



# Summer Edition



**Newbury Street Practice  
Patient Participation  
Group**

**Church Street Practice  
Patient Participation  
Group**

## **JOINT NEWSLETTER Number 2 – Summer 2024**



Dear All,  
Many thanks to those of you who completed the relatively recent Primary Care Network (PCN) survey. Some results from the survey are detailed further on in this newsletter. Your comments to those of us handing out the surveys were particularly helpful - hopefully we have explained some of the services on offer within this newsletter.

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We would like to make sure the newsletter content is relevant to all our patients, so if you have any comments we would love to hear from you. Please contact us via [NSPG@Wantage.com](mailto:NSPG@Wantage.com) or [churchstreetppg@gmail.com](mailto:churchstreetppg@gmail.com)

Andrew Lewcock  
Newbury Street PPG

Best wishes,

Annie Dee  
Church Street PPG

## Wantage Primary Care Network (PCN) Update

We often refer to the PCN but do you know what that actually is? PCNs build on existing primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care for people close to home. We are delighted to welcome Dr Elaine Barber as she takes the lead as Clinical Director while Dr Kate Bramall is on maternity leave. We are very fortunate to have a pro-active PCN working across both Church Street and Newbury Street Practices – the following will hopefully provide you with an update on what is happening with our PCN.

**Digital Transformation Lead (DTL)** - The PCN has successfully recruited a Digital Transformation Lead. Faith Nteogwuija joined us on March 1<sup>st</sup> and is working alongside the Practices to deliver ongoing improvement to services.

Key Priorities for the PCN and both Practices include:

- Improve sign up to the NHS App – with the aim of reducing paper prescription requests.
- Online access / proxy access for patients including care homes.

**Total Triage** - Both Practices have introduced new triage software to help the patient advisors / co-ordinators direct patients to the most appropriate healthcare professional. The triage software and patient flow is specific to the Practice. Drs Carrie Ladd and Liz MacKenzie have been working on the design for their own Practices and supporting their teams with the implementation.

**Community Pharmacist Consultation Service (CPCS)** - Ffion Baker, our newest Clinical Pharmacist, has been working with our local pharmacies and Practice teams to implement the CPCS service. We have started with a few conditions that can be treated by the local pharmacists but the aim is to extend the list of conditions as we gain confidence and raise awareness of the scheme.

**Menopausal Support – ‘Achieve’** are offering a 12-week online course designed to support and empower women experiencing menopausal symptoms. The program, tailored to women at any stage of the menopause journey, aims to provide valuable insights into the increased risks that menopause brings. The course will provide participants with evidence-based lifestyle tools to support with heart and bone health whilst sustainably losing weight to enable a happier healthier menopause.

**Pharmacy First** - All pharmacies in Wantage and Grove are now providing this service (see below for contact details). Pharmacies have private consultation rooms that can be used for consultations with patients, and pharmacists can see patients for clinical services without always needing an appointment. Every pharmacist trains for 5 years in the use of medicines and managing minor illnesses, so they are well equipped to provide health and wellbeing advice to help people stay well.

After a consultation with the pharmacist, the pharmacy will send a notification to the patient's GP on the same day or on the following working day. They are also experienced in spotting warning signs, otherwise known as red flag symptoms, which may warrant a referral to another healthcare provider. Patients with any of the conditions listed below can attend the pharmacy directly without the need for a referral from your GP.

<b>Problem</b>	<b>Age Range</b>
Acute otitis media	1-17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	Women 16-64 years

Allied Pharmacy, Mably Way, Wantage, Tel 01235 763028

Boots 50-51 Market Pl, Wantage Tel: 01235 765227

Bretts Pharmacy 11-12 Millbrook Square Grove, Tel: 01235 763941

Cleggs Pharmacy 3, Kings Walk, Wantage, Tel: 01235 763046

**Spring Covid Vaccination Programme** – people aged 75 years and over, those in care homes, and those aged 6 months and over with a weakened immune system are being offered a spring dose of COVID-19 vaccine. Both Church Street and Newbury Street Practices will be offering the vaccine to eligible adults only. They, unfortunately, do not have the resources available to deliver the vaccine to children who are immunosuppressed but we would like to reassure you that our local Integrated Care Board (ICB) are making arrangements for these children to be vaccinated. We will contact all housebound patients by phone to advise them when to expect their visit.

Vaccination clinics will be rolled out from the end of April through May at the Health Centre. Eligible patients will receive an invitation to book their appointment by text message or, if they do not have a mobile phone, will be contacted by one of our team who will arrange their appointment with them.

## Achieve Oxfordshire & Active Oxfordshire – Move Together

can help patients access the right activity to suit their needs and preferences, including home activity packs, mini exerciser loan scheme, short walking groups, exercise referral and many more activities for all age groups and all abilities. If you would like more information on the activities provided by Move Together, please do visit their website



[www.getoxfordshireactive.org/move-together](http://www.getoxfordshireactive.org/move-together) or contact their local coordinator on 07717 714477.

We are now very pleased to be able to host Achieve Oxfordshire at the Health Centre on the **3rd Monday of each month**. Patients can book appointments or just drop in. Keelen, from Achieve, can provide information on their services and sign patients up directly there and then. Achieve Oxfordshire is delivered by the innovative healthy lifestyle provider Thrive Tribe, and funded by Oxfordshire County Council. They have partnered with leading weight loss providers to offer a range of FREE programmes to help patients achieve their goals. They also have valuable tools and skilled Health Practitioners to give encouragement throughout the patient's weight loss journey. They have recently started a 12 week course in Wantage but also have virtual groups for those patients who cannot make daytime groups or would prefer virtual sessions.

**Child and Family Wellbeing Programme** - This exciting 12-week programme is fully funded by Oxfordshire County Council and therefore a free programme for children and their parents/carers. Gloji Energy is accessible to children aged 4-12 years old who have measured on or above the 91st Centile. There are both group and one to one sessions available, dependant on the needs of each family. Gloji Energy aims to create healthier children and families by supporting them to become more active and eat well.

**Did you know ....?** as Patient Groups we have a joint **Outreach Programme** that currently supports residents of local retirement homes by explaining to residents how to use the Health Service to get the best help for their needs and provides an opportunity to listen to concerns and feed back to both Practices. Eventually we are hoping to roll out this programme to a wider audience. If you feel your organisation might benefit from this initiative, please let us know via either; [NSPG@Wantage.com](mailto:NSPG@Wantage.com) or [churchstreetppg@gmail.com](mailto:churchstreetppg@gmail.com)

## Chronic Kidney Disease

### ***What is it? How do I know I've got it? What can I do about it?"***

Dr Ladd will be talking about this in a Zoom Session on 23 May at 7.30pm  
Meeting ID: 869 5365 4212 Passcode: 486400

**Missing Flu / Covid Vaccines** - We are still receiving reports of vaccine history missing in patient records. The Practices only record those administered at the surgery. *People who identify errors or missing doses in their or their child's record can now contact the service on 0300 561 0017. This service is for public-facing queries only*

### **Going on holiday ...?**

The UK Global Health Insurance Card (GHIC) now lets you get necessary state healthcare in EU countries, and some other countries, on the same basis as



a resident of that country. This may be free or it may require a payment equivalent to that which a local resident would pay. The UK GHIC has replaced the existing European Health Insurance Card (EHIC). If you have an existing EHIC you can continue to use it until the expiry date on the card. Once it expires, you'll need to apply for a UK GHIC to replace it. You can apply for a new card up to 9 months before your current card expires. A UK GHIC is free and lasts for up to 5 years. Apply for your new card through the NHS website. Avoid unofficial websites – they may charge you a fee to apply.

### **How to stay safe in the sun.**

Skin cancer is the most common form of cancer in the UK and rates continue to rise. At least 100,000 new cases are now diagnosed each year, and the disease kills over 2,500 people each year in the UK - that's seven people every day. Ultraviolet (UV) radiation from the sun can cause damage to the skin and lead to skin cancer. In fact, UV exposure is the main preventable cause of skin cancer. Experiencing severe sunburn, particularly in childhood, increases the risk of developing skin cancer in later life, so it's very important to protect yourself and your family.

So stay safe by;

**Shade** - Keeping cool in the shade is a good way of protecting yourself from the sun, especially if you are very fair skinned.

Just 10 minutes of strong sunshine is all it takes to burn pale

skin. Find some shade whenever possible, but especially in the middle of



the day, between 11am and 3pm, when the sun is at its strongest. Always keep babies and toddlers in the shade if you can.

**Clothing and a hat** - Consider t-shirts and hats even when in the water, especially for children and those who burn easily. A 'legionnaire' style hat with a wide brim is best, as it will shade the head, face, ears and neck. Baseball caps do not shade the ears or neck, and so are not as effective.

**Sunglasses** - UV radiation can also damage the eyes, and so sunglasses with good quality lenses that filter out the UV are essential. Those with an EU CE Mark are proven to offer safe protection. Styles that wrap around, and so do not allow sun in at the sides are better.

### **SPF 30+ Sunscreen – 50+ for children**

SPF stands for 'Sun Protection Factor' and refers to the level of protection against UVB radiation, linked to skin cancer. Look for a 4 or ideally 5 star UVA rating on the bottle which will help protect from UVA radiation, associated with skin ageing. Check the expiry date of your sunscreen, as out of date sunscreen will not be as effective and you risk burning.

**No sunscreen provides absolute protection**, so it should be used with the other lines of defence, and not alone. Generously apply sunscreen with SPF30 or more to all areas of skin exposed to the sun. A waterproof sunscreen is better, even if you are not swimming, as it protects you better if you sweat. Apply the sunscreen 20-30 minutes before going outside, and at least every 2 hours. If you swim or sweat a lot, use it more often. Remember using a towel or lying back on a fabric sunbed can rub the sunscreen off. Don't forget to protect your lips - using a SPF30+ lip balm.

### **Remember – if in doubt check it out!**

Most skin cancers can be cured if detected early. About once a month, check your skin for moles or marks that are changing or new. This is especially important if you are at increased risk of skin cancer. Tell your doctor about any changes to a mole or patch of skin, or a new mole or mark on adult skin.



**Tips for coping in hot weather** - Keep out of the heat if you can. If you have to go outside, stay in the shade especially between 11am and 3pm, wear sunscreen, a hat and light clothes, and avoid exercise or activity that makes you hotter.

Cool yourself down. Have cold food and drinks, avoid alcohol, caffeine and hot drinks, and have a cool shower or put cool water on your skin or clothes. Keep your living space cool. Close windows during the day and open them at night when the temperature outside has gone down.

**Patient Survey Results** – We are grateful to everyone who took the time to complete our patient survey during the first two weeks of March. We wanted to understand how patients use the services provided by both Practices to help us improve and promote services that are already available.

We asked....

**If you have used the online system for non-urgent medical advice, appointments or administrative enquiries, how easy did you find it?**

38% of patients have not used it while 42% found it not difficult, easy or very easy. 24% of patients prefer to contact the Practice by phone.

**Do you use the NHS App?**

53% of respondents do use the NHS App and 67% were aware that they can use the App to order prescriptions, view their appointments and GP health record. 75% of respondents said they would definitely or probably use the App to order their prescriptions in future as this is a much more efficient system.

**Whether patients were familiar with the other healthcare professionals at the health centre who are available to support and provide help and advice other than GPs and nurses.**

Whilst respondents were aware of our pharmacy team, nursing associates, first contact physiotherapist and mental health practitioner, respondents weren't always aware of our children's and wellbeing workers, social prescribers, care-coordinators and frailty practitioners. This is something we will be addressing and promoting.

**Are there services other than those already provided at the monthly Saturday morning clinics that would be beneficial?**

88% of respondents believed the existing services met their needs.

Suggestions for other services / appointment types will be considered by the Practices. We will use all the information from the survey to influence any changes / promotional activities we undertake in the future. **Thank You.**

**Research.....** Did you know that both Practices take part in medical research aimed at improving diagnosis or treatments of illnesses in conjunction with larger medical organisations or hospitals. More information will be given in later newsletters.



### **Landline Phone Changes**

Did you know landline phone switchover to digital phones is happening now in Wantage. Be aware new digital phones fail if there is a power cut preventing you from calling emergency services **unless you request a battery backup unit from your telecoms supplier.**

## Vale Community Impact

01235 765 348 [www.vci.org.uk](http://www.vci.org.uk)

16 Market Place, Wantage

OX12 8AE



VCI offers a variety of essential services such as lifts, companionship, etc. but one service that comes particularly recommended for the more mature amongst us, is help to complete the Attendance Allowance forms. Age UK also offer this service and the reason is because if one fills it in oneself it is more than likely you will not get it. There are experts at completing it at the VCI. The Attendance Allowance is paid to the over 65s who have disabilities and has 2 levels depending on the needs of the individual.

Please contact VCI for further information if you need advice on any of the services they offer – equally they are always looking for volunteers!

### **BUSES TO THE SURGERY:**

Please ask the driver if you are unsure of the direction of the bus.

**X1** – 2 times per hour via Mill Street and Denchworth Road. Drops on same side as Surgery. Travels to Grove via Main Street.

<https://www.oxfordbus.co.uk/services/OXBC/X1>



**S9** – 3 times per hour. Travels towards Grove via Grove Road, From Health Centre across airfield to Brereton Drive and Centre of Grove.

[https://tiscon-maps-stagecoachbus.s3.amazonaws.com/Timetables/Oxford\\_Timetables/S9\\_current.pdf](https://tiscon-maps-stagecoachbus.s3.amazonaws.com/Timetables/Oxford_Timetables/S9_current.pdf)

### **And Finally ..... Reminder Again!!!**

Please follow the traffic one-way system that is in operation at the Health Centre. There is no drop off in front of the entrance. Please remember when you park on the Newbury Street side you need to follow the road around to exit via the Church Street side. Your cooperation is appreciated and makes it safer for everyone.

