



Patient Participation Group

Charlbury Patient Participation Group Newsletter Issue No. 11 January 2021

CHARLBURY MEDICAL PRACTICE PATIENT PARTICIPATION GROUP

Welcome to the winter newsletter from Charlbury Patient Participation Group. We begin by thanking all the volunteers who have facilitated the smooth running of the winter flu clinics. Attendance at the 65 years of age and over was a record, the numbers coming forward from the vulnerable under 65s group was disappointing, as it is every year. The delays in the supply of the flu vaccine were caused by the provider. The medical practice is buying from a different supplier this year and hopes to be able to offer the flu vaccine in early autumn.

The Pfizer coronavirus vaccine arrived as expected in the second week of January. The distribution of the vaccine is co-ordinated at a regional level: Buckinghamshire, Berkshire West and Oxfordshire Integrated Care System, known as BOB. The medical practice had no say in when it arrived. The clinical lead for the rollout of the vaccine in the Rural West Primary Care Network is Dr Vivienne Austin, GP at Burford surgery. A team of ten clinical and administrative staff attend the vaccine clinics in Carterton. Much work goes on beforehand, telephoning and booking patients for the vaccine appointments. There are no extra staff to help with this, so it may be that some day-to-day issues will take longer to deal with. Please be patient and support the staff at the medical centre who are working extremely hard to make the vaccine programme a success.

It is hoped that supplies of the Oxford AstraZeneca vaccine will arrive this week. Vaccinations will take place locally. We are delighted to say that 80 volunteers have offered to help at these clinics. Read the latest news on www.thecharlburymedicalcentre.nhs.uk

The other band of volunteers we must thank are the Meet and Greet volunteers who are there to welcome patients every morning, in all weathers. This helps reception staff enormously.

Finally, thank you to Charlbury Town Council for granting the medical centre funds for the purchase and installation of an all-weather canopy at the entrance of the medical centre. The planning department has confirmed it can be erected under permitted development.

Articles in the newsletter:

- The Rural West Primary Care Network: what is it?
- New staff in the Rural West PCN
- The work of the Falls Prevention Service; when to dial 999 following a fall
- The NHS App: your own GP medical records one click away; how to access it, and the information it provides.
- Booking an appointment at the medical practice. When is my GP on duty?

What is a Primary Care Network?

Primary Care Networks (PCN) are groups of GP practices working together with a range of local providers. The networks are typically local communities serving populations of 30,000 – 50,000. In Oxfordshire 20 PCNs have now been formally agreed covering the whole Oxfordshire population.

Charlbury Medical Centre is in the Rural West Primary Care Network, working with: Burford surgery, Broadshires Carterton health centre and Bampton surgery, with a total of 31,500 patients.

The decision to join the “three Bs” was taken by the partners of Charlbury medical practice and Oxfordshire clinical commissioning group. The partners felt that Charlbury would work better within the Rural West, than say, the Rural North.

The Rural North PCN comprises: Chipping Norton Health Centre; Wychwood surgery; Bloxham surgery; Deddington surgery and Cropedy surgery, with a total of 45,500 patients.

As you can see, removing Charlbury from the Rural West would make that PCN too small, and adding it to the Rural North would make it too big. Witney and Eynsham PCN is already a large PCN with 51,000 patients.

At the time the Rural West PCN was formed, the patient group pointed out that people in Charlbury and surrounding villages had little or no association with Carterton, there is no direct public transport and some patients would have difficulty getting there. (It's quite possible that people living in Cropedy and Deddington feel the same way about Chipping Norton). The very welcome arrival of the Pfizer vaccination, delivered in Carterton has demonstrated the problems some people may face.

Additional services at Charlbury Medical Centre

Clinical Pharmacists

Charlbury Medical Centre is part of the Rural West Primary Care Network (PCN) The Rural West PCN has recruited a clinical pharmacist to work across all four practices.

Clinical pharmacists work as part of the general practice team to improve outcomes from medicines, have consultations with patients and treat them directly. They are highly qualified experts in medicines and can help people in a range of ways. This includes carrying out medication reviews for patients with long term health problems; advice for those on multiple medicines and better access to health checks. The role is pivotal to improving the quality of care and ensuring patient safety.

Having clinical pharmacists in GP practices means that GPs can focus their skills where they are most needed, for example on diagnosing and treating patients with more complex conditions.

First contact physiotherapists

The Rural West PCN has also recruited a first contact physiotherapist. Rhianon Stidever will hold a clinic every Friday and 1 in 4 Wednesdays in Charlbury. Her first appointments are on 22 January.

Chronic joint pain or osteoarthritis affects more than 8.75 million people. In addition, musculoskeletal (muscles, joints and bones) conditions also account for 30% of all GP appointments. First contact practitioners are physiotherapists with enhanced skills. They can help patients with musculoskeletal issues such as back, neck and joint pain by:

- assessing and diagnosing issues
- giving expert advice on how best to manage their conditions
- referring them onto specialist services if necessary.

It is possible that patients with back and joint pain, including conditions such as arthritis, will be able to contact the practice physiotherapist directly, rather than waiting to see a GP or being referred to hospital. Patients can also see a physiotherapist by speaking to the GP practice receptionist or by being referred by their GP.

Falls Prevention Service Oxford Health NHS foundation trust

Falls are not only the result of getting older, many falls can be prevented. The Falls Service offers help and advice to help older people avoid falls and to regain confidence if they have fallen. The emphasis is on assessment, rehabilitation and exercise as we know this is the most important intervention that helps to reduce falls and fractures.

The service offers home visits if patients cannot get out to a clinic or in the areas where the service does not have clinic space.

The Service

The service covers the whole of Oxfordshire and clinics are held at the outpatient departments of:

- Abingdon Community Hospital
- Wallingford Community Hospital
- **Witney Community Hospital**

The service is provided by specialist nurses/occupational therapists who offer a detailed assessment and make recommendations about medication, physiotherapy, home adaptations etc.

The service aims to see all patients referred to the service within eight weeks but the waiting time can be shorter than this. If patients are keen to be seen sooner than their allocated appointment and they are able to fill a last minute cancellation then please contact the office.

People can refer themselves. They can also be referred by their GP or any other health care professional.

For further information or advice contact the falls office by:

Phone: 01865 903400

Email: oxon.falls@nhs.net

Fax: 01865 262320

Operating hours are Monday to Friday 9.00-5.00pm.

The service aims to respond to telephones and emails within 24 hours.

10 tips to help prevent falls

1. Ask your GP to review your medications and ask about their side effects.
2. Have your eyesight checked once a year.
3. Wear your pendant alarm or consider purchasing one if you do not have one.
4. Increase your calcium and vitamin D intake (from dairy produce, bony tinned fish and sunlight).
5. If you fall, do not ignore it -let your GP know.
6. Put handrails on the stairs, doorways, corridors and in your bathroom.
7. Ensure your home is well lit, especially on the stairs and landings. Turn on a light when getting out of bed at night.
8. If possible, keep items in easy reach to avoid climbing, bending and stretching.
9. Ensure your shoes and slippers fit well and have your toe nails cut regularly.
10. Keep active. Try adding exercise to your daily routine as this helps to increase your bone strength, flexibility and balance

What to do if you fall

- Stop, think, plan and attract help.
- Use your care alarm pendant if you are wearing one or crawl to a telephone or bang on the floor or shout.
- Try to get up if you can.
- Keep warm. Cover yourself with anything to hand, for example a towel, rug, or blanket.
- Keep moving. Move the parts of your body that don't hurt to stop pressure on the bony parts.

An assessment

The falls specialist will talk to you about your falls and bone health. They will look at your medications. Remember to provide a current list.

You will have a basic physical examination which may last up to one-and-a-half hours so that the specialist can gain a good understanding of your falls.

What will happen?

The falls specialist is a qualified health professional (nurse or therapist) who has undertaken specific training in the diagnosis and the management of falls.

The falls specialist will

- carry out a falls risk assessment, an osteoporosis assessment and a medication review.
- ask you a few questions and conduct a basic physical examination. You may be able to bring along a family member or friend to accompany you.
- be able to give you advice on why you may have fallen and how to reduce the risk of further falls.

Following the assessment, the falls specialist will write a report that will be sent to you (if requested) and to your GP.

The specialist may suggest that you are referred to another service if they identify a specific problem.

If you fall again before your appointment with the falls specialist, please contact your GP immediately. Do not wait until your appointment with the falls specialist.

More information and online leaflets at:

https://www.oxfordhealth.nhs.uk/service_description/falls-service

Some examples of when you should dial 999 following a fall:

If you have been immobile on the floor for more than one and a half hours

If any of these precede or follow the fall:

Chest pains – from heart issues but also rib fractures which are sometimes missed

Dizziness

Shortness of breath

Limb weakness

Stroke symptoms

New onset confusion

If you can't remember what happened i.e. a collapse rather than a mechanical fall

If you've hit your head and are on blood thinners

If you can't get up and have no one to help you up – paramedics will pick people up who just can't get up by themselves if they have no other help

If you can't get up because it hurts too much

If you have any obvious serious injury/fracture - broken bone

If you have neck pain - even slight neck pain in the elderly should be investigated

If you get helped up but then your legs cannot bare your weight or you have hip pain or deformity

If you know how you fell (i.e. tripped over the cat or a table) and you feel well and you can get up easily or be helped up easily by others, without pain and there are no obvious serious injuries, then you can stay at home or call the GP when the surgery is open to discuss.

Use common sense. You can very gently try and move someone if they have no pain and if they can be helped up with no serious pain or discomfort, then it's OK to move them.

We are very grateful to a paramedic for providing this information, January 2021

There is a useful booklet about falls which includes an illustration of a good way to get up from a fall. It's called "Get up and go" and produced by Saga and the Chartered Society of Physiotherapy – available here:

https://www.nhs.uk/Conditions/Falls/Documents/SAGA_Falls-Prevention.pdf

The NHS App

Owned and run by the NHS, the NHS App is a simple and secure way to access a range of NHS services on your smartphone, iPhone, iPad or tablet.

The NHS App is free to download from the [App Store](#) and [Google Play](#).

You can also access NHS App services from the browser on your desktop or laptop computer.

Who can use the NHS App?

To use the NHS App, you must be:

- registered with a GP surgery in England
- aged 13 and over

If you're aged 13 to 15, you'll need to contact your GP surgery to request access to GP online services before you can use the app.

Why should I use the NHS App?

You can use the NHS App to:

- **get advice about coronavirus** – get information about coronavirus and find out what to do if you think you have it
- **order repeat prescriptions** - see your available medicines, request a new repeat prescription and choose a pharmacy for your prescriptions to be sent to

- **book appointments** - search for, book and cancel appointments at your GP surgery, and see details of your upcoming and past appointments (no online booking available at the moment)
- **see test results** – for tests ordered by the GP or nurse, and see whether they are within the normal range
- **get health advice** - search trusted NHS information and advice on hundreds of conditions and treatments, and get instant advice or medical help near you
- **view your medical record** - securely access your GP medical record, to see information like your allergies and your current and past medicines
- **register your organ donation decision** - choose to donate some or all of your organs and check your registered decision
- **find out how the NHS uses your data** - choose if data from your health records is shared for research and planning

After you download the app, you will need to set up an NHS login and prove who you are. All this can be done at home with some patience and perseverance. You only need to do it once. There is no need to visit the medical centre with your documents.

The app then securely connects to information from your GP surgery.

In the NHS App you can see when your repeat prescription order is:

- waiting for GP approval or undetermined
- approved by your GP or issued
- rejected or refused

You can contact your GP surgery or nominated pharmacy to find out when your medicine will be ready.

Unfortunately, at the moment we cannot book appointments online due to Covid-19 restrictions.

For more information visit: <https://www.nhs.uk/nhs-services/online-services/nhs-app/>

Booking appointments

Many of us have experienced the 8am rush to phone the surgery to make an appointment to speak to, or see a GP or nurse. If the consultation is needed that day, then please ring at 8am. You may not speak to your usual GP or nurse.

However, if your appointment is not needed urgently then please ring after 9am. This leaves the lines clear for people whose needs are urgent and require same day attention.

When is my GP on duty?

The table overleaf is copied from Charlbury Medical Centre website:

Doctors' surgery times may change due to unforeseen circumstances and at the time of writing due to Covid-19 vaccination clinics.

Doctor's Surgery Days, Treatment Days and Times

Doctors	Mon	Tues	Wed	Thurs	Fri
Dr Pippa Brookes-White	Out	Out	Out	In	In
Dr Laura Gillgan	In	In	In	Out	Out
Dr Kate McIntyre	Out	Out	In (PM)	In	In
Dr Nikki Jones	In	In	In	In (every other week AM only Women's Health Clinic)	Out
Dr Mel Hurney	In	In (AM)	Out	In (AM)	In

A timetable for **Nurses and Health Care Assistant/Phlebotomists** is also available on the website: www.thecharlburymedicalcentre.nhs.uk under "opening times".

Keeping up-to-date with the vaccine programme.

Please continue to look at the medical centre website for news about the rollout of the coronavirus vaccine: www.thecharlburymedicalcentre.nhs.uk

The patient group will continue to post information on Charlbury Town website, Enstone Parish Council website and Finstock Facebook page, and email patient participation group members with the latest news as it becomes available.

Please help by passing on information to friends and neighbours who do not have access to the internet.

Thank you.
22 January 2021