

Welcome to the latest Patient Participation Group newsletter

In this issue: farewell to Dr Richards, life support training for children, minor eye condition service, earwax removal update and more...



Farewell Dr Stephen Richards Saturday 15 June, Woodcote Village Hall, 3.30-6.30pm

The Goring and Woodcote Medical Practice wish to inform patients that after 30 years of working as a GP for the Goring and Woodcote Medical Practice, Dr Stephen Richards has decided he will be retiring from the Practice. Stephen's last day of work will be Monday 10 June at the Woodcote Surgery.

There will be a farewell tea party (with cakes!) to be held at the Woodcote Village Hall on Saturday 15 June from 3.30-6.30 pm. All are welcome to pop in and wish Stephen farewell.

The Partners have advertised for a doctor to replace Stephen but at this time we have not appointed his replacement. Patients are welcome to see any of the doctors at either Woodcote or Goring until such a time as a new designated doctor is appointed.

Basic Life Support Training for Children Goring Surgery – 8 May 2019

The next BLS session will take place at Goring Surgery on Wednesday 8 May from 1400-1500. Nurse Jenny O'Connor and Dr Jessica Reed will demonstrate the basics of Basic Life Support (BLS) for Children – what to do if a child collapses or is choking.



This training session is designed for anyone responsible for a child's care e.g. parents and maybe grandparents.

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.

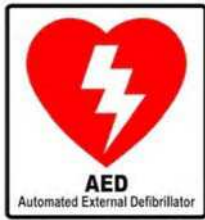
There will be 10 spaces available and a sign-up list for those wishing to attend will be available at Goring reception.

Adult BLS Training 10 April Feedback

The first BLS session proved very popular and was oversubscribed. All those who attended commented on how worthwhile the session was and how everyone should have the basic skills of applying CPR and how to use an Automated Emergency Defibrillator (AED). It quickly became clear that we were all uncertain where the AEDs are located in our area. Our investigations show that AEDs are located at:

- Goring Village Hall
- Goring and Streatley Railway Station
- Goring Sheepcot Pavilion





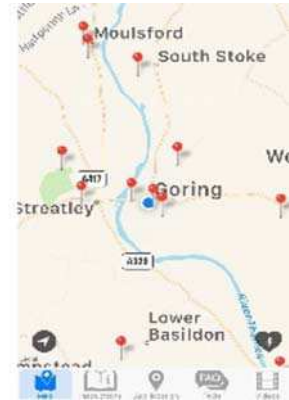
- Goring Fire Station Icknield Road
- Streatley – the Combe House
- South Stoke – the Perch & Pike pub
- Woodcote Village Hall
- First responders each have an AED

Both Surgeries are also equipped with AEDs which are reserved for use by clinicians attending emergencies and are not available

for public use.

For those who have smart phones it is recommended that you download the app 'Save a Life' that shows registered AEDs on a map with additional information and guidance. It is available from the Apple App Store and Google Play. The screen shot shows the map information, in addition the app provides help on what to do when dealing with a casualty

Also recommended it is a very useful check list for CPR in the app called iResus, again available for Apple and Android.



Minor Eye Condition Service (MECS)

The Oxfordshire Minor Eye Conditions Service provides assessment and treatment for people with recently occurring minor eye conditions. The service is provided by MECS accredited optometrists (also known as opticians) across Oxfordshire who have specialist knowledge, training and skills.

Minor eye conditions that can be treated by the service include:

- Red eye or eyelids
- Dry, gritty, irritable and uncomfortable eyes
- Significant recent sticky or watery discharge from the eye
- Recently occurring flashes and/or floaters
- In growing eyelashes
- Foreign body in the eye
- Unusual eye appearance (lumps and bumps)

There are two optometrists in Wallingford who provide this service:

- Patricia Hayselden & Partners 60 St Mary's Street, Wallingford, OX10 0EL 01491 835466
- Robert Stanley 8 St Martins Street, Wallingford, OX10 0AL 01491 837033

If you contact the Surgery and are suffering from a minor eye condition the receptionist will advise you to contact one of the approved optometrists to make an appointment. You do not need a referral and you may contact the optometrists direct and make an appointment. The optometrists providing the MECS service have expert knowledge and the right equipment to provide a thorough eye examination, diagnosis and advise treatment. If necessary, they are able to refer you to an Eye Hospital for further investigation. Please note that you are advised to phone the optometrist to make an appointment before visiting.

A full description of the MECS service is available at <https://www.oxfordshireloc.org.uk/public/minor> which includes a full list of MECS optometrists across the county.

If you feel your condition is urgent you can still make a Triage request to the Surgery and ask for a call back from a clinician for advice. You can also call NHS 111 to seek advice.

Earwax Removal

Since our last newsletter we have had a further discussion with the CCG to gain a fuller insight of the plan to deal with the current unacceptable position regarding the availability of an accessible earwax removal service. There are a number of possible solutions to the problem which are still being investigated, however since they all have cost implications the CCG will be seeking ways to fund the service. There are three situations where earwax removal may be necessary:



- Prior to an audiology appointment for fitting of hearing aids
- In preparation for an audiology review
- To deal with a build up of earwax which is affecting hearing

The CCG intends that the first two situations should be dealt with as part of the audiology service contract, it is the service for the third category, which has traditionally been treated at GP practices and is now under review.

To date, apart from our regular complaints about the lack of service, there has been no patient representation and input into the commissioning process. Our PPG will now be filling that gap. We will plan to bring you regular progress reports.

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.

Following on from our report last month, clinicians are continuing to complain about the service on behalf of patients. They are also pointing out that the time they are spending sorting out Healthshare problems is impacting on the time they have available for normal consultations. Once again if you have suffered issues such as waiting times, poor response from their help desk etc please continue to register your concerns with the service.



National Association for Patient Participation (N.A.P.P.)

We are an affiliated member of NAPP. A monthly eBulletin is produced by NAPP and sent to all member PPGs. A copy of the April edition is attached ([click here](#)) and contains information about NHS Long Term Plans. You may be aware that the NHS Long Term Plan (LTP) amongst other things is asking all medical practices to join Primary Care Networks (PCN). A PCN, by definition, must have a minimum of 30,000 registered patients. The expectation is that by joining forces to a certain extent the PCN or "Neighbourhood" will be able to provide more services for patients by pooling resources.

If you would like to know more about this new concept at Item 4 there is a list of frequently asked questions and at Item 5 a podcast which discusses the proposal, please be warned both of these items are rather technical! Our Practice, which currently will be grouped with Wallingford and Benson, will tell us more about this topic at our PPG Open Meeting on 15 June.

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.

The PPG newsletter is distributed by GENIE. Also, to ensure you consistently receive the e-mails it is suggested that you either 'whitelist' subscribe@genienews.org or **add us to your contact list**. More details on other Genie newsletters [here](#).