



Patient Participation Group

# **Charlbury Patient Participation Group Newsletter Issue No. 2: September 2018**

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

1. Autumn Flu Jabs
2. The Appointments System at the Charlbury Medical Centre
3. Free NHS Health Checks for the Over-40s
4. The Over-Use of Antibiotics: an interactive game
5. Using the NHS 111 Telephone Advice Service
6. Minor Injuries Units

## **Autumn Flu Jabs**

The season for flu jabs is fast approaching.

All patients who are eligible to receive the flu vaccine free of charge – the over-65s and those with certain medical conditions, such as diabetes and diseases affecting the heart, lungs, kidney or liver, for example -- will be sent a letter of invitation. This letter must be brought to the clinic.

Patients arriving without the letter will not receive the vaccination on that day.

Provisional dates for all eligible patients, regardless of age, are: Thursday 27 September and Tuesday 16 October, 8am--5pm.

There is also a clinic on Saturday 3 November, 9am--12pm, for schoolchildren and those in work who cannot attend on weekdays, or patients with a valid reason not to have attended the previous two clinics.

For those people who are not entitled to a free NHS vaccine the Co-operative Pharmacy in Charlbury offers an inexpensive private service.

NB: Public Health England have changed the flu vaccination for the over-65s to improve immunity. This has resulted in increased demand from the only supplier in the country. Delivery stocks are therefore staggered and the clinic may run out of the appropriate vaccine on the day. However, all patients will be able to obtain the vaccine by Christmas.

## **Information Note on the Appointments System at Charlbury Medical Centre**

### **1. Appointments with a GP or Practice Nurse**

Appointments with a GP or Practice Nurse may be made as follows:

- by telephoning 01608 811680, or by visiting the Medical Centre, between 8am and 6.30pm, Monday to Friday
- online (GP appointments only), if you have registered for Patient Access, by going to the Medical Centre website or direct to the Patient Access service (see Section 7 below)

### **2. Same-Day Appointments**

a) You will need to phone the Medical Centre as soon as possible from 8am. There is usually a rush to phone at this time so you may find that you have to try several times to get through to a receptionist if the line is engaged. Please bear with the Practice and keep trying. The receptionists will be doing their best to deal with all the calls as soon as they can.

**b)** If you work and are not able to phone at 8am, you can phone the Practice from 3pm on the previous day to request an appointment for the following day.

**c)** Emergencies always take priority over routine booked appointments. When phoning for a same-day appointment, if your problem is urgent, please tell the receptionist. Reception staff are trained in managing sensitive information appropriately and often need to know the nature of the complaint in order to allocate an appropriate time slot, or to decide whether a patient needs a same-day appointment. If in doubt they will discuss this with medical colleagues.

**d)** If you need to be seen urgently by a doctor you will be asked by a member of the reception team if you need a telephone consultation or a face-to-face appointment. A number of telephone appointments are made available every day and it may be possible to resolve your medical problem in this way. A GP will call you to discuss your concerns and will advise you accordingly.

**e)** Please note that your consultation may not be with your usual doctor.

**f)** Alternatively, your need may be met by an appointment with a Practice Nurse.

**g)** If you do not feel that a telephone appointment will suffice, you may be referred to the Neighbourhood Hub at the Windrush Health Centre in Welch Way, Witney for a same-day appointment. The Hub is staffed by a variety of health professionals, including a GP, a Nurse Practitioner, an Advanced Paramedic and, on some days, a Physiotherapist.

The Hub is not a walk-in centre, so you have to be referred by the Surgery. The Hub serves a number of practices in this area and has been set up on their behalf to widen the availability of same-day visits for people who should be seen that day.

**h)** If you wish to speak to a GP but do not want to book a face-to-face appointment, you can call and leave a message, which will be passed on to the GP. The GP will read your

message and they may call you back. Alternatively, the GP might ask another member of staff to return your call with the information requested, or to deal with the question you have raised.

### **3. Other Appointments**

**a)** If you ring to make an appointment but do not need one on the same day, you will be offered the next available appointment with your usual doctor where possible. If you do not know who your usual doctor is, please ask the receptionist when you next contact the Surgery. She will be happy to tell you who it is or, if you do not as yet have a named doctor, she will in most cases be able to arrange for you to be allocated to the GP of your choice.

**b)** All patients are free to see whichever doctor they would like but the Practice recommends that you try to consult with the same GP each time you visit the Surgery. This tends to improve the continuity of care and should reduce the number of times you will need to visit the doctor.

**c)** Some of our GPs are part-time and, as is the case for all surgeries around the county, the demand for appointments is high. A non-urgent appointment with your chosen GP may result in a wait of up to four weeks. This is in line with other Practices in the county and at the moment there is little that the Practice can do to avoid this.

### **4. Preparing for an Appointment**

When booking an appointment you will be asked a number of questions by the receptionist that are designed to ensure that any necessary preparation is made before the visit in order to make best use of the appointment time.

### **5. Length of Appointment**

Normal or routine appointments are for ten minutes but if you know you have more than one issue to discuss with the GP, please ask the receptionist for a double appointment. Double appointments are also available if you are a regular carer for someone.

## **6. Practice Nurse Appointments**

- a) If you need to see a Practice Nurse, please tell the receptionist what the appointment is for so that enough time can be allowed and it is booked with the right person.
- b) If you need an appointment early in the morning, it is possible to see a Practice Nurse from 7.30am.

## **7. Online Booking**

- a) If you want to use the internet to book an appointment with a GP, request repeat prescriptions and view your medical record and blood test results, you will need to register for the Patient Access service by filling in a form available from the Medical Centre. Photo ID and proof of your address will be required when you return your completed form to the Centre.
- b) When using the Patient Access service online to book a non-urgent appointment you can view all of the slots that are available, starting with the Monday of the following week and for two weeks after that.
- c) Please note that same-day appointments can only be booked online from 8am on the day in question. Appointment slots for the remaining working days in the current week will not be shown.
- d) When booking an appointment online you will be asked to give a reason why you are requesting one. This is so that the Practice can decide on the best way to deal with your case.

## **8. Dealing with Appointment Requests**

As you will see, there are a number of different ways in which same-day and other appointments can be booked. You can be assured that the Practice staff will take all possible steps to treat you fairly and with discretion at every stage of the process.

## **9. Cancellations and Missed Appointments**

Although there is always a lot of discussion and comment about what is involved in making an appointment, there is less public attention paid to the problem of missed appointments – especially missed Nurse appointments, which are a particular problem for the Practice.

If you cannot attend an appointment for any reason please inform the Practice as soon as possible so that they can give the slot to someone else.

## **10. GP Availability**

As a general guideline, the GPs at Charlbury Medical Centre are usually available for consultations as follows:

Dr Helen Bayliss: Monday, Wednesday, Thursday, Friday

Dr Pippa Brookes-White: Monday, Thursday, Friday

Dr Jacqui Maroni: Monday, Tuesday, Wednesday

Dr Kate McIntyre: Tuesday, Friday

Dr Pippa Brookes-White has recently gained a Postgraduate Diploma in Practical Dermatology (Distinction) from Cardiff University. This qualification will be of great benefit to the Practice and will result in a more accurate diagnosis and treatment of a variety of skin complaints.

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Surgery opening hours  
Monday--Friday: 8am–6.30pm  
Weekend: Closed

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# Did You Know?

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## Free NHS Health Checks are now available



### What are NHS Health Checks?

The County Council-funded NHS Health Checks are designed to spot early warnings of stroke, kidney and heart disease, type 2 diabetes and dementia.

They are available to anyone aged between the ages of 40 and 74 who has not already been diagnosed with an existing cardiovascular condition. They don't cost you a penny and you will be invited to have one once every five years. Your GP surgery is responsible for sending out invitations but if you haven't received one then contact them to make an appointment.

A health professional – often a nurse or healthcare assistant – will carry out the test. If you prefer, you can ask to see a man or a woman, but the questions aren't embarrassing and you won't have to take your clothes off during the examination.

The initial Health Check will take around 20 to 30 minutes:

- You will be asked some simple questions about your family history, whether or not you smoke and how much alcohol you drink
- Your height, weight, sex, ethnicity and age will be recorded

- Your blood pressure will be taken
- A simple blood test will check your cholesterol level
- Your body mass index (BMI) will be calculated. BMI is a measure of whether you're a healthy weight for your height.
- Your level of risk of developing a cardiovascular condition, i.e. stroke, kidney and heart disease, or Type 2 diabetes and dementia, will be calculated

Based on this information, your GP will be able to give you an idea of your chances of developing any of these conditions.

If you're over 65, you will also be told the signs and symptoms of dementia to look out for.

You will then receive personalised advice on how to lower your risk. This could include talking about:

- how to **improve your diet** and the amount of **physical activity** you do
- taking medicines to lower your **blood pressure or cholesterol**
- how to **lose weight** or **stop smoking**

Any follow-up tests or appointments are also free of charge.

Remember: an NHS Health Check can detect potential health problems before they do any lasting damage.

## **Dr Bug: Microbe Mayhem!**

**A Game to Teach Children about Antibiotic Resistance**

**“Antibiotics do not work against viruses**

**Antibiotics kill beneficial bacteria as well as harmful bacteria**

**Overuse of antibiotics can promote the development of  
antibiotic resistance**

**Resistant bacteria can no longer be killed by antibiotics”**

**Download from the App Store, or Google Play**



## Making the most of NHS services:

### NHS 111

To make the most of NHS services, choose the option that is right for your needs.

You should use the **NHS 111** service if you urgently need medical help or advice but it's not a life-threatening situation. Phone calls are free.

#### Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a local GP
- you need health information or reassurance about what to do next

If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number.

For less urgent health needs, consult your own GP or contact your nearest pharmacy.

For immediate, life-threatening emergencies, call 999.

For further information visit the Oxfordshire Clinical Commissioning Group website:

[www.oxfordshireccg.nhs.uk](http://www.oxfordshireccg.nhs.uk)

## Minor Injuries Units

The staff at a Minor Injuries Unit can treat a wide variety of medical problems, including cuts and grazes, sprains and strains, broken bones (fractures), eye infections, bites and stings, burns and scalds, and various other aches and pains.

Many people go to a hospital A&E department, which will give priority to serious, life-threatening conditions, when they could be treated just as well and probably more quickly at a Minor Injuries Unit.

The nearest Minor Injuries Unit to Charlbury is in Witney:

Outpatients Department  
Witney Community Hospital  
Welch Way  
Witney OX28 6JJ

Tel: 01865 903841

This unit is open seven days a week from 10am until 10.30pm. It is a 'walk-in' clinic and you don't need an appointment.

They offer X-rays from 10.30am--7.30pm, seven days a week.

If you are attending as a referral from your GP for an X-ray, then the opening times of the X-ray department at Witney are slightly different: 10.30am--1.30pm, then 2.30pm--6.30pm, seven days a week.

Chipping Norton does not have a Minor Injuries Unit but there is a First Aid Unit at:

Outpatients Unit  
Chipping Norton War Memorial Community Hospital  
Russell Way, off London Road

Chipping Norton  
OX7 5FA

Tel: 01865 903908

This service is open on weekdays (evenings only) from 5pm until 9pm, and on Saturdays, Sundays and bank holidays from 10am until 9pm. This is a 'walk-in' service and you do not need to make an appointment.

An Emergency Care Practitioner at the Chipping Norton First Aid can treat and advise on:

- simple injuries that cannot be treated/managed with a home first aid kit
- cleaning and simple stitching of wounds
- insect bites and stings
- minor burns and scalds (not involving the face, neck, feet, hands and genital area)
- a foreign body in the eye
- bumps to the head where there has been no loss of consciousness
- bruises
- sprains

If it is suspected that you have broken a bone you will be referred on to a Minor Injuries Unit or a hospital A&E department.

## Further Information

The NHS website covers an extensive range of topics on all aspects of patient health:

[www.nhs.uk](http://www.nhs.uk)

