



**Newbury Street Practice
Patient Participation
Group**



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Group**

**JOINT NEWSLETTER
Number 3 –February 2023**



Dear All

Belated, but nonetheless sincere, greetings for the New Year – hopefully a healthier one judging by the number of us who have succumbed to the various nasty bugs circulating!

Welcome to our Jan/Feb Church Street & Newbury Street joint PPG newsletter. The purpose of these newsletters is to try to keep you informed of what is happening at the Health Centre – especially those of you who don't have internet access; use the Practice websites or follow updates on Facebook. We hope you find the information useful but we would very much welcome your suggestions and comments.

The purpose of the PPG (Patient Participation Group - of which you are automatically a member) is to both support and challenge the Practices and to keep patients informed of what is happening as well as to keep the Practices informed of patients' views. Please help us do that by joining the committees and/or emailing the PPGs with your thoughts and suggestions. We are currently trying to recruit people to join the committee – if you would like to be involved, please get in touch via NSPG@Wantage.com / churchstreetppg@gmail.com

With our best wishes

Sandie Helm
Secretary, Newbury Street PPG

Annie Dee
Editor, Church Street PPG



HEALTH CENTRE BUILDING UPDATE

We are very aware how difficult accessing the Health Centre is at the moment and we really appreciate your patience and understanding especially with regard to parking. Some people have ended up parking along the access road around the building – please avoid this to ensure there is access for ambulances. If you are worried about missing your appointment, please be assured that both Practices appreciate the difficulty and will understand if you are a little late but it is probably wise to allow yourself extra time especially to negotiate your way around the diggers. For the energetic amongst you we hope you will make good use of the new cycle racks! Some of the new parking bays are also open! The good news is that the project is on track and, as everyone keeps saying (sometimes through gritted teeth!) it really will be worth it in the end! You can find out the latest news about the building work and extension at the Health Centre by following this link:

<https://www.wantagehealthbuild.com>

PCN / PRACTICE NEWS

You may be aware that Dr Carrie Ladd (Newbury Street) has been the Clinical Director of the PCN for the last two years and is now handing over the reins to Dr Kate Bramall (Church Street). We would like to record our thanks for all Dr Ladd's stalwart work which has been greatly appreciated especially as this has been in addition to her already heavy workload.

Thank you, Dr Ladd, and welcome Dr Bramall!



My name is Dr Kate Bramall and I am a partner at Church Street Practice. As of the beginning of 2023, I have taken over as clinical director of the PCN from Dr Ladd. Firstly, I wanted to express our thanks to Dr Ladd for the excellent job she has done as clinical director for the PCN and for all of our patients. I joined Church Street Practice in

October 2021 after training as a GP and working in Surrey near Guildford. My special interests are family planning and women's health. I hope to continue the good work we are already doing within the PCN and take it forward into 2023/24

SUPER SATURDAYS

As part of the Enhanced Access part of the PCN Contract, both CSP and NSP have been offering some Saturday Morning Clinics. These have been a variety of online consultations, telephone calls and more recently contraception clinics.

SUPER SATURDAYS (CONT)

There are plans for a focus on certain groups of patients in the next few months including those with Learning Disabilities and Carers. Patients will be invited individually to these clinics by the Practices.

Please look out for more information via the usual communication channels (website, Facebook, waiting room) for both Practices."

NEWBURY STREET PRACTICE NEWS

As some of you may know, Newbury Street Practice underwent a CQC inspection in September this year, the results of which have recently been published.

The Partners; Dr Heavens, Dr Watt, Dr Ladd and Dr Irwin) are pleased that the inspectors recognised that our team treat our patients with Kindness and Respect, and we have a strong focus on Person Centred Care with usual GP for continuity. The Partners are committed to addressing other areas identified by the CQC inspection as needing improvement and have already made significant progress with the support of the NHS BOB Integrated Care System (serving Buckinghamshire, Oxfordshire, Berkshire West). We are fortunate to have the support of our Patient Participation Group and our wider patient population, and we welcome their feedback whilst the team work to make the required changes and improve our overall service for our Patients.

Thank you, The Partners & all the Team at NSP

CHURCH STREET NEWS – DR ARTHUR

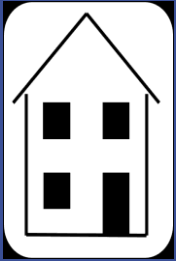


Many of you will have benefited from the expertise and professionalism of Dr Joy Arthur since she joined Church Street in 1988 and will want to wish her well following her decision to hang up her stethoscope for a well-earned retirement. There will be a 'Farewell' Book in Reception for patients to record personal messages to Dr Arthur as well as an opportunity to contribute to a leaving present. For those of you unable to get into the surgery, please email the PPG with any message you would like passed on and we will make sure we include it in the book.

MAKING AN APPOINTMENT

When you telephone the surgery the Patient Advisor Team (Church Street) or Patient Coordinator Team (Newbury Street) will take down a few details (some of which may be necessarily personal) in order to direct you to the most appropriate healthcare clinician. E-Consult and Anima requests are both triaged by a doctor and both Practices have recently reviewed their systems and offer appointments according to need.

We hope the following chart will help you decide how to get the Right Care, in the Right Place, at the Right Time.



Minor cuts, bruises and grazes
Sore throat, coughs and colds
Common childhood illnesses

Self Care

Keep your
medicine cabinet
stocked



Minor illnesses, headache,
stomach upsets, bites and
stings, skin rashes etc

Pharmacy

Your local
pharmacist can
provide advice

MIU

Deep cuts, broken bones,
severe sprains, minor burns or
scalds, minor sports injuries

Minor Injuries Unit

Abingdon Hospital
10.00-22.30
01865 903476



Supporting people with acute
& chronic problems with their
physical & mental health

Newbury Street
01235 639521

Church Street
01235 770245



When you need advice or
medical treatment quickly
& you can't wait for an
appointment to see your doctor

NHS 111

<https://111.nh>

999

Life threatening conditions
such as severe chest pain,
suspected stroke, breathing
difficulties or unconsciousness

**Accident and
Emergency**
999

Did you know if you are aged 40-74 years and live in Oxfordshire, you could be eligible for a **free** NHS Health Check with Health Checks Oxfordshire?

The NHS Health Check is a prevention programme which aims to reduce the chance of a heart attack, stroke or developing some forms of dementia in people aged 40-74.

- It achieves this by assessing the risk factors of a number of diseases, and by providing people with advice and support to lower these risks.
- The new service launched this month to supplement the existing provision through GP Practices and to assist with catching up with checks that were missed during the COVID-19 pandemic. The service is commissioned by Oxfordshire County Council and operated by ICE Creates.
- Health Checks will be delivered in conveniently located community hubs across Oxfordshire. During a health check an expert health advisor will ask a number of questions relating to your health, measure your height and weight, take your blood pressure and a finger prick blood sample.



At the end of a health check, you'll be provided with a personalised report outlining your results to take away from the appointment.

- Depending on your results, you'll be given advice about how to lower your risk with lifestyle changes. You may also be referred to local services, such as stop smoking and physical activity services, to help you make any changes.
- The health check takes 30-45 to complete and will give you a snapshot of what is going on inside your body to help you tackle health problems before they become a concern.

To find out more and book an appointment see the Health Checks Oxfordshire website. <https://www.healthchecksoxfordshire.org>

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## Come to our next open forum on Tuesday 28th February

We are holding an online open forum on Tuesday 28th February at 4.30pm and all are welcome to attend. Please do come along to:

- Have your say about local health and care services
- Hear about our work and tell us your views
- Meet our board of trustees and put your questions to them.

**If you can't make it but have a question to ask or an issue to raise, please get in touch via 01865 520520 or [hello@healthwatchoxfordshire.co.uk](mailto:hello@healthwatchoxfordshire.co.uk)**

### **SUPPORT FOR INDIVIDUALS AND FAMILIES**

Many people are experiencing financial difficulty but reluctant to ask for help. The Vale of White Horse Council has the following message:

**'The Community Hub is here to help you.'**

If you need help because you are struggling financially or if you are just finding life difficult, we can help. Whether it's practical support or just advice, get in touch: **Tel: 01235 42260**

**Email: [communitysupport@southandvale.gov.uk](mailto:communitysupport@southandvale.gov.uk)**

Our office hours are 8.30am-5pm Monday to Thursday, 8.30am-4.30pm on Fridays.

We've also put together a [handy leaflet that explains what support you can get](#) from our councils and advice on other local and national organisations that may also be able to help.'

- **WARM SPACES ...** Many people will find it harder to heat their home this winter due to the increase in energy costs. There are many organisations, churches, libraries, and other venues that are opening their doors to people for free this winter and providing a welcoming warm space. These warm spaces also offer an opportunity to connect with people locally.

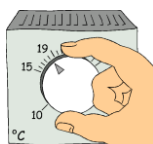
You can find your local warm space

<https://www.warmwelcome.uk/#find-a-space>

## Did you know .....

Some simple changes around the house can save significant amounts of energy and cash, such as ....

- Turning down the thermostat by 1 degree Celsius – £145
- Turning appliances off rather than leaving them on standby – £65
- Ensuring lights are switched off when leaving the room – £25.
- Not overfilling the kettle when boiling water – £13.



Over the course of a year this could save around £248



## SPECIAL DAYS/WEEKS/MONTHS - FEBRUARY TO MARCH

**Eating Disorder Awareness Week** 27 Feb -5 March 2023

*An international awareness event, fighting the myths and misunderstandings that surround eating disorders.*

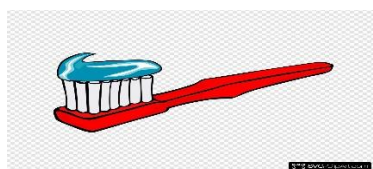
**Ovarian Cancer Awareness Month** - March *Ovarian cancer is a disease that can disrupt the normal function of the ovaries. If it's left unchecked, it can affect other parts of the body too.*

**National No Smoking Day** 8 March 2023

**World Kidney Day** 9 March 2023 *To help raise awareness of kidneys and educate people on what they do and how to improve your kidney health.*

**World Sleep Day** 17 March 2023 *A celebration of sleep and a call to action on important issues related to sleep, including medicine, education, social aspects and driving.*

**World Oral Health Day** 20 March 2023



## Well Being Event at The Beacon Saturday 22<sup>nd</sup> April 2023



We are working hard behind the scenes to welcome you to an action-packed afternoon which will have something for everyone so make sure you save the date!



**AND FINALLY .....** Church Street PPG Committee needs you!

As a Church Street Practice patient, you are automatically a member of the PPG so we would be delighted if you could find the time to join our committee. We are a friendly bunch and meet usually about six times a year during the day – sometimes we hold joint meetings with Newbury Street PPG's committee. If you would like to get involved, we would love to hear from you! Please contact our Chair – Greta Thornbory, via [churchstreetppg@gmail.com](mailto:churchstreetppg@gmail.com)

### 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

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

