



# NewsWATCH

The Watlington & Chalgrove GP Practice Newsletter



Issue 017

Email us at: [wat.chal@nhs.net](mailto:wat.chal@nhs.net) - Website [www.watlington-surgeries.nhs.uk](http://www.watlington-surgeries.nhs.uk)

November 2015



Patient Participation Group

## Members

### Watlington

- Roger Beattie
- Doreen Hobbs
- Marion Davis

### Chalgrove

- Neil Topping
- Evelyn Chakera
- David Lee
- Ann Reed
- 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:

- Know Your EPS!
- Get Set with Repeats!
- Kid's Stuff
- Get more Texts
- All About Flu!
- School's Out
- A Plea for Help

Contact Us  
By Email  
[wat.chal@nhs.net](mailto:wat.chal@nhs.net)

## EPS is Coming!!

EPS stands for the Electronic Prescription Service whereby GPs can now send prescriptions electronically to the pharmacy of your choice, without the need for the green paper prescription which has to be physically taken to the pharmacy.

### • Why should I use this service?

Prescriptions should normally reach the pharmacy faster and improve accuracy. It will also be easier to 'track' a prescription to find its location and you won't have to collect any paper prescriptions from the surgery.

### • When is it starting?

The Brook Surgery is going 'live' on the 11<sup>th</sup> November.

### • Do I need to do anything?

If you would like to sign up, you can ask your prescriber to make the nomination for you or the pharmacy of your choice. If you do not want to participate with EPS then you do not have to, it is not mandatory.

### • But I don't always get everything from one pharmacy!

You can only nominate one pharmacy and one appliance contractor (if you require catheters, leg bags, stoma products). If you do need a one-off prescription to be sent elsewhere for any reason this can still be done. You can also change the pharmacy that you have nominated at any time by letting your prescriber or any pharmacy know.

### • Can I still order my prescriptions with a paper repeat?

Yes, EPS affects how the pharmacy receives your prescription rather than how you request your medication.

### • Can all medications be sent electronically?

All medications except controlled drugs (e.g. tramadol, morphine, phenobarbital) or hand written items. These prescriptions will still need to be collected in the normal fashion.

### • Are my details safe when they are sent electronically?

Yes, they are encrypted onto the secure NHS Spine and only persons registered with a 'Smart Card' are allowed to access them. All Smart Card holders are background checked and only allowed to use them within their set parameters. For example, at Chalgrove Pharmacy the Pharmacist has a smart card and dispensers. We can only access the prescription that has been sent; we cannot access medical records or test results.

## Ordering Repeat Prescriptions

### • A medication on repeat - what does that mean?

This is a medication that the prescriber will prescribe without seeing the patient every time it is needed. Usually this is for a long term medication or for items needed regularly. If you are trying something new or need to keep the prescriber informed about your progress this will not be put on your repeat medication list immediately.

### • Do I just go into the pharmacy with my repeat prescription?

The white side from your original prescription should show you a list of all the medications that are on your repeat prescription list to be ordered when needed. The repeat request is only a list of

medications to request - it is **NOT** a prescription. You will need to tick **ONLY** the items needed. If handed in without any ticks, all medication will be requested, leading to

excess medications. Once you have handed in the white repeat request slip it can **take up to 3 working days** to submit the request to the Surgery and an NHS prescription returned to the pharmacy ready for us to dispense. NOTE: you can also hand a repeat request into the Surgery which may be quicker if you have missed our daily drop off (10am Mon to Friday).

### • I need my medication urgently....

**what do I do?**  
You should contact the Surgery, and they may be able to process repeat medication requests within 24 hours if they deem it necessary. If the Surgery is closed the Pharmacist may be able to supply a small quantity of your medication if they deem it a true emergency, and a charge will

be applied for the cost of the medication, dispensing fee, clinical check and mandatory record keeping costs.

Many thanks to Louise at Chalgrove Pharmacy for the above articles.

## The Children's Centre

At our last PPG meeting Helen Rints, the Manager of the Children's Centre, gave us a really interesting and informative talk on the work of the Centre. We were amazed at the range of services and support that this offers families in Chalgrove and Watlington.

For those that don't know, the Children's Centre is actually based in two locations; Chalgrove Primary School and Watlington Primary School. The Centre operates 363 days a year and offers a wide range of activities for the under 5s including baby clinics, art and craft sessions, music, and language development. It also has a programme of early intervention strategies to address problems such as obesity, for instance, before they become major issues.

The Centre runs many classes, First Aid is an example, but in addition to all this, the Centre offers targeted support for families with problems related to a whole range of issues including housing, marriage breakdown, domestic abuse etc. It really is a one-stop shop for families with young children.

Having heard how valuable and well-used this Centre is - 48,000 people have passed through the doors - we were disappointed to hear that its future is not certain. There are plans to close the 44 Children's Centres and 7 Early Intervention Hubs in Oxfordshire and replace them with just 8 Children and Family Centres. There will be a period of consultation between now and December and we urge you to **respond to the questionnaire** which can be found at <https://consultations.oxfordshire.gov.uk/consult.ti/eiservicesreview/consultationHome>. The Centre supports so many families in so many ways and cuts today will inevitably mean more expense tomorrow. Look out for further details in due course and for more information check out the local publications.

## Don't Become a DNA

That's a "Did Not Attend" and the number of patients who simply do not turn up is far too high. On average there are 30 DNA patients every week!

As we have said before, this is a waste of staff time and money and takes a slot away from another patient.

If you have misplaced your appointment card or forgotten to put the date on the calendar there's now an up-to-date way to make sure you do not forget an appointment. If you give the Practice your mobile phone number they will send you a text message confirming the date and time of your appointment and a reminder 48 hours before it's due. You have to opt in to this service so register today!

Make sure you never forget an appointment; it's so easy and everyone benefits.

## Flu Days Flew By!

This year's 'Flu Clinics were well attended with over 1300 patients receiving a jab. 73 patients aged 70 or 79 also received the shingles vaccine; you may remember we told you about this new service last year. If you received a letter inviting you to attend one of the clinics but could not make it you can still have the jab - just make an appointment at the surgery. Some pharmacies are offering a 'flu jab (but not the shingles vaccine) but please be aware that you should only have one 'flu jab a year.

All children aged between 2 and 6 years old have also been offered the nasal 'flu vaccine again this year via a letter to parents or guardians.

The Practice is now offering 7.30 a.m. appointments at Chalgrove on Tuesdays. These slots are intended for patients who cannot attend during normal surgery hours.

There will be a Doctor, Nurse or Health Care Assistant on duty on a rotational basis.

## School Project Update

We are delighted to report that the partnership which is developing between the Primary School in Chalgrove and the GP Practice is proving that not all reports sit on a shelf gathering dust once they have been written. The consultation document (see Last October's Newsletter or the Practice website [www.watlington-surgeries.nhs.uk](http://www.watlington-surgeries.nhs.uk)) highlighted the children's perceptions of, and expectations for, the Doctor's surgery. Discussions with the children and Practice staff have led to a number of initiatives designed to make a child's visit to the Doctor more relaxed and the surgery itself more child-orientated. Don't worry; this doesn't mean toys all over the floor and cartoons on a screen. One suggestion was a notice board for the children. The School is now running a competition for the pupils to design this notice board which they will call 'The Health House'.

## No One Reads the Newsletter Do They?

As your PPG we aim to keep you informed of health-related initiatives, local changes in provision, proposed cuts to services etc. and to let the Practice know your views on the service it provides. Our main form of communication is this Newsletter but if patients don't read it there is no communication. So, in an effort to get the news to the people, we will be submitting more articles to the local publications so watch out for these. You need to know what is going on and, likewise, the Practice needs input from you. Read the articles and let us know what you think. Better still, join the PPG and have a direct input in issues relating to the Practice. We need a wider representation in the Group (we're all the wrong side of 50) and there are **only 12 of us representing the 7501 patients registered with the Practice.**

If you can spare 2 hours three or four times a year then please join us; the more the merrier. Patients in Watlington and the smaller villages covered by the Practice - we especially need more of you. E-mail us on [wat.chal@nhs.net](mailto:wat.chal@nhs.net) or come along to our next meeting on 13<sup>th</sup> January, 7.00p.m. at the Watlington surgery.

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### ....and finally

After over 33 years as a GP in Watlington and 39 years as a doctor, Steve Nicholson is retiring from medicine at the end of 2015. On behalf of the Patient Population we would like to thank him for the fantastic support he has provided and wish him a long, happy and healthy retirement.

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