



# New Year Edition



Newbury Street Practice  
Patient Participation  
Group

**JOINT NEWSLETTER**  
**Number 1 2025**

Church Street Practice  
Patient Participation  
Group



Dear All,

As we move on into the new year, Church Street and Newbury Street PPGs are working together to present a **Health and Wellbeing event at the Beacon on Saturday 26th April 2025** (Free entry for visitors). It will be a showcase for clubs, charities and other groups involved in promoting health in mind and body for residents of the Wantage and Grove area. If your club or charity would like to take part, please contact [wellbeing@Ox12.org](mailto:wellbeing@Ox12.org) for more details.

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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](mailto:NSPG@Wantage.com) or via [churchstreetppg@gmail.com](mailto:churchstreetppg@gmail.com)

Andrew Lewcock  
Newbury Street PPG

Best wishes,

Annie Dee  
Church Street PPG

**POWER CUT?  
CALL 105**

## **POWER CUTS**

Great Britain's electricity system is extremely reliable and resilient; however, power cuts (as happened recently in the Wantage area) can occur for a variety of reasons and with the extreme weather are becoming more of a possibility. So ..... if you're wondering what to do in a power cut, here are some essential steps:

- If the power goes, locate your torch if needed, and turn off electrical items that might pose a risk such as fires, cookers, irons and hair straighteners in case you forget when the power restores.
- Make sure you know where your fuse box is and check it. A blown fuse or tripped switch could have caused the problem.
- Next report the problem to your local network operator. **You can do this by calling 105 or contacting them by email or via social media.** Don't call your energy supplier, they don't control the power supply and won't be able to help.
- Check on vulnerable neighbours.
- Avoid opening your fridge or freezer so they remain cold for as long as possible. Food in the fridge should keep for four to six hours without power. Your freezer food should keep for 15 to 24 hours if you avoid opening the door.

Regardless of which company you buy electricity from, **Scottish and Southern Electricity Networks** run the local electricity distribution network, with local transformers, cables and the like.

Extra support may be available for those customers on their Register for Priority Services. **Customers are eligible for SSEN's FREE Priority Services Registration if they:**

- Are deaf or hard of hearing
- Have a disability
- Live with children under five
- Are blind or partially sighted
- Have a chronic illness
- Use medical equipment/aid reliant on electricity
- Are over 60
- Are categorised at 'high risk' or extremely high risk' of severe illness

When we phoned the emergency number 105 to report a specific power outage, the operator was able to add us to the register there and then; for registration normally call 0800 294 3259

**Find out more at:**

<https://www.ssen.co.uk/power-cuts-emergencies/priority-services/>  
Information courtesy of SSEN



## ARE YOU A CARER IN OXFORDSHIRE?

[Carers Oxfordshire](http://CarersOxfordshire.org.uk) is a free service that offers information, advice and support to adult carers of someone living in Oxfordshire.

Email: [carersinfo@carersoxfordshire.org.uk](mailto:carersinfo@carersoxfordshire.org.uk)

CarersLine: 01235 424715 Advisors are on the line 9 am – 5 pm Monday to Friday. A voicemail operates outside these hours.

There are several ways in which you can get support;



**A Carer ID** issued by Carers Oxfordshire will help you to show you are an unpaid carer. A Carer ID card is a physical photo ID card the size of a credit card. The ID card has a unique QR code which provides your emergency contact information and your GP surgery number. You can use it to ensure you and the person you care for get the support you are entitled to. This ID card can help with;

- Identification when accompanying the person(s) you care for on medical appointments or when collecting medicines.
- Notifying emergency services that someone depends on you and who to contact in an emergency or crisis.
- When you or the person you care for are admitted as a patient at Oxford University Hospitals.
- Identification to employers, education and training settings.
- In the community and when you are seeing social care professionals.

**You may need your NHS number to complete your application** – don't know it? You can look up your NHS number on line and check the NHS have got you correct contact details!

<https://www.nhs.uk/nhs-services/online-services/find-nhs-number/>

The web site asks for your name, date of birth, and home post code, and then offers to email, text, or post the number to you, displaying sections of the email, mobile phone number and post code the NHS has on record for you. It also asks if these contact details are correct and offers alternative routes to get the NHS number if not. Clearly if the contact details are wrong you should contact your GP surgery and get them corrected.

**A CARER'S ASSESSMENT** ..... A carer's assessment is about you and your role as a carer. It looks at what you need to help look after yourself and stay safe and well while caring for someone. By sharing how caring affects your life and what it makes difficult for you, an assessment will help you get support if you need it.

## A CARER'S ASSESSMENT (CONT)

Oxfordshire County Council and Carers Oxfordshire work in partnership and are responsible for carers' assessments in Oxfordshire.

The assessments are used to create support plans to help you stay well and do the things that are important to you. **You will be involved throughout and supported to have choice and control.**

As a carer, you are legally entitled to an assessment no matter how much care you provide or whether the person you support has a formal diagnosis. You are not obliged to do a carer's assessment. You can request to be re-assessed if your circumstances change.

### HOW TO GET AN ASSESSMENT?

Visit Carers Oxfordshire for the assessment. The website can also help. Alternatively, you can book a phone call with Carers Oxfordshire, who will ask you the assessment questions and fill out the Carers Assessment with you and discuss any support you may need. Tel: 01235 424715



Looking after a loved one can be physically and emotionally exhausting so it's vital that you get the support. Find your local carers' support groups – they can be vital in giving you the support you need and helping you speak to people in similar situations.

For help finding a support group, email [advice@carersuk.org](mailto:advice@carersuk.org) or call 0808 808 7777 Monday - Friday, 9am - 6 pm.

Join the Carers UK online chats - Care for a cuppa.

For more information on how to join the Zoom sessions and the dates, visit the [Carers UK website](#)

If you are struggling, talk to your GP Practice and tell them how your caring role impacts your health. They will be able to offer confidential advice and support.



Also the Keystone Mental Health and Wellbeing hub is open in Wantage, covering the areas of Wantage Grove, Faringdon and Didcot.

Drop in sessions for help, support and advice are held Mon-Fri from 10:00 am to 2:00 pm (closed for lunch from 12:00 to 12:30) at Limborough Road, Wantage. If the front door is shut, please ring the doorbell. Help can also be arranged by referral from the GP Practices



## IMPROVING THE QUALITY OF CARE FOR CHILDREN AND YOUNG PEOPLE IN OXFORDSHIRE

It can be extremely stressful when your child is unwell. We know that

there is a huge amount of information available at your fingertips, but finding something that provides clear and accurate information is not always easy! The resources on the Healthier Together website have been developed in partnership between parents and healthcare



professionals from across Oxfordshire. You'll find clear information on common childhood illnesses, including advice on what 'red-flag' signs to look out for, where to seek help if required, what you should do to keep your child comfortable and how long your child's symptoms are likely to last. Most importantly, the resources are

used, not only by parents, but also by healthcare professionals. This means that you and your child are receiving consistently high quality care, irrespective of which healthcare provider you take them to see and their advice is likely to mirror that on the Healthier Together website.

The website has a whole range of topics that will help you navigate the wonderful, but sometimes worrying, world of children.

[Home :: Oxfordshire Healthier Together](#)

Stay in control of your child's health Download the Healthier Together App from the App Store or Google Play.



**Did you know?** ..... If a GP needs to refer you for a physical or mental health condition, in most cases you have the legal right to choose the hospital or service you'd like to go to. This will include many private hospitals if they

provide services to the NHS and it does not cost the NHS any more than a referral to a standard NHS hospital. For some ailments there has already been some choice of where to get treatment, but be careful and think about the options if they are offered to you. The NHS will pay for some treatments that can be done in Private Healthcare establishments. The NHS may offer treatments in several geographic locations (e.g. Oxford, or Reading, or Swindon) but you will have to think about your transport needs. (e.g. Wantage VCI volunteer drivers may not be able to cover some locations). You can view what choices are currently available to NHS patients in the [NHS Choice Framework](#)

<https://www.gov.uk/government/publications/the-nhs-choice-framework/the-nhs-choice-framework-what-choices-are-available-to-me-in-the-nhs>

A recent talk given by Dr Carrie Ladd at the Health Centre gave patients some insight into recent changes in Primary Care at the Health Centre. Each GP in Oxfordshire now has significantly more patients on their “list”. The increased work is, however, supported through the Primary Care Network, which enabled the Practices at Mably Way to gain extra resources by working together to cover issues such as Clinical Pharmacists support for medication reviews, Frailty Practitioners offering support for elderly patients as well as a Mental health worker to support specific patients in need .... to name but a few.



**The new Triage System**, introduced in 2024, is now used by both Practices. It aims to offer efficient, and fair access to GP care, prioritising the patients with urgent needs and offering appointments in a few weeks’ time to those with less urgent needs.

The clinical triage is supervised by a qualified GP and is available on line via the Practices’ web sites. For patients who prefer not to use the online system, the Reception staff at both Practices are happy to do the “IT Keyboard” bit for you and you will be asked just the same questions as if you apply on line, and the Triage for you will be just the same as if you went online.



### **Paperless Prescription update.**

Both Practices have now gone to “Paperless Prescriptions” and ordering a repeat prescription via the NHS app on your smart phone is a really safe and convenient way of doing this. However, if you do not have access to the NHS App

many local Pharmacies are able to help you during normal working hours with software they run on their own computer systems. Take your last paper prescription along to them and they can then contact either Practice online and they can order a repeat prescription of the items you need. If you do have the NHS App on a Smartphone but don’t know what to do both of the Practices and pharmacies have staff who can show you how to order a repeat prescription.

The Practices are well aware that some people are not comfortable using the technology, and so need some help and encouragement to get started. Appointments can now be made to see the relevant “Digital Champions” at each Practice, who can help with enrolment, getting started using the App, troubleshooting known existing hardware idiosyncrasies and set up Proxy access for someone to help - for example a relative who is less comfortable with IT.

Basically, if in doubt, please ask the Practices for help; they want to help.



## NHS APP UPDATE

The NHS App is currently the most secure communication method between GPs and patients. As a parent, family member or carer, you may be able to add someone to your NHS App. This is sometimes called having a linked profile or having proxy access.

**In the meantime**, we have been asked to alert you to the following about Managing NHS App notifications.

For those who are less confident please ask the Digital Champions at the Practices; they want to help!



For those of you who are confident with the technology just follow the steps outlined below.

NHS App notification preferences are managed in your device (i-pad, smartphone etc) settings.

1. If you know where to look in the operating system for Settings go there and check notifications for the NHS app are turned on.
2. If you don't know where to find your settings, log in to the NHS App.
3. Select the Account icon in the top corner.
4. Select Settings.
5. Select Manage notifications.
6. Follow the link to your device settings. Turning your notifications on or off may take up **to 24 hours** to take effect. If you use the app on multiple devices, you'll need to allow notifications on **each** device.

If you share your device with someone else and your device has notifications turned on, anyone who uses the NHS App on the device will also receive notifications.

➤ **Specific notes for Apple ios users;**

You appear to be able to send a notification to your locked screen.

Recommend you turn this on, as well as the notification centre and /or the Banners.

➤ **Specific notes for Android users.**

You can check notification are on, and get notification in your calendar, which could help you.

Specific to Android there is an option to remove permissions if the app is not used for a few months; we suggest you turn this OFF, as you may only get one message a year from the GP, but it could be important!

Set show previews to **always**.

## IMPORTANT NEWBURY STREET PRACTICE NOTIFICATION

Over the next few months NS Practice will be updating their Patient Records for those without either email or mobile phone records; Please be reassured it's not spam or a scam.

A reminder from both Practices – please make sure you keep us up to date with any changes to your personal details.

### 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](http://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** – once 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 *from Wantage Market Place* via Grove Road. Drops opposite the Health Centre. From Grove via Oxford Lane and Brereton Drive and drops outside the Health Centre.

<https://tiscon-maps->

[stagecoachbus.s3.amazonaws.com/Timetables/Oxford\\_Timetables/S9\\_current.pdf](https://stagecoachbus.s3.amazonaws.com/Timetables/Oxford_Timetables/S9_current.pdf)

**x35 bus** runs Market Square to Health centre twice per hour but must check you are going in the correct direction or you end up in Harwell!