



Patient Participation Group

## Charlbury Patient Participation Group Newsletter Issue No. 14 Autumn 2021

**Welcome to the autumn edition of the Charlbury Patient Participation Group newsletter.**

As we write we are still in the midst of the pandemic. The medical centre has successfully carried out the first three CV-19 booster clinics and the flu vaccination clinics. There will be another booster clinic on 9 November. Take up of the flu vaccine in the younger age group was disappointing with only 50% of people eligible for the flu vaccine taking up the offer. The take up of the flu vaccine among the 65 and over age group was another record of almost 1000 people vaccinated.

It is more important than ever that everyone who is invited to receive a booster either from the national scheme of the medical centre comes forward to be vaccinated. If people have difficulty travelling to the vaccine centre, call All Together In Charlbury -ATIC on 01993 776 277 to arrange transport.

The effectiveness of the vaccines declines over time. It is therefore essential to have the booster if you can. "The booster is unbelievably effective, over and above people who have had an initial dose" - Paul Hunter, professor in medicine at the university of East Anglia.

### **New members of staff**

We have two new receptionists, Jodie and Sally. Receptionists Mary and Jackie are helping Jodie and Sally to learn about the complexities of a busy practice, to come to know their patients and their colleagues at the medical centre.

Niall Malone is the new first contact physiotherapist. If you would like to have a consultation with Niall please telephone reception after 10am, avoiding the very busy time in the early morning.

### **Picking up prescribed medication**

Please be sure to collect prescribed medication from the pharmacy at the medical centre or Averose. If you can't collect your medicine, perhaps because you are too ill to leave home, are housebound, or don't have transport please let the pharmacy know. Uncollected medicines are sometimes thrown away – a terrible waste.

### **Hospital letters**

If you have recently had an appointment at a hospital and are expecting a letter from them, or change in medication and don't hear anything from them or the practice please contact the medical centre. Keep a watchful eye during these times of unprecedented pressure on medical services. Always ring after 10am unless it is very urgent.

### **Other sources of help**

This newsletter describes other places where we can get medical help:

Local pharmacies, MIU Minor Injuries Unit in Witney; First Aid Unit in Chipping Norton; NHS 111 and more.

## Oxford University Hospital Trust News. October 2021

<https://www.ouh.nhs.uk/news/article.aspx?id=1649&returnurl=/news/default.aspx&pi=0>

In September 2021, more than 350,000 appointments were provided by Oxfordshire GPs.

**Just over half of these were face-to-face, with the remainder being video and phone consultations. More than 154,000 of these appointments took place on the same day the patient made contact, compared with (pre-pandemic) 131,000 for September 2019.**

Dr Ed Capo Bianco, Urgent Care Lead at Oxfordshire Clinical Commissioning Group, said: "If you feel that you need medical advice or treatment there are lots of options available. You can get advice from 111 online as well as your local community pharmacy, and many GP practices also offer online help and support where you can send your query to your practice via their website."

"Face-to-face appointments in general practice and in our hospitals are available to patients where there is a clinical need. This means that a doctor, nurse, or healthcare professional will consider the urgency of the appointment, the vulnerability of the patient and whether they need further examination or tests.

"We also want to make sure that people who need our help are assessed initially in the most appropriate setting which could be with a clinical expert over the phone, online or in their own home."

Local pharmacists are also qualified healthcare professionals and can offer a fast and convenient clinical service for minor illnesses, with no need for an appointment, and the use of a confidential consultation room if needed.

Pharmacists offer clinical advice and over-the-counter medicines to manage a range of minor illnesses effectively and safely such as colds, sore throats, earaches, itchy eyes, tummy troubles, bites and stings, aches and pains, and many more. If symptoms suggest it's something more serious, pharmacists have the right clinical training to ensure people get the help they need immediately and can refer patients to a GP or A&E where necessary.

However, if you have a new continuous cough, high temperature, or loss or change to your sense of taste or smell then you might have coronavirus (COVID-19) so it is important not to visit a healthcare setting - instead you should self-isolate immediately and get a PCR test.

For urgent issues or out of hours, you can also call the NHS on 111 or [visit 111.nhs.uk](https://111.nhs.uk) to [seek NHS advice](#). If appropriate, NHS 111 can give you a time to see a doctor or nurse. NHS 111 can also put you in touch with mental health services and book appointments into Minor Injury Units.

You can also [download the NHS App](#) to order repeat prescriptions and get health advice.

## About pharmacists

Pharmacists are experts in medicines who can help you with minor health concerns.

All pharmacists train for 5 years in the use of medicines. They are also trained in managing minor illnesses and providing health and wellbeing advice.

As qualified healthcare professionals, they can offer clinical advice and over-the-counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains.

If symptoms suggest it's something more serious, pharmacists have the right training to make sure you get the help you need. For example they will tell you if you need to see a GP, nurse or other healthcare professional.

Most pharmacies, including Averose Pharmacy in Charlbury have a private consultation room where you can discuss issues with pharmacy staff without being overheard.

## Help with your medicines

Pharmacists can answer your questions on prescription and over-the-counter medicines.

All pharmacies provide the following services:

- ✓ dispensing of NHS prescriptions
- ✓ access to the repeat prescription service (with agreement from your GP)
- ✓ an emergency supply of medicine, subject to the decision of the pharmacist (you may need to pay for an emergency supply)
- ✓ non-prescription medicines like paracetamol
- ✓ disposal of unwanted or out-of-date medicines
- ✓ advice on treating minor health concerns and healthy living
- ✓ inhaler technique
- ✓ how to take a medicine safely
- ✓ helping you understand the correct dose of a new medicine and how often you need to take it

Averose Pharmacy offers a free delivery service for your prescription medicines.

## Repeat prescriptions

You order the prescription to be approved by a GP each time you need a refill.

- choose a specific pharmacy (nominated pharmacy) to collect your prescriptions from each time – call or contact the pharmacy online a few days before you run out of medicine to check your prescription is ready to collect
- decide each time you're given a prescription where to collect it – you'll be given a paper copy with a barcode to take to any pharmacy in England, or the pharmacy can find your prescription using your NHS number

As part of the repeat prescription service, the pharmacist will ask if you're having any problems or side effects with your medicines and, where appropriate, they can discuss this with you and your GP.

You can order a repeat prescription online using:

- [online services or apps linked to your GP surgery](#)
- pharmacies that have an online repeat prescription service – you can search for these online

## **Minor illnesses**

Do not go a pharmacy if you think you might have Covid-19, stay at home and take a PCR test. <https://www.gov.uk/get-coronavirus-test> tells us what to do. Or dial 119.

Pharmacies can give treatment advice about a range of common conditions and minor injuries, such as:

- ✓ aches and pains
- ✓ sore throat
- ✓ coughs – but not coronavirus
- ✓ colds
- ✓ flu
- ✓ earache
- ✓ cystitis
- ✓ skin rashes
- ✓ teething
- ✓ red eyes, itchy eyes
- ✓ problems sleeping

If you want to buy an over-the-counter medicine, the pharmacist and their team can help you choose.

Antibiotics are not be available over the counter to treat minor conditions, but can be prescribed by the pharmacist in limited circumstances.

## **New Medicine Service**

The New Medicine Service is available at pharmacies to give you extra help and advice if you're just starting on a new medicine for one of the following conditions:

- asthma
- chronic obstructive pulmonary disease (COPD)
- type 2 diabetes
- high blood pressure
- people who have been given a new blood-thinning medicine

## Disposing of old medicines

If your medicine is out of date, unwanted, or some of it is left over after you have stopped taking it, do not put it in your household bin or flush it down the toilet. Instead, take it to your pharmacy to be disposed of safely. Please dispose of your asthma inhaler at Averose Pharmacy in Charlbury.

## Other pharmacy services

Other services that may be available at your local pharmacy:

- you may be referred to a pharmacist for advice after contacting NHS 111 or a GP
- emergency contraception
- asthma inhaler use and advice
- chlamydia screening and treatment
- stop smoking service
- blood pressure, cholesterol and blood sugar testing
- substance misuse service, including needle and syringe exchange schemes
- weight management service
- flu vaccination

## NHS 111 – open 7 days a week, 24 hours a day.

### When to call NHS 111 or visit 111.nhs.uk

NHS 111 can help if you have an urgent medical problem and you're not sure what to do.

To get help from NHS 111, you can:

- go to [111.nhs.uk](https://111.nhs.uk) (for people aged 5 and over only)
- call 111

### NHS 111 is available 24 hours a day, 7 days a week.

#### How NHS 111 works

In our area this service is provided round-the-clock by over 500 staff from two clinical co-ordination centres one in Bicester, Oxfordshire, and the other in Hampshire. Our NHS 111 service is provided by South Central Ambulance Service.

Staff are based in the same centres as the 999 service, calls are transferred quickly to 999 when an ambulance is required.

You will answer questions about your symptoms on the website, or by speaking to a fully trained adviser on the phone.

Depending on the situation you will:

- find out what local service can help you
- be connected to a nurse, emergency dentist, pharmacist or GP
- get a face-to-face appointment if you need one
- be given an arrival time if you need to go to A&E – this might mean you spend less time in A&E and they will be expecting you.
- be told how to get any medicine you need
- get self-care advice
- be given an appointment at our local Minor Injuries unit in Witney
- have a consultation with an out of hours doctor or highly trained nurse practitioner

## **Your information**

Calls to the NHS 111 phone service are recorded. A record is kept of all contact with NHS 111 and stored securely by the NHS. This information is only shared with others directly involved with your care.

## **Get medical help**

[www.111.nhs.uk](http://www.111.nhs.uk) online can tell you:

- where to get help for your symptoms, if you're not sure what to do
- how to find general health information and advice
- where to get an emergency supply of your prescribed medicine
- how to get a repeat prescription

Please don't forget to use 111. The practice has a few appointments set aside every day for people referred by NHS 111. If the appointments are not filled by 111, they are released on the same day to patients phoning in for an urgent same day appointment.

## **Witney Minor Injuries Unit - MIU**

Outpatients department, Witney Community Hospital, Welch Way, Witney, Oxfordshire OX28 6JJ. Phone 01865 903 841

## **How can an MIU help?**

Minor Injuries Units (MIUs) are for injuries, such as deep cuts, eye injuries, broken bones, severe sprains, minor head injury, minor burns and scalds.

**Many people go to Accident and Emergency departments when they could be treated just as well and probably more quickly at a Minor Injuries Unit.**

In Accident and Emergency staff must give priority to serious and life-threatening conditions, so if you go there with a minor injury you may have to wait longer to be seen. It is better to go to the Minor Injuries Unit.

Minor injuries units can treat:

- \*sprains and strains
- \*suspected broken bones
- \*traumatic wound infections
- \*minor burns and scalds
- \*minor head injuries without loss of consciousness
- \*insect and animal bites
- \*minor eye injuries e.g. scratch/foreign body
- \*injuries to the back, shoulder and chest

Minor injuries units cannot treat:

- chest pain
- breathing difficulties
- major injuries including neck, spine, hip and pelvis
- stomach pains
- gynaecological problems
- pregnancy problems
- allergic reactions
- overdoses
- alcohol related problems
- mental health problems
- conditions likely to require hospital admission
- issues already receiving care from a GP

## Appointments

Please call 111 in the first instance, or 01865 903 841 prior to your visit. The unit can advise you on whether your recent injury is suitable for this service.

You will be offered an appointment based on your clinical need. You will be seen as close to your appointment time as possible. However, there could be a delay given the urgent nature of the service.

- If you attend without an appointment you will be assessed and may be asked to wait or return at a later time.
- You and those accompanying you must bring and wear a face covering. If possible, please attend by yourself. If you require someone to bring you, they should wait in the car unless their support is essential for your visit.
- Hand cleaning will be required as you enter our buildings and during your visit. Please maintain social distancing and observe instructions given by staff and on signs. These are in place to keep you and staff safe.

**For life-threatening injury, call 999 or attend the nearest A&E.**

## Witney opening times

### Days

Monday to Sunday

### Hours

10.00 – 22.30

## Witney X-ray opening hours

Days	Hours	Lunch
Monday to Friday	10.30 – 17.30	13.30 – 14.30
Saturday and Sunday	10.30 – 18.30	13.30 – 14.30
Bank Holiday	10.30 – 16.00	

Please call 01865 904 404 for further information.

If you are attending as a referral from your GP for an X-ray, please refer to your referral sheet for the opening times for the X-ray department.

## First Aid Unit, Chipping Norton

Chipping Norton Health Centre  
Russell Way, off London Road  
Chipping Norton  
OX7 5FA  
Tel: 01608 648 831 (during opening hours)

Tel: 01608 642 742 (Main Reception, 8.30 – 17.00)

**Patients should call 111 prior to attending the First Aid Unit to arrange an appointment. There is no x ray service at this unit.**

Upon arrival patients will be asked to wait in their car until a clinician is ready to see them.

This service is run by South Central Ambulance Service.

Opening times

Monday to Friday 5pm to 9pm

Saturday and Sunday 10am to 9pm

Telephone: 01608 648 831 during opening hours.

**Remember to bring a face covering with you if you attend either the MIU in Witney or the First Aid Unit in Chipping Norton.**

## Accident and emergency A&E, Emergency department ED

**The name of this service tells us when we should use A&E.**

For most of us there should be few occasions when we need to go to A&E. A pharmacy, the minor injuries unit, the first aid unit and the medical centre can provide the care we need in most instances.

If someone is experiencing life-threatening symptoms, or has been severely injured it will be time to dial 999. NHS 111 can also make the decision to refer to the Emergency Department.



## Life-threatening emergencies

<https://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-call-999/>

Call 999 in a medical emergency. This is when someone, an adult or a child is seriously ill or injured and their life is at risk.

Medical emergencies can include:

- loss of consciousness
- an acute confused state
- fits that are not stopping
- [chest pain](#)
- [breathing difficulties](#)
- severe bleeding that cannot be stopped
- [severe allergic reactions](#)
- severe [burns or scalds](#)

**Call 999 immediately** if you or someone else is having a [heart attack](#) or [stroke](#). Every second counts with these conditions.

**Also call 999** if you think someone has had a major trauma, such as after a serious road traffic accident, a stabbing, a shooting, a fall from height, or a serious [head injury](#).

By clicking on the underlined words you will be taken to the NHS site which gives useful, and potentially life-saving information.

## Your child's or grandchild's health



<https://what0-18.nhs.uk/>

This website gives clear, easy to read advice and information under the heading “I am worried about” on topics such as fever and high temperature, bronchiolitis and RSV, anxiety and more for children and young people.

Bronchiolitis is almost always caused by a viral infection. In most cases, the respiratory syncytial virus (RSV) is responsible.

Oxfordshire Clinical Commissioning Group, part of the NHS, has produced a useful booklet for parents who may be worried about a child's health. The booklet is attached as a PDF, here is the link: <https://www.oxfordshireccg.nhs.uk/documents/patient-info/health-advice/child-health-leaflet.pdf>

## Where else can I go for advice and information?



**Carers Oxfordshire, <https://www.carersoxfordshire.org.uk/>**

### **Advice and support to adult carers of someone living in Oxfordshire.**

This means if you are 18 or older and a child, another adult or both, who lives in Oxfordshire, relies on you because they are unable to cope themselves, you can rely on us as you figure out your path.

Whether you're caring for an adult, a child or both, taking on a caring role for the first time, or have many years' experience, you can rely on us.

Telephone: **01235 424 715** Email: [carersinfo@carersoxfordshire.org.uk](mailto:carersinfo@carersoxfordshire.org.uk)



<http://www.caox.org.uk>

### **Are you, or someone you know, worried about money matters, debts, housing ?**

#### **We can help you**

If you are in difficulty, or think you might soon be, then please do contact us now.

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) provides a wealth of advice. If you'd like to speak to someone, please get in touch on our free phone number **0808 278 7908**.

#### **Citizens advice help people find a way forward. We are here for everyone**

We can all face problems that seem complicated or stressful. At Citizens Advice we believe no one should have to face these problems without good quality, independent advice.

That's why we're here to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

We can help you with advice on:

- Benefits
- Consumer rights
- Debt and money management
- Discrimination, abuse and hate crime
- Employment rights
- Health
- Housing problems
- Immigration
- Pension Wise
- Relationship issues
- Universal Credit
- Witness service



<https://www.oxfordshiremind.org.uk/>

Oxfordshire Mind is the local mental health charity

Mind is here to make sure anyone with a mental health problem has somewhere to turn for advice and support.

If you're struggling with your mental health, you're not alone: 1 in 4 of us will experience a mental health problem at some point in our lives.

Mind has a wellbeing worker in Charlbury Medical Centre. To make an appointment to speak to him telephone 01865 247 788, or the medical centre 01608 811 680

- Telephone: [01865 247 788](tel:01865247788)
- Email: [info@oxfordshiremind.org.uk](mailto:info@oxfordshiremind.org.uk)
- Oxfordshire Mind Guide: A directory of all the mental health services across Oxfordshire, from recovery groups to community mental health teams.



<https://www.alzheimers.org.uk/>

### **Are you worried about your memory, or the memory of someone you care about?**

“Many of us notice that our memory gets worse as we get older, but it can be difficult to tell whether this is a sign of an underlying condition like dementia.

“Talking about dementia can be frightening, but seeking help early offers the best chance of getting the right support, advice and treatment.

“This free resource from Alzheimer's Society is designed to help us understand more about memory loss, so if you are worried – either about your own or someone else's memory – you can seek advice and, if necessary, get treatment.”

You can obtain this free booklet either by clicking on the link below or calling:

[0333 150 3456](tel:03331503456)

<https://www.alzheimers.org.uk/get-support/publications-factsheets/worried-about-your-memory>

## Pharmacies in our area.

### Averose Pharmacy, Charlbury

**T: 01608 810 315**

#### Opening times

**Monday to Friday 9am to 6pm**

**Saturday 9am to 1pm**

**Sunday closed**

## Chipping Norton

### Topside Pharmacy

6a High St, Chipping Norton, Oxfordshire, OX7 5AD

T: 01608 642731

**Monday 9:00 am - 5:30 pm**

**Tuesday 9:00 am - 5:30 pm**

**Wednesday 9:00 am - 5:30 pm**

**Thursday 9:00 am - 5:30 pm**

**Friday 9:00 am - 5:30 pm**

**Saturday 9:00 am - 5:30 pm**

**Sunday Closed**

### Boots

17-18 High St, Chipping Norton, Oxfordshire, OX7 5AD

T: 01608 642523

**Monday 8:30 am - 6:00 pm**

**Tuesday 8:30 am - 6:00 pm**

**Wednesday 9:00 am - 6:00 pm**

**Thursday 8:30 am - 6:00 pm**

**Friday 8:30 am - 6:00 pm**

**Saturday 8:30 am - 5:30 pm**

**Sunday 10:00 am - 4:00 pm**

## Witney

### Lloyds Pharmacy

Windrush Health Centre, Welch Way, Witney, OX28 6JS  
T: 01993 705644

**Monday** 8:30 am - 7:00 pm  
**Tuesday** 8:30 am - 7:00 pm  
**Wednesday** 8:30 am - 7:00 pm  
**Thursday** 8:30 am - 7:00 pm  
**Friday** 8:30 am - 7:00 pm  
**Saturday** Closed  
**Sunday** Closed

### Boots

2-8 High Street, Witney, Oxfordshire, OX28 6HA  
T: 01993 702213

Opening times

**Monday** 8:30 am - 5:30 pm  
**Tuesday** 8:30 am - 5:30 pm  
**Wednesday** 8:30 am - 5:30 pm  
**Thursday** 8:30 am - 5:30 pm  
**Friday** 8:30 am - 5:30 pm  
**Saturday** 8:30 am - 5:30 pm  
**Sunday** 10:00 am - 4:00 pm

### Lloyds Pharmacy Inside Sainsbury's – late night opening, except Sunday

**Witan Way, Witney, OX28 4FF**  
**T: 01993 778691**

Opening times

**Monday** 7:00 am - 11:00 pm  
**Tuesday** 7:00 am - 11:00 pm  
**Wednesday** 7:00 am - 11:00 pm  
**Thursday** 7:00 am - 11:00 pm  
**Friday** 7:00 am - 11:00 pm  
**Saturday** 7:00 am - 10:00 pm  
**Sunday** 10:00 am - 4:00 pm