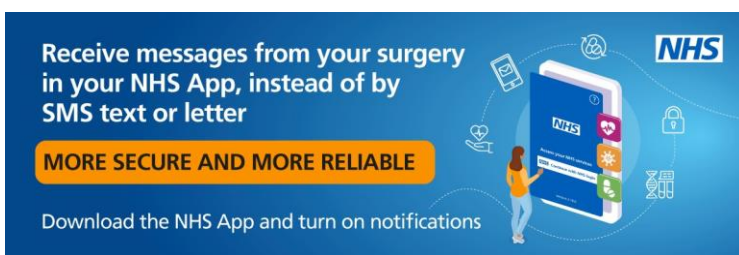
Accurx Total Triage removes the need for self-referral by the patient, except where the patient is self-referring for physiotherapy treatment via Connect Health.

Checking In When you do get an appointment, please could we encourage you to use the Self Check In screen located in the foyer by each Practice to save you queuing at the Reception desk to book in for your appointment. If you use the “Check in” screen it gives you (the patient) the option to update your personal details on the Practice system.

Health Kiosks

Both Church Street and Newbury Street Practices have a Health Kiosk area opposite reception for use by all patients. This can be used by patients who wish to drop in and check their Blood Pressure, on request by a clinician on their way out of the practice or on advice over the phone during a consultation and drop in. There is an all-day every day open booking system, if a patient prefers a guaranteed date and time this can be arranged. Local Pharmacies are also offering a Blood Pressure tests without appointments for those who are not on associated medication.

NHS App



We do understand that the NHS App is not always suitable for everyone but you may not be aware that as a parent, family member or carer, you may be able to

manage services for another person by switching to their profile. This is also sometimes called having a linked profile or having proxy access. It needs to be set up by a GP surgery where you and the other person are both registered. You can then switch profiles using the NHS App or by logging in through the NHS website.

Setting up a linked profile

Your GP surgery will guide you through registration. You'll need to provide identification. This is so they can confirm who you are and check it's appropriate for you to act for the other person.

Depending on the level of access your surgery agrees to give you, you may be able to switch profiles and:

- book an appointment for the other person
- order a repeat prescription for them
- view some or all of their GP health record



Apart from the obvious advantages of being able to access your medical notes, test results and being able to order repeat prescriptions online did you know by using the NHS App **you are saving the Practices money?** The Practices currently pay for text messages, which are free when sent to those with the NHS App. The Practices and pharmacists are also looking to reduce paper prescription requests, but cannot achieve this for those patients who don't have the NHS App.

Thank you to those of you who came to our drop in session at the Beacon to find out more about installing the NHS App. In response to demand we are aiming to hold further sessions. The next Digital App enrolment session will be on Friday 26th July from noon - 3pm in the entrance lobby to the Health Centre and will be planning further sessions on the last Friday of the month.

Did you know ... you can use the app to enrol with a GP if you are new to the area and with Accurx Total this function is common to both Practices via the NHS App.

Prescriptions



In response to a newsletter reader's question one of our GPs has advised that a controlled drug can be issued on an electronic prescription and it can be sent to the pharmacy this way. The pharmacy can deliver (if they do offer that service) or it can go to an online pharmacy to be delivered. If the pharmacy does choose to deliver they may have their own procedures in place and want a 'signed for' delivery.

Unfortunately, there appears to be a significant amount of wastage with some repeat prescriptions. Sometimes, in addition to necessary repeat medication, additional items may be prescribed as a 'one off' but then remain on the repeat prescription script which is then filled by the pharmacist. If you do not need a particular medication, please tell the pharmacist so that item can be omitted.

If you are using the NHS App to order your repeat prescription, please only tick the items you actually need to avoid wastage.



GANFYD

No this isn't a foreign language but rather an acronym for **Get A Note From Your Doctor**.

GPs are often asked to provide letters of support for all kinds of scenarios and whilst there are some clear situations where this is appropriate, there are many where a GP letter is not needed or helpful. For example, sick notes for children to have time off school are not something GPs can offer, nor are letters to support a patient having alternative therapies ie massage/acupuncture/homeopathy.

Please see the Practice websites for a list of requests that are possible, and the corresponding list of fees applicable to this non NHS work.

Blood Cancer Awareness month is held every September to raise the profile of blood cancer. Taken together, according to the Office for National statistics, the different types of blood cancer are one of the most common causes of death in England.

These include Leukaemia which is the 12th most common cause of cancer death in the UK, also lymphoma, myeloma and some less common blood cancers.

Symptoms of blood cancer are different depending on the type of blood cancer, and clearly not everyone with the following symptoms will have blood cancer; however, if the list below sounds familiar, please contact your GP Practice to book an appointment with your GP to discuss.

- Weight loss that is unexplained
- Bruising or bleeding that is unexplained
- Lumps or swellings
- Shortness of breath (breathlessness)
- Drenching night sweats
- Infections that are persistent, recurrent or severe
- Fever (38°C or above) that is unexplained
- Rash or itchy skin that is unexplained
- Pain in your bones, joints or abdomen (stomach area)
- Tiredness that doesn't improve with rest or sleep (fatigue)
- Paleness (pallor)

More information/ help can be found on the NHS web site:

<https://www.nhs.uk/conditions/cancer/>

Blood Cancer UK web site <https://bloodcancer.org.uk/>

Cancer Research UK <https://www.cancerresearchuk.org/>



Stop for life Oxon have supported over 2,500 residents across Oxfordshire to stop smoking, and we want to help thousands more!

In England around 60% of adult smokers want to quit. Are you one of those people?

- You are 2.5 times more likely to quit with our help! Not only could you stand to improve your health, but you could also stand to save up to £365 in just 4 weeks or more than £4000 within a year of stopping smoking!
- Did you know that stopping smoking doesn't just improve your health? Second hand smoke is a hidden danger in your home and can travel on your clothes affecting the health of your children and pets.
- Smoking in your local community can influence the choices of young and vulnerable people around you. By stopping smoking, you improve the overall health and future health of your community.

Stopforlife (OXON) can offer **free** specialist, non-judgemental, bespoke support. Including supplying Nicotine Replacement Therapies or Vape Kits, to help you to stop smoking. Ultimately helping you to improve your health, wealth and that health of your community! We look forward to helping you on your journey to be smoke free!

If you or someone you know would like to stop smoking, you can contact Stop for Life Oxon for in-person, virtual or telephone-based support to help guide you to be smokefree! You can contact Stop for life Oxon at www.stopforlifeoxon.org, by texting STOPOXON to 60777 or by calling freephone 0800 122 3790.

Mental Health & Wellbeing Support Hub now open.

The Keystone hub in Limborough Road, Wantage will serve people in the town, as well as residents in Didcot and Faringdon from Monday to Friday, 09:00 to 17:00. It is designed to provide early intervention for people who need mental health support.

Adults experiencing a downturn can get access to NHS mental health professionals as well as peer support workers who have lived through their own challenges. Keystone hubs are also linked to local GP surgeries and alongside mental health care, there is support with leisure and socialising, accommodation, finances, employment, training and education.

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 Pharmacy New Health Centre Mably Way.
OX12 9BN. Tel: 01235 763028



Vale Community Impact 01235 765 348

www.vci.org.uk 16 Market Place, Wantage OX12 8AE

VCI offers a variety of essential services such as lifts, companionship, etc. Please contact VCI for further information if you need advice on any of the services they offer – equally they are always looking for volunteers!



BUSES TO THE SURGERY:

Please ask Driver if unsure of direction of bus.

X1 – 2 times per hour via Mill Street and Denchworth Road. Drops on same side as Surgery. Travels to Grove via Main Street.

<https://www.oxfordbus.co.uk/services/OXBC/X1>

S9 – 3 times per hour. Travels towards Grove via Grove Road, From Health Centre across airfield to Brereton Drive and Centre of Grove.

[https://tiscon-maps-](https://tiscon-maps-stagecoachbus.s3.amazonaws.com/Timetables/Oxford_Timetables/S9_current.pdf)

[stagecoachbus.s3.amazonaws.com/Timetables/Oxford_Timetables/S9_current.pdf](https://tiscon-maps-stagecoachbus.s3.amazonaws.com/Timetables/Oxford_Timetables/S9_current.pdf)

And Finally Reminder Again!!!

Please follow the traffic one-way system that is in operation at the Health Centre. There is no drop off in front of the entrance. Please remember when you park on the Newbury Street side you need to follow the road around to exit via the Church Street side. Your cooperation is appreciated and makes it safer for everyone.

