



Summer Edition



**Newbury Street Practice
Patient Participation
Group**

**Church Street Practice
Patient Participation
Group**

JOINT NEWSLETTER Number 5 – July/August 2023



Dear All,

Although it was now some time ago, it was lovely to see so many of you at the Health and Wellbeing event. We were delighted with the many positive comments we received from both the participants, who demonstrated what an incredible array of opportunities there are for keeping well in and around Wantage, as well as the feedback from our visitors which will help us with planning future events. If you were unable to join us but would like details of the various organisations on offer, please email your Practice PPG on NSPG@Wantage.com / churchstreetppg@gmail.com. and we will forward the details to you.

Sandie Helm
Secretary, Newbury Street PPG

Annie Dee
Editor, Church Street PPG

SPRING COVID BOOSTERS

By the time you receive this newsletter the Spring Covid Booster round will have finished. All eligible patients have been offered the opportunity to make an appointment. Eligible patients from both Church Street and Newbury Street Practices were;

- People aged 75 years of age (by 30 June 2023) or older,
 - those in care homes, and
 - those aged 5 years and over with a weakened immune system.
- No further Booster sessions are planned for the time being.



AN UPDATE FROM DR CARRIE LADD FRCGP GP PARTNER NEWBURY STREET PRACTICE

Over the last 4 months, all the Team at Newbury Street Practice have been working hard to address the issues raised by the CQC inspection last Autumn. We have really appreciated the support and good wishes of our Patients - thank you! We are very

committed to continuing to improve all areas of the practice to demonstrate we meet the requirements to be rated once again as a "good practice".

We are delighted to welcome new colleagues to the NSP team - Kate Powell (Practice Nurse), Dr. Charlie Postlethwaite (GP Registrar), Carol Davies (Medical Secretary), Locum GPs (Dr. Renata Neciuniate, Dr. Andy Partner, Dr. Obafemi Akinjobi, Dr. Marie Brimfield, Dr. Arpit Srivistava and our new Practice Manager - Robin Somers. We are also excited to be now using the new spacious rooms in our extension - the Gables Wing - and look forward to further building developments being completed later in the year. "

MEET THE NEWBURY STREET PRACTICE MANAGER - ROBIN SOMERS

I have worked in both primary and secondary care since 2015. Prior to coming to Wantage I was a Practice Manager in Swindon with approx. 13,000 patients. Over the last few months, I have got to know the staff and some patients. My outside interests include supporting Southampton and I enjoy watching other sports. I am a keen music lover especially 80's music. I work 5 days per week.

PCN NEWS - PRIMARY CARE NETWORK TEAM

Care Co-ordinators - Some of you will have met Naomi, our care co-ordinator, or spoken to her as she has been working with our Practice teams between June 2022 and February 2023. We are sure you would like to join us congratulating Naomi on the birth of her beautiful baby girl and welcome Jenny Bahar and Emma Wemyss who have joined us as our new Care Coordinators for Church Street and Newbury Street Practices.

Jenny and Emma are undergoing training at present, shadowing various members of the Practice teams and helping with specific projects such as the Covid Spring Booster campaign and updating and compiling information packs for our patients who have unpaid carers.

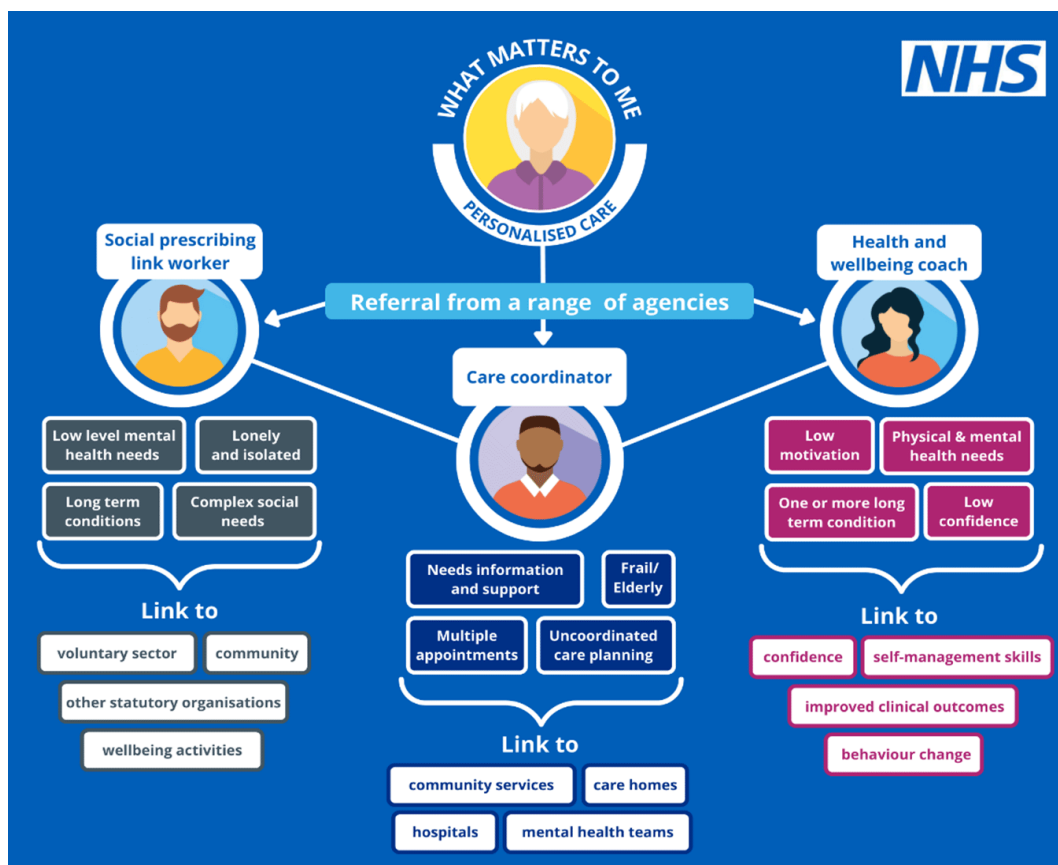
Care Co-ordinators (cont.)

Whilst we are not offering appointments with Jenny and Emma just yet, they are here to help co-ordinate the care of our patients across the health and care system, helping people make the right connections, with the right teams at the right time. They will be able to support people to become more active in their own health and care and assessing people's changing needs. They work alongside our Social Prescribers, Health & Wellbeing Coach and our Mental Health Practitioner.

- **Pharmacy Team** - We say farewell to Nazat Fahmi, Clinical Pharmacist, who is leaving us to continue her career with another Primary Care Network (PCN). We wish Nazat every success for the future and thank her for her work with our patients and practice teams.
- We welcome Emma Talbot, Pharmacy Technician, who joined us in February. Emma comes with a wealth of experience from working in a community pharmacy. Under the supervision of Toyosi Akinbami, our Senior Clinical Pharmacist, Emma will be able to apply her skills and knowledge in tasks that will help support the GPs and wider practice teams and our patients with prescription queries to ensure effective and efficient use of medicines.

In the PCN update titles such as Care Coordinator, Social Prescribers

Health & Wellbeing Coach and our Mental Health Practitioner were mentioned but do you know what they mean?



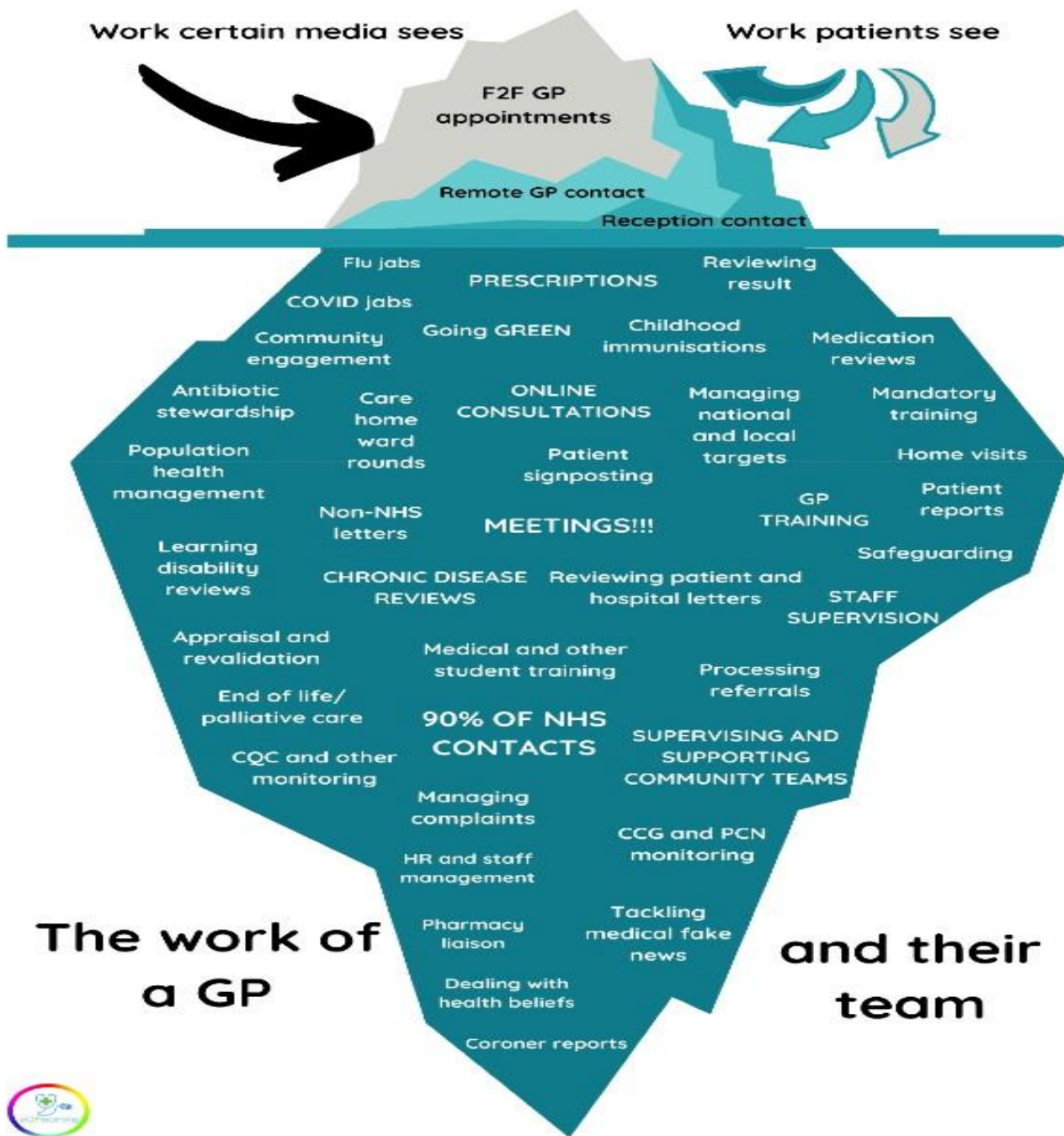
Hopefully this chart may help;

DO YOU REALLY NEED TO SEE A DOCTOR?

I am sure that, if you are of my generation, (yes I am well over 21 and according to my grandchildren ...very wrinkly!) you remember the days when you felt poorly, made an appointment with the doctor and were seen relatively quickly unfortunately, that's like our memories of summers past – they were always warm and sunny but only in our memories not actually in reality!

We hope this diagram may help you understand what doctors in our Practices actually do.

General Practice



We are aware that many of you experience a feeling of 'message fatigue' when you ring the surgery and are presented with a seemingly endless list of options. We understand that you may be frustrated but it should be noted that all calls are recorded and there is zero tolerance to abuse. Please be patient - when you telephone the surgery the Patient Advisor Team (Church Street) or Patient Coordinator Team (Newbury Street) will take down a few details (some of which may be necessarily personal) in order to direct you to the most appropriate healthcare clinician.

PRESCRIPTIONS

We sometimes have concerns raised about how long it takes to get a prescription fulfilled. There are several different ways to order a prescription but all of them take time. Even if it is a repeat prescription you order regularly, it needs to be checked and signed off by a doctor – usually at the end of a very busy day - before it can be sent to a pharmacy.

There are several ways to order prescriptions but please help the practice by allowing up to 10 working days to process the request. Emergency prescriptions require up to 48 hours.

- The most efficient (and therefore the quickest) is **via the NHS App**. Via the NHS App **you can order repeat prescriptions** – see your available medicines, request a new repeat prescription and choose a pharmacy for your prescriptions to be sent to. <https://www.nhs.uk/nhs-app>
- **Email:** bobicbox.csprescriptions@nhs.net
<https://www.newburystreetpractice.co.uk/prescriptions>



Include in your email: your full name, date of birth, contact telephone number, the details of the medications you require, and which chemist to send them to.



- **By Hand:** You can hand in the white side of your last script with the medications you need highlighted. This can be then dropped into the Practice prescription box. For Church Street the box is by the sliding entrance doors of the Practice. For Newbury Street post box near the entrance to the Newbury Street Practice waiting room - on the fence.
- **At one of the local pharmacies:** You can ask your pharmacy by phone or in person to request your repeat medications on your behalf. Remember that it takes 10 working days before your medication is ready for collection, so please leave enough time to get your medication. You can also arrange with your pharmacy if you need your tablets in trays, to start repeat dispensing or to set up electronic prescriptions.



How the NHS App enables patients to access data and services	
NHS App Function	How the Practices use the functionality
Get your NHS COVID pass	The vaccine records will still be fed via Pinnacle (an NHS software system) and you will still get your covid pass via the NHS App as you can now.
View your messages	GP enabled message service used by CSP; currently not used by NSP (who use AccuRx)
Linked Profiles	This depends on whether a patient has a proxy access at the surgery already in place. They cannot use the linked profiles on someone else's behalf unless they do already have that set up in the surgery.
View your GP health record including Vaccination records	Records loaded by the Practices and accessible by patients
Order a prescription	Used by both Practices
Book Appointment	Not enabled by either Practice

BUILDING UPDATE

You may have noticed that Lloyd's Pharmacy is now located in a temporary unit in the carpark outside the Church Street reception.

'Temporary' is likely to be for a few months yet so please come prepared to wait outside – an umbrella might be advisable in inclement weather – also for keeping the sun off!



Please be aware that there is no internal access to the Pharmacy from Newbury Street Practice while the internal walls are being demolished.



Please take care if you are walking around the back of the site from Newbury Street Practice – the preferred route is around the front where there is a path/pavement.

Please also note the disabled toilets are outside the Church Street Practice entrance.

DID YOU KNOW there are a number of services where you can make a self-referral without having to go through your GP? Such as

NHS Hearing Aids | Oxon / Bucks NHS Audiology Service

<https://www.oxonbucks-nhs-audiology.com>

At Oxon/Bucks NHS Audiology we offer free NHS Hearing tests and free NHS Hearing aids. You do not need a referral. If you are 55+ and live in Oxfordshire or Buckinghamshire then you can self-refer yourself.

Oxfordshire - Connect Health

<https://www.connecthealth.co.uk/services/oxfordshire>

Web Oxfordshire Community Musculoskeletal **Service** 01865 634 336

This **service** supports patient **self-referral** via PhysioNow

NHS talking therapies - NHS

[https://www.nhs.uk/mental-health/talking-therapies-medicine-treatments/...](https://www.nhs.uk/mental-health/talking-therapies-medicine-treatments/)

You can refer yourself directly to an **NHS** talking therapies **service** without a **referral** from a GP, or a GP can refer you. Help is available in person, by video, over the phone

Self-referral | Patient

<https://patient.info/treatment-medication/self-referral>

Self-referral often includes services for drug and alcohol problems, as well as antenatal care and improving access to psychological therapies (IAPT). You can register for most of them online. In some cases, you refer yourself by phoning rather than emailing or by completing an online form. Just click on the service that you're interested in.

If you are not sure which service you can self-refer to, please ask the surgery for advice.

We recognise there are some of you who only have the use of landlines however, you can access the online websites at the local libraries - the staff are very willing to provide help. Also if you want to get in touch with either of the PPGs the library staff will help with emails.



In the same way for those of you with landlines only, the Practices will always telephone your landline number with appointments/messages etc. and will only text you if you have provided a mobile number.



Scientists have found that spending two hours a week in natural surroundings is linked to better health and well-being. It's maybe not entirely surprising then that some patients are increasingly being prescribed time in nature and community gardening projects as part of "green prescriptions" by the NHS.

We're delighted to tell you about an innovative project for Parkinson's patients being led by Dr Katie Brice. You can get gardening on prescription!

The Parkinsons.Me community garden is located in on the edge of West Lockinge, a mile and a half east of Wantage, it is the physical embodiment of everything Parkinsons.Me stands for. The garden will eventually have exercise equipment and opportunities for more physical training when digging the produce beds; areas for communal meetings and parties; space to rest and reflect on the beauty of the surroundings and plenty of room to grow the healthy fruit and vegetables that can make such a difference for people with Parkinson's.

The garden is tucked away at the bottom of a community woodland and accessed from a bridle path, but not too hard to find! If you use the app [What3Words](#), you will be able to find the garden gate at [arise.paler.gazed](#). There is an Open Day in the garden on 8th July where you can find out more.

ADVANCE NOTICE We are delighted that Dr. Mackenzie will be hosting a joint talk in September entitled '***My child is unwell. What should I do?***' Date, time and venue to be advised – as will dates and times for both Church Street PPG and Newbury Street PPG AGMs.

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

Lloyds Pharmacy New Health Centre Mably Way.
OX12 9BN.

Tel: 01235 763028

