

## Welcome to the latest Patient Participation Group newsletter

This issue reports: flu clinics, open meeting in Woodcote and advice from the Practice for best use of available medical services. Also, we have included the latest eBulletin from N.A.P.P.

### Flu Clinics

**Goring & Woodcote  
Medical Practice**



**Saturday flu clinics  
now booking !!**

**Goring Surgery**  
**\*12 October\*** *(only for those aged 65 years & over)*  
**9 November**

**Woodcote Surgery**  
**\*19 October\*** *(only for those aged 65 years & over)*  
**23 November**

Please remember that if you receive your flu jab from any provider other than the Practice, you must report the details to the Practice so that your medical record can be updated. It is important that your immunisation record is complete so that the Practice can monitor the level of immunisation of its patients, and to help prevent patients accidentally receiving more than one dose – which is potentially dangerous. Clinics on the 12 and 19 October are for those over 65 only.

### Open Meeting

14:00-15:30 16 November 2019 – Woodcote Village Hall

By popular request the open meeting entitled “The Future of your Practice” which took place in Goring in June, is being repeated in Woodcote. Talks will be given by Dr Simon Morris (Practice Executive Partner) and Dr Ed Capo-Bianco (Partner and Locality Clinical Director). Dr Morris 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.



Dr Capo-Bianco will provide an update on the use of new online systems that are available and the new ways of contacting the Practice which now includes access to online consultations through eConsult. He will also talk about the progress with the introduction of Primary Care Networks (PCN). Practices will be grouped in networks comprising a minimum of 30,000



patients. In our case the Goring and Woodcote Medical Practice will be grouped with Wallingford and Benson. Please note the practices will remain independent entities. Drs Simon Pettitt and Jessica Reed are the joint clinical directors of our PCN. This role is in addition to continuing to provide care for their existing patients.

**We are sure that you will have many questions to ask at this important meeting. Please email them to [goringwoodcoteppg@gmail.com](mailto:goringwoodcoteppg@gmail.com) at least 24hours before the meeting so we can facilitate an efficient question and answer period at the end of the meeting.**

## **Goring & Woodcote Medical Practice**

### **How to Access the Best Service for You**

**“RED FLAG” SYMPTOMS DIAL 999** – A “Red Flag” is a worrying symptom requiring urgent medical attention, for example, sudden onset of pain and feeling unwell, sudden onset chest pain, children under 2 with a high temperature and a non-blanching rash, a possible stroke (think FAST – Facial drooping, Arm weakness, Speech difficulties, Time to call emergency services), a head wound which will not stop bleeding, sudden onset abdominal pain, sudden shortness of breath. The main focus is timing. Dial 999 for emergency assistance.

**TRIAGE SYSTEM** – We offer our patients phone access to a GP for same day, medically urgent issues. To protect your health, we want to minimise the time anybody spends in the waiting room, so please telephone from home, rather than coming to the Practice, as soon as you are aware of the problem, and wait there for the triage doctor to call you back. Please note that we do not offer a “walk-in” service. When phoning our reception, please give your name, date of birth, phone number for contact and a brief outline of what the problem is. This helps the triage doctor assess the urgency of your call. The receptionist may be able to signpost you to a more appropriate service. The triage doctor will usually call you back within the hour, and often sooner. Please don’t wait until the end of the day to call us (we hand over to the NHS 111 service at 6.30 p.m. each week day). We are closed on Bank Holidays and weekends so you should contact the NHS 111 service at this time, or dial 999 at any time, if you have a medical emergency.

**“WALK-IN” PATIENTS** – We are noticing an increasing number of “walk-ins”, i.e. those patients who present in the surgery, rather than phone us, asking to see a doctor with what they assess is a medically urgent problem that needs managing today. If your problem is medically urgent for today, it is the best use of your time and our doctors if you remain at home and call us via our triage system. The triage doctor might not be at the site that you walk into. Please note that we are not a “Walk-in” Centre. If you are in doubt about what service you require for your medically urgent problem, our team can advise you by phone, which may save you an unnecessary visit to the surgery.

**MINOR INJURY UNITS** – Many patients go to Accident and Emergency Departments (A&E) when they could be treated just as well, and probably quicker, at a Minor Injuries Unit (MIU). X-Ray facilities are available at the Minor Injury Units at certain times. You don’t need an appointment to visit a Minor Injuries Unit. They are run by a highly qualified team of nurse practitioners, who have a lot of experience and expertise in the treatment of minor injuries. You can also phone NHS 111 to seek advice and/or pre-book an appointment with one of the Minor Injury Units. What can MIUs treat?

Sprains and strains	Minor head injuries
Broken bones	Insect and animal bites
Traumatic wound infections	Minor eye injuries
Minor burns and scalds	Injuries to the back, shoulder & chest

Our local **Minor Injury Units** are:

Henley - Townlands Hospital - telephone 01865 903755,  
Thatcham – West Berkshire Community Hospital – telephone 01635 273508

To be certain of their opening hours, it is wise to check online or call before you visit. See our website for further details about MIUs in our locality. There is also a First Aid Unit (FAU) at Wallingford Community Hospital (but no X-Ray facilities). Please call ahead of visiting to ensure it is open and to check it is the most appropriate place to attend in light of your injury or medical problem – 01865 903471.

**e-CONSULTS** – You can now take advantage of our new and exciting e-Consult service via our website, please use the link shown here [www.goringwoodcotemedicalpractice.nhs.uk](http://www.goringwoodcotemedicalpractice.nhs.uk). This is for routine, non-urgent medical issues. You will be asked to complete a form which will help the doctor assess your medical problem and give you safe and prompt advice. You can expect to receive a response from your GP (or their buddy doctor), within 48 hours (Monday to Friday) or often sooner. Try it out and see what an excellent service this is. We have already received very positive feedback from patients who have accessed our e-Consult service.

**TELEPHONE CONSULTATIONS** – You can ask our reception team to book a telephone consultation with your usual GP for an issue that can be managed over the phone in a 5 minute appointment. You will be given an approximate time that your GP will phone you. Please have your phone to hand at this time, but note that the GP might call you slightly later if they have had a very busy and over-running surgery.

**EVENING AND WEEKEND APPOINTMENTS** – We offer a wide range of evening and weekend appointments with doctors, nurses and our HCAs. These are aimed primarily at our patients who may find it difficult to attend during the daytime, e.g. if they have work or carer commitments that make this difficult.

**QUERIES OR PROBLEMS RELATING TO SECONDARY CARE** (eg Royal Berks Hospital) – If you have not heard back about the result of an investigation, e.g. a scan, which was requested by your secondary care consultant, or the outcome of your visit to them, please contact the hospital rather than coming back to the Practice. We do not get the results before you do.

**ONLINE ACCESS** – Please make sure that you have signed up for online access at the Practice. This will enable you to book and cancel appointments, see your blood results, order your repeat medication and access other helpful information from your medical record.

**OUR WEBSITE** – [www.goringwoodcotemedicalpractice.nhs.uk](http://www.goringwoodcotemedicalpractice.nhs.uk). Please make good use of our website. It has lots of useful self-care information and advice on how to access services. You can even request a sick note via our website which may save you a visit or phone call to the surgery.

**OUR TEXTING SERVICES** – If we have your mobile phone number on record (unfortunately, you cannot use our texting services if you share a phone number with your partner or other family member), we will text you with a reminder of your appointment with us. We can now also use our new accuRx system to send you text messages, for example, to let you know that your referral information is ready for collection at the surgery, or a message from your doctor regarding results of your recent investigations. Please note, however, that this is a non-reply service. If you have a query relating to the message you have received, please telephone us or send a message via the website or to our generic email address which is [gandw.admin@nhs.net](mailto:gandw.admin@nhs.net).

Some of our routine appointments are released on a daily basis for a week ahead. These are available online or by calling either of our surgeries – Goring 01491 872372 or Woodcote Surgery 680686.

As you can see, there are lots of exciting developments happening at the Practice. Please help us to help you by using the most appropriate and safest method of getting medical help and advice from our team. Do check that we have your correct mobile phone number on your medical record. Just ask our team about this next time you contact or visit us, or send in an update via our website.

Julia Beasley, Practice Manager, October 2019

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## September eBulletin from N.A.P.P

The latest eBulletin is [available here](#), there are several interesting articles in this month's edition. You might want to glance at the articles covering the role of the clinical pharmacist and social prescribing. You may have already heard that a clinical pharmacist started work with the Practice on 1 October.

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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](mailto: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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