

Chippy Health

Spring 2018

For the Patients of Chipping
Norton Health Centre



chipping
norton
health
centre



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Why a test could save your life. **See Page 2.**

On-line PPG up and running.

Learn about our new "on-line" PPG forum we are launching to make it easier to provide feedback to the PPG. **See page 7.**

Who do you think you are?

Learn a bit more about the fantastic people who work at CNHC - this time its Annette Pinfold on **Page 4** & Luis Fernandez on **Page 3.**

Who let the dogs out!

Dog poo is starting to become a problem around the Health Centre - yes thats true!!! Want to know why **see page 2.**

Happy birthday NHS

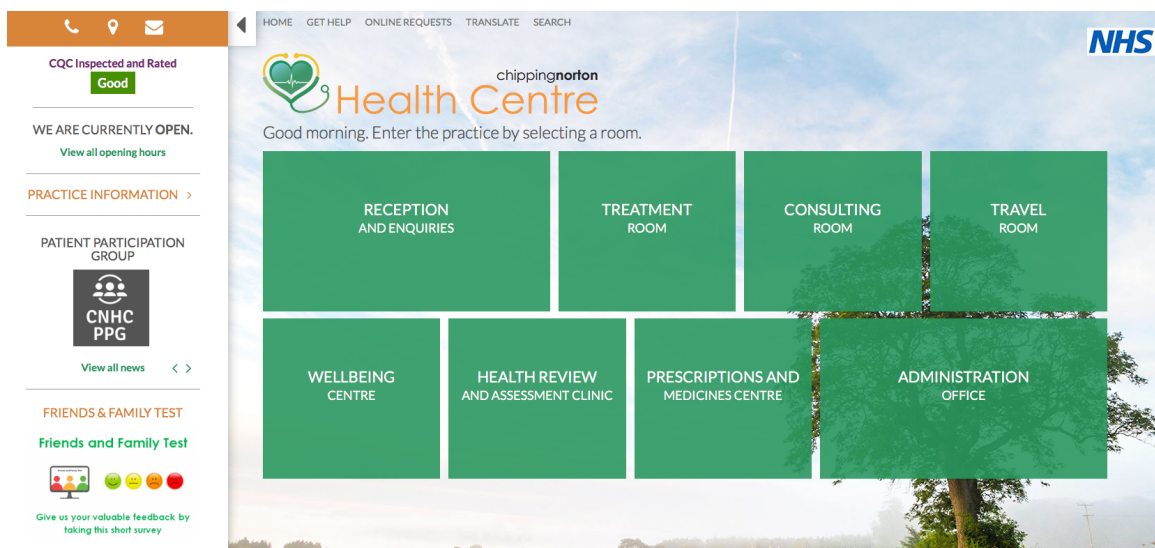
The NHS is 70 this year - its changed over the years with more to come. **See page 6** for how it looks today.

New website is launched

After weeks of design work the Easter holiday period saw the launch of the new Chipping Norton Health Centre website.

Being able to communicate and inform patients electronically is increasingly important in the Digital Age and so launching a new website which finally brings together the services offered at the Health Centre is critically important. The new web platform will allow new services and initiatives from the NHS and others to be made known to patients using a format that is easy to understand while being very powerful "under the covers."

Patients who used the old website were aware of many of the limitations of the old design and rather than spending time (and money) trying to update the old design it was decided that a new approach was necessary.



The new website can be managed by Health Centre staff and will be updated with new information or updates on a daily basis if necessary; the ability to update the old website was very limited.

The design concept for the site is based around how a patient would use the Health Centre if you were physically in the building. There are "rooms" that are designed to signpost you towards the help you need.... for example if you want to order a new prescription you would go to the PRESCRIPTIONS & MEDICINE CENTRE.

We hope that you find the new website much easier to use and that it provides the information YOU; the Patients and customers of Chipping Norton Health Centre, need.

You will find the website at:

<https://www.chippingnortonhealthcentre.nhs.uk>

Calling on the telephone?

The new telephone system has been installed for a few months and seems to be working well.

If you haven't used it before, when you call you will be presented with 3 options.

Option 1: The automated system where which you can book routine GP telephone appointments and check, cancel or change ANY existing appointment

Option 2: Pharmacy and Dispensary : The Pharmacy will help with questions about over-the-counter medication or if you want talk to the pharmacist on duty. The Dispensary can help with prescription enquiries.

Option 3: This is the option to speak to reception, admin or any other member of staff.

You should be able to get through to the correct person easily but do let us have any comments or observations – good as well as bad.



Spring baby

Dr Caitlin Chasser is currently on maternity leave. Congratulations from us all to her and husband Kristoff, on the birth of a baby girl; Abilene, on Monday 19th March a healthy 7 lbs 13.5 oz – mother and baby doing well.

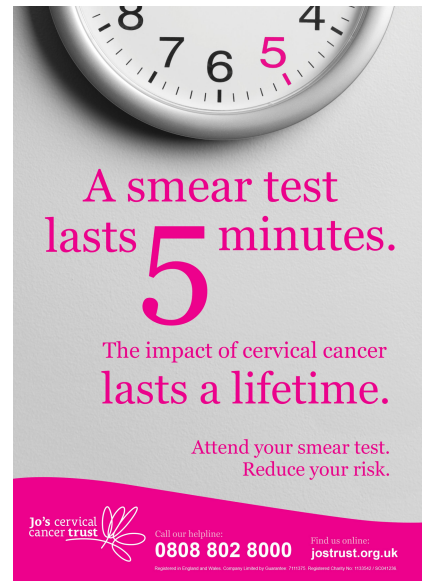
Cervical Cancer screening

The cervical cancer screening programme has been in place since the 1980s, and deaths from this disease have been greatly reduced. Recently concerns have been expressed that many women are not taking up the offer of screening, so perhaps we have become a bit complacent. The screening test is not aimed at detecting cancer, but picks up any abnormal cells in the neck of the womb. In some cases these cells need to be removed so they can't become cancerous.

All women registered with a GP will receive an invitation letter to attend a screening. The test takes about 5 minutes and is usually carried out by a nurse – women can specify that they wish to be examined by a female health worker. Women aged 25 to 49 are screened every 3 years and aged 50 to 64 every 5 years. Over age 65 only women who have not been screened since they were 50 or those who recently had abnormal results will be screened.

It is everyone's right to refuse screening - but those 5 minutes can make a huge difference to a life.

For further information go to <http://nhs.uk/conditions/cervical-screening> or <http://www.jostrust.org.uk>.



Don't just let your dog do it!

A plea to dog walkers using the area around the Health Centre to please pick up dog poo as you would anywhere else.

It is wonderful to have a safe area where dogs can be let off the lead for a run around, but recently there have been many incidents of dog fouling in the car park and on the flower beds. This means extra work for the maintenance staff and risks for our volunteer gardeners who are starting their spring work this month.

Watch your dog, pick up the poo and take it home please.

Luis Fernadez - Clinical Pharmacist

Luis Fernandez Orgado comes originally from Spain and 5 years ago decided to continue his studies in the UK after completing his master's degree in Pharmacy. He joined the staff at CNHC in August 2017 and is now an integral part of the multi disciplinary team with the role of Clinical Pharmacist. Previously Luis has trained and worked in a range of pharmacies both in the community and in hospitals and is still studying, doing a master's degree in Advanced Clinical Pharmacy through Queens University, Belfast.

The queries that Luis deals with routinely are from patients with concerns about medication – the correct dosage, interactions between medication or other medicinal products, when the medication should be taken and possible side effects, and conducts both telephone and face to face consultations. Although Luis can't prescribe, he can make suggestions or recommendations to the GPs about tweaking medication to give a better result for the patient. All treatments have to balance the benefit to improving the patient's condition with the possible side effects and it is Luis' role to try and achieve the best balance for the patient. There are constant adjustments to the range of items allowed to be prescribed and Luis tracks these changes, sometimes having to deliver bad news to patients that a particular item can no longer be prescribed but can be purchased over the counter - as with the recent NHS decision to no longer supply bath emollients for skin conditions.



Monday mornings can be particularly challenging for Luis as he reviews hospital discharge letters to update patient records with new or altered medication added or removed from their repeat prescription and to help arrange follow up appointments at the surgery. Quite often this will involve discussions with patients and their carers. Luis will make sure that they have no problems with changes in medication and let them know they can come back with any concerns they may have. Most of the time, he will make the changes and patients will be able to order their new medication from the dispensary or pharmacy as with their previous medications.

The practice operate a system of 'Birthday Reviews' for patients with chronic conditions like diabetes or asthma, where repeat prescriptions are provided, and Luis links into that system to provide a complete review of medication when necessary, normally after all the required blood tests or other appointments are completed.

Also, people planning to travel to locations where vaccinations may be necessary can make appointments to see Luis and he can advise not only on what you need and vaccinate accordingly, but will resolve medication queries if needed. Luis always advises to book your appointment between 1 to 3 months prior to departure as many vaccinations require around a month to complete the course.

Chipping Norton Health Centre patients are being presented with new opportunities for treatment and Luis is bringing great expertise to help us all manage our treatment in a positive way.

Annette takes a new direction

Annette Pinfold is a familiar face to patients at CNHC. Having worked in primary care in the town since 2001 when she was a receptionist first at White House Surgery, then at West Street Surgery, Annette has always known that a career in health care was what she wanted. Acquiring qualifications which allowed her to take blood tests, and to check patients with Asthma and COPD, allowed her to make some progress. Annette hated school and being taught, but like many people in that position when you find the right motivation and the key turns in the lock, a whole new world opens up. That's when Annette took one of the biggest decisions of her life – and as she herself says one of the best.



A pilot study for new qualification – Nursing Associate - was started last year. This nursing support role will work alongside HCAs and registered nurses to focus on patient care. The training takes two years and is delivered through a mix of university, placement and practice based learning, and on qualifying Nursing Associates will be registered with the Nursing and Midwifery Council. Annette has passed her first year with flying colours – getting an A grade for some of her work. Tackling essay writing and experiencing other working environments has been challenging but that challenge has just spurred her on to succeed. With support from her family, the practice and from patients Annette is determined to qualify in March 2019 and get her Foundation Degree. The girl who hated school has turned into a woman who loves learning because she is learning about something she loves.

We all wish her well with her studies and appreciate the effort Annette is making, and always has made, to provide patients with high quality care.

Snow day at The Surgery

After the December ice and snow Chippy had just begun to think about spring and along came the second helping of white weather.

This time there were drifts and closed roads over the weekend and by Monday travelling anywhere was still difficult. But CNHC opened and saw patients and did as much as it could to minimise the problems for them.

So a big thank you to the reception staff who struggled in on foot to deal with the phones; the doctors and nurses who were able to get in and those who couldn't but spent the day doing telephone and email consultations from home ; the staff who cleared walkways and paths to keep everyone safe and our pharmacy staff who made sure drugs could be dispensed (a special mention for Chris Jenkins who battled for hours to get through from Wantage but had to give up).

The Snow Hero award goes to - Ian Carr and Luis Fernandez – Ian as driver and Luis as navigator on the trip from Oxford. Ian managed to collect Luis so that a pharmacist would be on site to allow prescriptions to be filled and not only got Luis back safely but also took all the blood tests done that day into the JR, as collections had been cancelled, and spared patients the bother of coming back to be re-tested. Patients played their part and postponed non-essential visits - and let's hope that it is sunshine all the way from now on.



Happy birthday to our NHS

The NHS celebrates its 70th birthday on July 5th 2018. Were you born on that day? Do you have any memories of the early days of the Health Service in Chippy and during the subsequent years, that you would be happy to share, to help us mark and pay tribute to a service that has supported us all over a lifetime.

Send your memories to email: cnhc.ppg@nhs.net and we will pick the best for our next edition.

Chipping Norton Literary Festival

The Chip Lit Fest happens from 26th to 29th April and this year, to mark the 70th anniversary of the founding of the NHS, features a strand of books with a medical background.



There are 4 in particular:

'In Pursuit of Memory' by Joseph Jebelli, whose experience of his grandfather's struggle with Alzheimer's led him to a career in neuroscience, and his book is both a personal account and an exploration of where we are in terms of research and treatment.

'The Reading Cure' by Laura Freeman a wonderfully evocative account of the role that re-visiting favourite books and becoming intrigued by the descriptions of food, played in her recovery from anorexia.

'This Is Going to Hurt' by Adam Kay is a reflection of his days as a young doctor, prompted by his rediscovery of his diaries from the time, which makes you laugh one minute and breaks your heart the next.

'Fragile Lives' by Stephen Westaby, a heart surgeon who literally holds life in his hands, is a down to earth memoir that brings home to the reader the huge amount of skill and dedication needed to work in this field.

Further information on chiplitfest.com and tickets available from The Theatre Box Office 01608642350.

Dr. Bruce Parker MBE

Dr Bruce Parker has died at the age of 89. Dr Bruce and Dr Sheila (because they were always mentioned in the same breath) have been at the heart of Chipping Norton for many years. As a general practitioner Bruce earned huge respect for his no nonsense approach, but also was held in great affection for his promotion of numerous good causes within the community particularly those which supported the elderly and the disabled. He provided a voice for those who did not have one and practical help for those in need.

Our sympathy and support go to Dr Sheila and the family in their sad loss.

Looking ahead

The PPG will be part of the Open Day for local organisations at the Town Hall on 2nd June – come along and say hello. This will be an introduction to National PPG Week when the PPG will have an information stall at CNHC.

Keep your eyes open as there will be many local organisations popping up in the reception area to keep patients informed about a wide range of services and activities. Being aware of your heart information from the Arrhythmia Alliance; learning about all the regular activities organised by Age Concern Chipping Norton at Highlands and elsewhere in the Town; practical exercise and activity with the Green Gym; help available to carers from the Carers Organisation – these are just some of the participating organisations.

Do YOU want to have a say in the local health service?

Oxford University Hospitals wants you to become a part of their future - whether you are a patient, a carer, live in the area they serve, are or volunteer or work for them.

Oxford University Hospitals is a **Foundation Trust** and is:

- Part of the NHS, treating patients according to NHS principles of free healthcare according to need, not the ability to pay, and responsible for meeting all relevant NHS standards.
- Accountable to local people, who can become members and governors



How can I become a Member?

Membership is designed to increase participation by allowing local people to get involved in the running of their local hospitals (John Ratcliffe & The Horton in our case) for the benefit of the local community. Membership is governed by a legislative framework setting out the requirements that reflect the Trust's Constitution which can be found on its website at <http://www.ouh.nhs.uk/about/default.aspx>

If you would like to apply for membership please visit <http://www.ouh.nhs.uk/about/foundation-trust/default.aspx> for more information and an online application form.

New Choices for effective treatment

70 years on from its foundation the NHS is under strain at all levels. Service delivery has issues with funding, staff recruitment and retention, increasing numbers of patients, many with very complex needs, coupled with increasing expectations from the public. Chipping Norton Health Centre has responded to these pressures by introducing new services to help patients get the treatment they need in the most effective way.

The **Emergency Walk In Clinic** can provide immediate treatment; **telephone consultations** help those patients with mobility issues and cut down travel time for medical staff; **regular check-ups** for chronic conditions. The practice also uses a whole range of communications to inform and empower patients to take a positive approach to managing their health.

There is also a specialist team in place who can respond to a range of patients needs. Working alongside our team of GPs are highly qualified **Nurse Practitioners** who can diagnose and deal with many conditions; a **Clinical Pharmacist** who can help with queries about medication, possible side effects and dosages; **Mental Health Nurses** providing expertise and support for mental health issues; **Physiotherapists** dealing with muscular and skeletal problems; Nurses specialising in the management of chronic conditions and **Health Care Assistants** who can give practical advice on minor ailments.

Within the building there are opportunities for referral to an **optician**, a **podiatrist**, **pharmacy** and **counselling services** all of whom have close links with the practice. This group of experts operates as a team able to consult with other members at any point to make sure that every skill is used for the benefit of patients.

Chippy Health Centre reception staff are being trained to give better help to patients to find the most appropriate treatment. This service called '**Care Navigation**' encourages and informs patients about the options available and in many cases ensures that the problem will be dealt with in a short space of time. Some patients do not feel comfortable disclosing details of their problem to anyone other than a doctor, though all health centre staff are bound to treat any information given as confidential.



The aim of everyone at the practice is to work towards getting a patient the treatment and advice they need as soon as possible. Traditional methods of delivering primary care are changing and patients as well as staff are beginning to benefit from new approaches such as the gradual introduction of '**Social Prescribing**' which is aimed at alleviating problems of social isolation, loneliness and deprivation which no amount of medication can fix, by mobilising the support of voluntary organisations in the community. Chipping Norton Health Centre is taking a lead in making a wholehearted commitment to improving services for patients.

Would you like to join the new online PPG forum?

The PPG Steering Group is now well established and has a growing number of people in the local area who are contributing in our face-to-face meetings. We have also recently launched the Facebook & Twitter pages and the CNHC PPG blog so we can update patients on important matters to do with the Health Centre and NHS in general .



We want to extend the opportunities for patients of CNHC to provide input, suggestions and debate hot topics of interest. To achieve this we are proud to announce the launch of the **CNHC PPG Online Forum** which is open to all registered patients of the Health Centre.

The forum is designed to encourage communication between CNHC patients and the practice by providing a platform to share and develop ideas. The forum is free to join and will be used to:

- Contribute feedback to improve CNHC services
- Improve communication between CNHC and its patients
- Help patients take more responsibility for their health
- Provide practical support and help to each other

The forum is secure and private and only registered members will be able to view the forum – the forum is NOT indexed by search engines such as Google and your personal data remains yours and any comments you make can be removed from the forum at any time.

If you would like to join the CNHC PPG Online Forum please follow the steps below:

1. Goto <http://myppg.co.uk>
2. Click on REGISTER
3. Complete the form – please remember the data that you provide remains confidential to you – no member of CNHC or the PPG have access to your personal data at any time.
 - Make a note of your username and password
 - Please ensure you use a valid email address as a email will be sent to the address chosen to confirm you are who you say you are.
 - The Practice code for CNHC is K84030
4. Agree to the terms and rules – please read in full
5. Click on Register

The administrators at myppg.co.uk will then check the details **and confirm your registration by email.**

Once your registration is complete you will be able to logon to the forums. You will be presented with 2 forums to read; they are:

- **UK Nationwide Open Forum** - a forum where PPG members across the UK exchange information about PPG's in general.
- **Chipping Norton Health Centre – Oxon, OX7 5FA** – this is the **PRIVATE PPG** Forum that only patients of CNHC can read or contribute to.

We hope everyone finds this new way of communicating with CNHC and the PPG a useful tool – please let us have your feedback via the forum or by **email: cnhc.ppg@nhs.net**



The screenshot shows the myPPG forum interface. At the top, there is a navigation bar with 'Home' and 'Forums'. Below this, the 'myPPG' logo is displayed. The main content area shows two forum listings:

- Your Private PPG Forum**: Only you as a patient of your practice can see this forum. Listing for 'Chipping Norton Health Centre - Oxon, OX7 5FA' with 1 discussion and 1 message. Latest post: 'Welcome cnhcppg, Jan 17, 2018'.
- UK Nationwide Open Forum**: Welcome to the nationwide forum. This is open to all members across the UK. Please start a thread on any general topic, including any success stories your PPG might have. Listing for 'UK Nationwide Open Forum' with 75 discussions, 242 messages, and 2 sub-forums. Latest post: 'Steps taken to cure abuse of pati... myPPG, Mar 19, 2018'.

On the right side, there is a user profile for 'cnhcppg' with 2 messages, 1 like, and 3 points.



How the PPG works for patients

The **Chipping Norton Health Centre (CNHC) Patients Participation Group (PPG) Steering Group** is formed from volunteers who care about the quality and provision of health care in the Chipping Norton area.

The Steering Group meets face-to-face on a regular basis to discuss how we can help to improve communication between the Patients and Health Centre. We will also work on projects that the Health Centre needs help with; for example Chippy Health Day, Diabetes events, etc

Currently, the Steering Group members are:

- Chris Knowles (*Chair*)
- Pam Baggaley
- Alice Burns
- Peter Branson
- Sue Chapman
- Jan Cottle
- Chris Gascoigne
- Betty Griffiths
- Moira Packer
- Dave Winpenny



We need your help

Membership of the PPG Steering Group is open to all CNHC registered patients over the age of 16. We are looking for additional members for the PPG Steering Group from all ages.

If you would like to know more, please send an email to **cnhc.ppg@nhs.net** or leave a message on our Facebook page.



If you would like to become more active in supporting the Health Centre, we would LOVE to hear from you.

How to get in contact with us.....

You can receive updates, send messages, or read interesting information about CNHC and health in a numbers of areas. They are:

- email: cnhc.ppg@nhs.net**
- Facebook: Chipping Norton Health Centre PPG**

If you would like to get involved or offer some help to the PPG, please complete the form below and place it in the PPG box in reception at the Health Centre. Or alternatively, send an email to **cnhc.ppg@nhs.net** and we will respond as quickly as possible. Thank-you for your support

Name:	
Address:	
Phone:	
Email:	

I would like to:

- Learn more about the PPG with a view to joining the Steering Group.
- Learn more about how I could join the 'virtual PPG'.
- Would love to help in some other way.

To be added to the CNHC PPG mailing list for future updates, please tick here

If you tick the box, you will be added to the PPG mailing list. You can unsubscribe at any time by contacting the PPG on cnhc.ppg@nhs.net.