



Patient Participation Group

Charlbury Patient Participation Group Newsletter Issue No.3 December 2018

CHARLBURY PATIENT PARTICIPATION GROUP QUARTERLY NEWSLETTER

Welcome to the third newsletter from the Charlbury Patient Participation Group (CPPG). In this edition we cover the following topics:

1. Open meeting for all patients on 19 January 2019
2. Charlbury GPs
3. Christmas hours
4. Annual flu vaccination
5. Help with hearing issues
6. Hospital referrals – follow up
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1. OPEN MEETING FOR ALL PATIENTS ON 19 JANUARY 2019

All patients registered with Charlbury Medical Practice are very welcome to attend a second open meeting, on 19 January 2019 from 10.00 to 12.00. This will provide an opportunity to hear what has been achieved so far, and how patients would like to see the Group develop in future.

10.00 The CPPG Steering Group will report back on how issues raised at the first open meeting have been addressed, and will outline the kind of patient representation that would be particularly welcome in the future.

10.30 – 12.00 Patients will have an opportunity to talk to the Practice Manager and members of the Steering Group, and to let the Group know informally if they would like to volunteer their services. (A formal AGM will be held later in the New Year.) Patients will be invited to write their comments and suggestions on post-it notes, as at the previous open meeting, as these provide a valuable source of information and ideas.

CHARLBURY MEDICAL PRACTICE

2. Charlbury GPs

The partnership is hoping to recruit two new additional doctors, possibly each working part-time, and interviews are currently under way.

As a reminder, current staff specialisms are: Dr Pippa Brookes-White – dermatology; Dr Jacqui Maroni – diabetes; Dr Kate McIntyre – palliative care.

3. Christmas hours

The Surgery and Pharmacy will be shut Tuesday 25, Wednesday 26 December and Tuesday 1 January. In an emergency call 999, or if help is needed urgently, call 111.

4. Annual flu vaccination

In 2018 the take-up has been better than previously and although, given the limited amount supplied, stock of the vaccine ran out at one point, the Practice now has all the stocks it needs. Anyone eligible for a flu jab who has not yet had one this year, but would like one, can still come in to the Surgery bringing their letter of invitation.

5. Help with hearing issues

Charlbury Medical Practice continues to offer an ear-syringing service, although many other practices now ask their patients to go to the JR or be seen privately. The Practice also offers a basic hearing check and can refer patients to a hearing-test provider. Batteries for National Health hearing-aids can be obtained from the Surgery on production of the patient's brown book.

6. Hospital referrals – follow-up

Charlbury Medical Practice has a team of five secretaries, including one newly recruited, to deal with hospital referrals and correspondence with specialists. Please note that they can be contacted through option 3 on the switchboard menu, and all enquiries about hospital referrals should be directed to them, not to Reception. Patients are encouraged to be pro-active, and to contact the Practice if they are waiting for information and it has not been received. If a letter has been sent to a specialist by the Practice, this can be viewed online as part of the patient's records where test results can also be checked.

7. Installation of TV in waiting-room

It is now a requirement of the Oxford Clinical Commissioning Group that televisions be installed in Practice waiting-rooms as a means of keeping patients informed. In Charlbury, some content will be provided by the OCCG, and some by the Practice.

LOCAL NEWS

8. Message from your Pharmacist

If you start to feel unwell, even if it's a cough or a cold, don't wait until it gets more serious. You can seek advice from your pharmacist. We can give you advice on how to help yourself recover from winter illnesses and recommend simple steps to alleviate your symptoms (with or without over-the-counter medicines). We will inform you as to how long your illness is likely to last. Most importantly, we can help you decide if and when you need to see your GP.

By coming to the pharmacy first, you will help your GP surgery cope with the extra strain it is under during winter. We WILL advise you to see your GP if we think it necessaryand we err on the side of caution when it comes to this!

Public Health England have provided the following guidelines in chart form:

Your infection	Without antibiotics most are better by
Middle-ear infection	8 days
Sore throat	7-8 days
Sinusitis	14-21 days
Common cold	14 days
Cough or bronchitis	21 days

How to look after yourself and your family

Have plenty of rest.

Drink enough fluids to avoid feeling thirsty.

Ask your local pharmacist to recommend medicines to help your symptoms or pain (or both).

Fever is a sign the body is fighting the infection and usually gets better by itself. You can use paracetamol if you or your child are uncomfortable as a result of a fever.

Use a tissue and wash your hands well to help prevent spread of your infection to your family, friends and others you meet.

9. Oxford University Hospitals introduce Open Visiting Hours

The John Radcliffe, Horton, Nuffield and Churchill hospitals now have visiting hours from 10 a.m. to 10 p.m, except Critical Care and High Dependency Units. Open Visiting has been launched to reduce patient anxiety and stress, improve communication between staff and visitors, and increase emotional and physical support for patients.

WIDER HEALTH ISSUES

10. The 'Keep Antibiotics Working' campaign is part of a wider cross-Government strategy to alert the public to the risks of antibiotic resistance, urging them to always take their doctor, nurse or healthcare professional's advice on antibiotics. The campaign also provides effective self-care and help to individuals and their families so that they feel better if they are not prescribed antibiotics. Running from Tuesday 23 October 2018 across England for 8 weeks, it is supported with advertising, partnerships with local pharmacies and GP surgeries, and social media activity.

Public Health England's (PHE's) English Surveillance Programme for Antimicrobial Utilisation and Resistance (ESPAUR) report published on 23 October 2018, highlights how more than 3 million common procedures such as cesarean sections and hip replacements could become life-threatening without antibiotics: infections related to surgery could double, putting people at risk of dangerous complications. Cancer patients are also much more vulnerable if antibiotics don't work; both cancer and the treatment (chemotherapy) reduce the ability of the immune system to fight infections. Antibiotics are critical to both prevent and treat infections in these patients.

While antibiotics are essential to treat serious bacterial infections, they are frequently being used to treat illnesses such as coughs, earache and sore throats that can get better by themselves. Taking antibiotics encourages harmful bacteria that live inside you to become resistant, so that antibiotics may not work when you really need them. Despite the risks of antibiotic resistance, research shows that 38% of people still expect an antibiotic from a doctor's surgery, NHS walk-in centre or 'GP out-of-hours' service when they visited with a cough, flu or a throat, ear, sinus or chest infection in 2017.

'We need to preserve antibiotics for when we really need them and we are calling on the public to join us in tackling antibiotic resistance by listening to

your GP, pharmacist or nurse's advice and only taking antibiotics when necessary. Taking antibiotics just in case may seem like a harmless act, but it can have grave consequences for you and your family's health in future.'

(Professor Paul Cosford, Medical Director, Public Health England)

11. Did you know?

Windrush Patient Participation Group set a quiz to see if patients knew how much their treatment on the NHS actually cost. According to research for *The Guardian* in April 2017, average treatment costs at that time were:

- A heart by-pass: £8,470
- Appendicectomy: £1,890
- Cataract surgery: £ 960
- Broken leg, with surgery: £5,120
- MRI scan: £130
- Having a baby – no complications: £2,790
- An ECG: £160
- Endoscopy / colonoscopy: £580
- Tonsillectomy: £1,090

12. Websites for the NHS and for Charlbury Medical Centre

NHS website www.nhs.uk is reliable and easy to navigate, with A-Z listings of symptoms and medicines as well as links to background articles and sources of information on social care and other services.

Charlbury Medical Centre website www.charlburymedicalcentre.nhs.uk is very informative, and has links to the latest health news from the BBC and NHS as well as offering facilities for booking appointments and ordering repeat prescriptions on line. Under 'news' you will also find the latest edition of the CPPG Newsletter.