



Healthy Times

Newsletter for the White Horse Medical Practice

Spring 2014

Our Practice now has approximately 10,200 registered patients and we expect this to grow as new housing developments are approved. We will monitor the growth closely and increase our doctor and nurse appointments as appropriate so that we have sufficient capacity.

Our very active patient liaison group (PPG) 'core group' consists of only 7 patients and we would like to see the group grow. Please contact a PPG group member if you are interested in getting involved.

To coincide with PPG awareness week we will be holding a coffee morning, cake sale and raffle, with Carers Oxfordshire, on Thursday June 5th to raise money for the local children's hospice Helen and Douglas House. We hope that you will support this event and use it as an opportunity to find out more about our patient group.

To be kept informed of these meetings, raise issues, or make suggestions about the Practice, complete a contact form on: www.whitehorsepracticeppg.org.uk

More information can be found on the new PPG notice board in reception.

Dr Gavin Bartholomew; Dr Anna Douglas; Dr Simon Cartwright.

Doctors appointments

These can be made through the 24/7 phone system, online, or by speaking with a receptionist.

Two thirds of doctor appointments are available to book in advance, with the remaining third bookable only on the day.

If you feel your need to see a doctor really is urgent, you can ask to speak to the duty doctor (08.00-18.30). The doctor will call you back and give you advice or suggest you go to the surgery for an urgent consultation.

Urgent appointments are scheduled after morning surgery times (from 11.15am) and before afternoon surgery times (from 3.30pm)

Patients are seen largely on a first come first served basis. The very sick, particularly babies and the elderly may be given priority.

Appointments are every 5 minutes.

All those waiting because their need is urgent will be seen by the available doctor.

Online Appointments, Repeat prescriptions

Patients and carers who are interested in using the service need to register with us. You will need to fill in an application form and bring this and a photographic ID into the Medical Centre so that we can verify your identity.

Please ask for a form at the reception or download it from www.whmp.co.uk

Missed appointments

January to March 2014

175 nurse & phlebotomist 29 hours lost

99 doctors appointments 17 hours lost

Waiting times for those seeking appointments is increased.

Please ring or text the surgery if you are unable to keep your appointment

Appointment cancellation by text

Please text us on 07551 464407

We will need:

- Your name and date of birth
- The date and time of your appointment
- Who it is with

Or phone 01367 242388. We can then offer your appointment to someone else.

Thank you

Chronic or long term diseases

People with diseases such as diabetes, asthma, kidney or heart disease are offered an annual health check appointment to ensure you stay well and avoid going into hospital. Contact your doctor if you feel you need to be checked.

Preventive Checks

Health Checks

The surgery offers free NHS health checks for everyone aged between 40 and 74.

The check takes only 20 - 30 minutes.

AAA screening

An Abdominal Aortic Aneurysm (AAA) is a weakening and expansion of the aorta, the main blood vessel in the body. Men aged 65 and over can make an appointment for AAA screening by calling 01865 572636 (have your NHS number ready) for an appointment at our surgery.

The Screening surgery is held once a month and involves a simple ultrasound scan .

Patient Records or Care data

Care data is an extract of anonymised patient data commissioned by NHS England.

The intention of the scheme is to make more use of the information in medical records in order to improve the quality of care for patients.

The Health and Social Care information Centre (HSCIC) in certain circumstances can extract confidential information from GP practices without the need to seek patient consent.

The NHS will not be selling the information obtained.

Google NHS Care data for more information. If you want to opt out of care data and your summary care record, contact the Health centre.

The Misuse of Antibiotics

Antibiotics can be lifesavers and since their discovery have done just that, but they have become a victim of their own success. Resistance through historical misuse and over prescribing have led to one of the most significant threats to patient safety in Europe.

Super bugs such as MRSA are prevalent in hospitals and with the development of fewer new antibiotics, it is becoming more difficult to treat infections.

Antibiotics are effective only against bacterial infections, such as wound infections, streptococcal throat and some chest infections to name a few.

They do not have any effect against viral infections such as colds, flu, most sore throat infections and some chest infections.

Immunisation for Children

Children from 2 months old to 14 years need to be immunised against a wide range of diseases.

These include:

Influenza type B and Meningitis C (Hib/MenC), Pneumococcal disease, Measles, Mumps and Rubella.

Please talk to your Health Visitor or contact the surgery.

Weekly Health Walks

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

Every Wednesday from under the Old Town Hall.

We leave at 10.30am.

Choose a slower 45 minutes walk, or a faster walk for 1 hour +.

Front and back markers.

Coffee available afterwards in the Bell.

All very sociable.

Updating our Records

Please ensure the practice has your correct details including:

- current mobile telephone number
- email address

Eye Tests at home

If you are housebound Specsavers will come to your home to carry out the test.

Just ask. 0800 198 1132

Other opticians may offer this service.

Going to the best place

Please use A&E only for life threatening conditions.

Choose Well - from NHS Choices www.nhs.uk

For minor ailments, mild sprains and grazes	Have a first aid kit. Seek advice from a pharmacist. The pharmacy in London St, Faringdon is open 7am-11pm Mon– Sat and 9am-1pm on Sundays. Boots is open 9am to 6.30pm, Mon-Fri, and to 5pm on Saturday.
Feeling ill, feverish children, rashes Persistent symptoms	GP Surgery. If closed choose either : Out of Hours Service 0845 345 8995 or NHS 111 for advice
For minor injuries, minor burns and scalds, Eye injuries, broken bones, severe sprains, Minor head injuries	NHS MIU (Minor Injuries Unit) Open 7 days a week. No appointment needed. 10am to 11pm Abingdon MIU, Marcham Rd. Ox14 1AG 01865 425161 Witney MIU, Welch Way. OX28 6JJ 01608 648262
For Life threatening conditions Choose 999 or A&E	John Radcliffe, Headington, Oxford. OX3 9DU Great Western, Swindon, SN3 6BB

Memory Support Cafe

Every 2nd Tuesday, 10.30-12 noon at the Health Centre for people living with dementia and their carers and families.

Contact Lois Greenhalgh (Alzheimers Society) 07540 921040
lois.greenhalgh@alzheimersiorg.uk

In conjunction with Sovereign Vale Housing

Free Hearing Tests

If you are over 55 and have an issue with your hearing, first see your doctor.

If you are referred for a hearing test you can go to any Specsavers business (Oxford, Abingdon, Witney, Wantage, Swindon) for your test. This is an NHS service and all hearing aids and batteries are free.

Please note this is only available at Specsavers at present. Other opticians offer a hearing test service, but while the test is free, the hearing aids may not be. So do check.

The Health Centre sometimes has batteries available.

Ring Specsavers on 0800 023 2949 to check that you qualify.

Carers Groups and Grants

Those who care for someone for more than 20 hours a week can apply for a grant.

- £600 towards a break from your caring role or
- £300 for use as the carer chooses.

The grant to fund a break requires referral from your doctor. You can apply for the flexible use grant through the advice section on:-

www.carersoxfordshire.org.uk

Are you a carer?

Often carers see themselves as someone who is simply looking after a loved one or a friend. But if the person you care for couldn't cope without you and you don't get paid, you are a carer and you are eligible for support.

Carers Oxfordshire

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

This is an extremely useful organisation which can help carers find the support they need. This includes benefits, discounts at stores, emergency cover from 1 to 48 hours and training to give carers 'confidence to care'.

Tel 0845 050 7666 or email
carersoxfordshire@oxfordshire.gov.uk

South & Vale Carers Centre. 01235 510212

www.scarers.org.uk

Dementia Web. 24 hr hotline 0845 1204 048

Age UK has an excellent booklet about all the services in Faringdon. Ring 0844 8870005 to get one.

The Faringdon Carers' Group

meets 4th Tuesday every month,
1pm - 2.30pm at the Health Centre.

Contact Merisha Anderson

Are you finding it difficult to cope?

From time to time we all find that life's becoming just too much of a struggle. Fortunately most of us usually get through the 'blues' without too much difficulty. But if you or a friend perhaps really are at their wit's end to know how to cope, you may find some professional counselling will help you get back in control.

If you need counselling, your doctor may refer you; five sessions are offered through the NHS, but waiting lists can be many months. Alternatively you can go to a charity such as The Wantage Counselling Service, which provides a charged-for service.

They say that Counselling offers the opportunity to explore thoughts and feelings in a reliable, independent relationship where trust and confidentiality are respected and recognised as essential. By working with a trained counsellor in a safe setting it is possible to gain a deeper understanding of oneself and for positive changes to occur.

You can call them on 01235 769744

Coffee morning, cake sale and raffle

Thursday June 5th 10am-12pm

at the Health Centre.

*To raise money for local children's
hospice Helen and Douglas House.*

With Carers Oxfordshire

Early diagnosis of cancer

The PPG is working with the Practice, striving to improve the quality of cancer care provided by primary health care teams. A Macmillan cancer support doctor, Pawan Randev, is actively involved in pursuing this aim nationally and we are liaising with him.

Our Practice is now going to approach the Oxfordshire Clinical Commissioning Group to seek funding to hold appropriate additional training for medical staff .

Arthritis Watch England survey launched

Arthritis Watch, a new project, launched on 10th March, is an online survey which aims to gather evidence from people across England of arthritis services in their localities, (i.e. Their local Clinical Commissioning Group areas).

This will be collated to build up a national picture of the state of arthritis services, including shortfalls in provision and examples of good practice.

The survey will remain anonymous, no details will be disclosed to any third party and will remain available throughout the year. Individual responses can be added to, allowing people to respond when they spot changes in services.

To find out more, and to access the online survey go to <http://www.arthritiscare.org.uk/> or to request a paper version please call Toyin Onasanya, England Administrator on telephone 0207 380 6511 or email: toyino@arthritiscare.org.uk.

The Patient Practice Group works with WHMP practice to improve local health services and patients knowledge of these services.

If you would like to get involved, please contact us, either through www.whitehorsepracticeppg.org.uk/ or by asking at the Health Centre.