

Welcome to the latest Patient Participation Group newsletter

This is the first PPG Newsletter to be delivered by Genie. We hope you find it informative..

Adult Basic Life Support Training Goring Surgery - 10 April

The first session will take place at Goring Surgery on Weds 10th April from 1400-1500. Nurse Jenny O'Connor and Dr Jessica Reed will demonstrate the basics of Adult Basic Life Support (BLS) - what to do if someone collapses and how to do proper CPR. We will also talk about what to do if someone chokes.



This is NOT a "formal training session" – i.e., certificates will not be issued to attendees - this is purely an educational session for those interested.

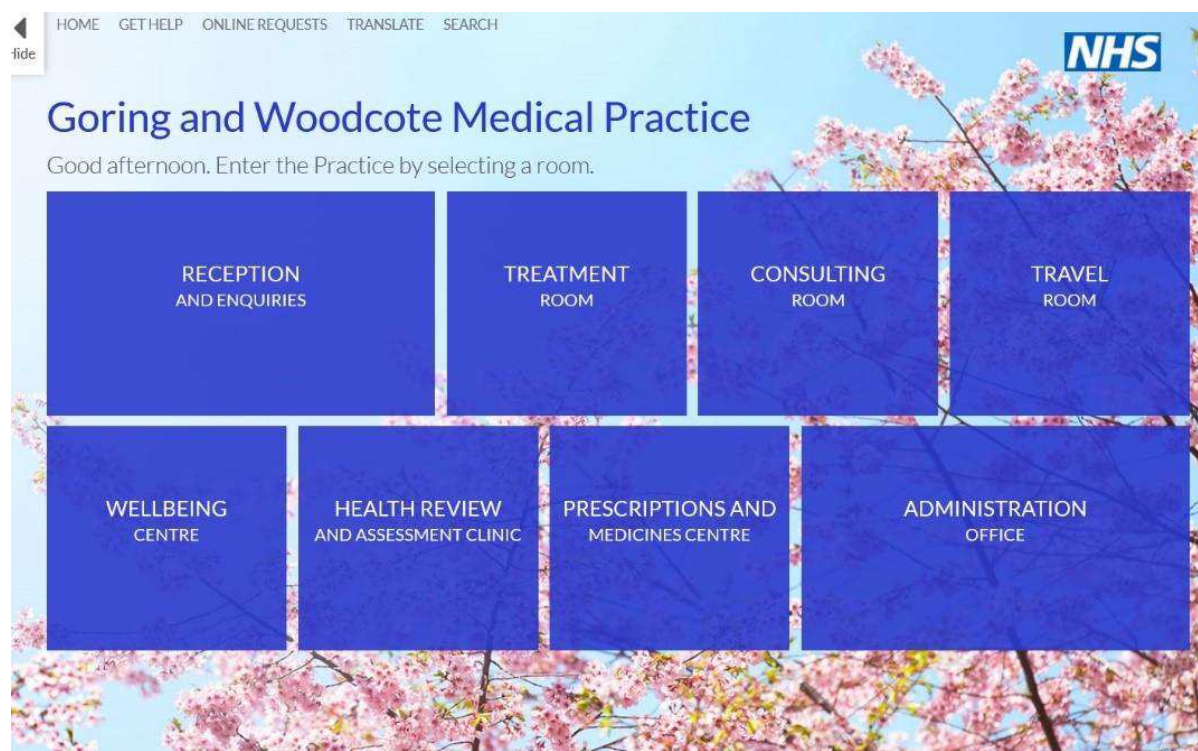
There will be 10 spaces available and a sign-up list for those wishing to attend will be available at Goring reception from 13 March.

These sessions will then take place monthly and will alternate between paediatric and adult BLS.

Online Systems available at the Practice

As some patients have already discovered it is now possible to contact the Practice using a choice of two online systems.

You can use the Practice Website <https://www.goringwoodcotemedicalpractice.nhs.uk/> and selecting one of the "Rooms" and shown in the screen shot:



If you have not tried this go to the website and explore the facilities that are available.

The service has recently been enhanced and we are now able to use a new application called eConsult. This is an online consultation programme that is being rolled out to practices across the County and our Practice was the first to make it available to its patients. You can access eConsult by clicking on the tab on the Practice website as shown in the screen shot below. You can also go straight to the page by using the link under the screen shot.



<https://goringwoodcotemedicalpractice.webgp.com/> (Direct link to the eConsult page)

eConsult gives you the opportunity to use a symptom checker that will help you decide whether your condition can be safely treated by you at home or with the help of a pharmacist. You can choose to refer your condition to your GP and you can expect a response from the GP or other clinician. The information eConsult will ask for will be the same as if you were talking directly to your GP. Please be assured that if you enter symptoms that indicate a serious condition eConsult will immediately tell you to seek urgent advice by advising you to seek urgent medical attention.

Once you have completed the eConsult symptom checker you will be able to submit it to your GP and you will get a response by the end of the next day. This system works very well and saves you and the surgery staff time. Of course, none of these online systems replace the ability to phone reception and make an appointment if that is your wish.

In addition to the website and eConsult you are strongly recommended to register for Patient Access which is the online tool for booking appointments, ordering repeat prescriptions and importantly viewing your medical record including test results. If you have not already registered, you can do so by completing a form at the surgery to start the registration process.

If you have trouble with any of these systems the PPG is ready to help, so drop us an email at goringwoodcoteppg@gmail.com.

Earwax Removal

We know that a number of patients are unhappy that the Practice no longer provides earwax removal treatment.

Currently there is little alternative to going private for cases where you are not able to satisfactorily treat yourself. Please be assured we are continuing to exert every pressure we can on the Clinical Commissioning Group to fund the service so that patients can be treated locally when needed.

We raised this issue with the CCG in July 2018 and currently it appears that even if funding is found procurement of a service is unlikely to be completed until Autumn of this year. We believe that this is totally unacceptable. If this situation continues to be of concern to you please email us at goringwoodcoteppg@gmail.com so we can



add further weight to the cause. Please also register your concern with Healthwatch Oxfordshire visiting their "Share Your Experience" webpage at <https://healthwatchoxfordshire.co.uk/share-your-experience/>.

Please note that one of the reasons given for the delay in settling this issue appears to be that "Not Enough Patients are Complaining" about the lack of service.

Healthshare

Healthshare is a private company that was contracted by the OCCG to provide musculoskeletal (MSK) services including physiotherapy across the County. The service has been poor and Healthshare have not delivered the quality of service that is required. If you have suffered issues such as waiting times, poor response from their help desk etc please continue to register your complaints with the service.



<https://healthshareoxfordshire.org.uk/complaints-concerns-or-compliments>



Our Next Open Meeting 1100-1230 on 15 June 2019 – Goring Village Hall

Our next open meeting will be entitled - "*The Future of your Practice*". Dr Simon Morris (Practice Executive Partner) will provide some vital insights into the running of the Practice and describe the pressures of the Practice when faced with increasing demands and financial constraints. He will also look at the changes that are in the air from new planning directives and the aspiration of more integrated working between community and secondary healthcare. We have been expecting change for some time – now it's about to arrive.

Please make a note in your diary.

If you are not already registered with the Patient Participation Group, please [register here](#).

To learn more or make comments on items in this newsletter, please email goringwoodcoteppg@gmail.com.

PPG Newsletters provides news from and about the Goring & Woodcote Patient Participation Group. If you like receiving this information and feel that others will benefit, **please forward to others** and encourage them to [subscribe](#) to the newsletter and to [register](#) with the PPG.

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