



NewsWATCH

The Watlington & Chalgrove GP Practice Newsletter



Issue 006

Email us at: wat.chal@nhs.net

October 2012

PPG Members

Watlington

- Roger Beattie
- Josephine Carrington
- Jenny Tindale
- Doreen Hobbs
- Shirley Brown
- Beryl Parkinson
- Jacky Wagstaff
- Marian Davis

Chalgrove

- Neil Topping
- Evelyn Chakera
- David Lee
- Ann Reed
- Lesley McCourt
- Gill Walker
- Lynn Baker
- Peter Grout
- Helen Moss-Black
- Audrey Mainwaring

If you have any issue that you would like raised at a PPG Meeting, please contact any of the above or email us.

Special points of interest:

- Satisfaction ratings
- Flu Campaign
- Try Online
- Make a Date & Keep It
- Gluten Free News
- Remember III
- News of Doctors

Contact Us
By Email

wat.chal@nhs.net

Surveying All We See!

It doesn't seem that long ago that we were giving you the feedback from last year's Patient Satisfaction Survey and now, here we are, letting you know the plans for this year's survey.

As in previous years, questionnaires will be given to all patients attending either of the two surgeries during one week in November.

The Practice values the feedback that it gets from this survey and is looking in to extending the

distribution of questionnaires to include, for example, the Drop-In Centre and Icknield School, in order to get the opinions of patients who may not have cause to visit the surgery that week.

The survey usually throws up some issues - surgery waiting times usually get a mention for example - and the Practice then draws up an Action Plan to address these issues.

Watch out for details on what has been achieved following last year's survey in the next Newsletter.

'Flu Campaign

By the time you read this, letters will have gone out, posters will have been posted and articles will have appeared in local publications, all advertising the 'Flu Jab Days - Tuesday 16th October in Chalgrove and Tuesday 24th October in Watlington.

The Department of Health has recommended that we offer vaccination against Influenza to all our patients over the age of 65 and also to patients who suffer from a 'high risk' condition such as asthma, heart disease, diabetes or kidney disease regardless of their age.

People who are the main carer for an elderly or disabled person are also encouraged to be vaccinated.

Hopefully, the majority of those people mentioned above will have been able to attend one of the 'flu jab days to get early protection.

If you know anyone who should have a jab but is reluctant to go, please encourage them to do so.

If you think you need a jab but have not received a letter or cannot attend on either of these days, contact the surgery to make an appointment.

Make sure you get your jab to have the best chance of staying healthy through the winter!

Don't Forget!

That you can now book appointments online. It only takes a minute and you can still book via the telephone if you wish. It just gives you the extra option to book an appointment with the Doctor if the reception is closed. Ask one of the Receptionists for details.

Are You Guilty?

Are you one of the 165 people who failed to turn up for an appointment in July or one of the 133 in August?

Do you realise that this represents a total of 49 hours wasted for staff or 49 hours that could have been used to offer appointments to other patients?

The Practice realises that it is not always possible to keep an appointment but a quick call to the surgery would release that slot for someone else - or you can cancel on-line if you have registered for on-line booking of appointments.

Remember the slogan

'Make an appointment- keep an appointment'.

Gluten-Free Products

Traditionally, Coeliac Disease sufferers have been able to obtain gluten-free products on prescription.

However, from 1 October 2012 a change in policy by the Oxfordshire Health Trust means that sufferers will only be able to get prescriptions for bread and flour, and not pasta, pizza bases, sauces, cereals, cakes or biscuits.

Oxfordshire has historically spent up to £350,000 annually on prescriptions for gluten-free foods for people with coeliac disease.

One reason the Oxfordshire Clinical Commissioning Group decided to review this service is that gluten-free foods are now much more readily available in supermarkets and other retail outlets, and, prescriptions for food are not provided for other groups of patients (for example, diabetics).

The Authority was initially looking to stop all prescriptions but after a consultation process involving a questionnaire survey of members of the public as well as doctors, pharmacists, dieticians, and patient support groups such as Coeliac UK the above decision was made.

A review of the situation will be carried out at the end of June 2013.

Other Health Authorities in different parts of the country are at liberty to make their own decisions as to future prescribing of gluten-free products.

111 - A Number to Remember!

Many of you may have dialled the out-of-hours telephone number only to have to wait until someone is free to ring you back.

Now, thanks to a new service that is currently being trialled in some areas of the country, you can dial **111** whenever the surgery is closed and you will get through to a trained adviser who will be able to help you with urgent but not life-threatening situations.

**One, One, One
That's the one!**

These advisers are supported by experienced clinicians and will assess your symptoms and advise you whether to go to A&E or tell you where the nearest out-of-hours Doctor is, can call for an ambulance etc.

It is NOT intended to replace the 999 service and should NOT be used for life-threatening emergencies.

Oxfordshire is one of the areas now covered by this service which should be nationwide within the next 18 months.

Check out

www.oxfordshirepct.nhs.uk/local-services/111
for more details.

New Faces

Patients attending Watlington surgery during October will notice a new face during Dr Nicholson's absence.

Dr Ashall will act as a locum for a month and she will take over Dr Nicholson's surgeries.

Dr Hoy will be continuing as a locum at the Chalgrove surgery until the end of the year.

Medical Article

There is no special feature this month but that is no reason not to check out the Practice's website

www.watlington-surgeries.nhs.uk

for up-to-date and useful information about your GP Practice as well as national NHS news.

You can also e-mail us with any comments or queries: at wat.chal@nhs.net.

We would welcome your feedback.