



chipping  
norton  
health  
centre



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A new medicine van is around and about - want to know more? *See page 3.*

## What is a PPG?

Every GP Practice is required by law to have a Patient Participation Group (PPG), which represents the interests of registered patients and provides a means of communicating with; in our case, the Health Centre. PPGs across the country are organised in many different ways to meet the overall objective.

### *So how does it work in Chipping Norton?*

A Steering Group has been formed comprised of volunteers to run the PPG, to link patients and their feedback to the Health Centre, with whom it works closely to change and improve how things are done for the benefit of all.

This process is in its infancy, but it is clear that trusting cooperation between both parties is the key to long term success. This challenges everyone when dealing with heart felt critical opinion, which is one reason why this link exists.

We are exploring ways in which face to face contact with the Steering Group at the Health Centre can be improved to provide everyone a chance to express views and discuss solutions.

In this newsletter, you will find details of several ways in which you can contact the PPG with your views on how the Health Centre is performing, plus ways of improving what is going on. It is important that we all remember that criticism alone might be informative, but solving issues needs understanding too.

The most often heard complaint right now is why available appointments with a Doctor are so far ahead, and not with the one patients want to see. The PPG will be listening to your feedback on this issue closely.

Lastly, on behalf of the PPG, I would like to wish everyone a Happy and healthy Christmas, and if you can't mind the calories, make a reduction in them for your New Year's resolution.... that always does the trick!

Chris Knowles  
*PPG Chair*

## Hanging on the telephone.....

A new phone system has been extensively tested and is now introduced at the practice to help get patients to the right person as quickly as possible. When you call there are 3 options.

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

**Option 2: Pharmacy and Dispensary :** The Pharmacy can 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.



## Christmas closures

The Surgery will be closed on the following days over the Christmas period:



- Saturday 23rd December
- Sunday 24th December
- Monday 25th December
- Tuesday 26th December
- Saturday 30th December
- Sunday 31st December
- Monday 1st January



If you require any urgent medical attention when the surgery is closed, please dial 111.

## Patient Access

Patient online access is a two-step process that allows you to request repeat prescriptions and view parts of your medical record such as test results. Once you are signed up and begin using patient online access it will save you time in phone calls and visits to the Health Centre.

**Step 1** - if you would like to register for online access, you will need to bring proof of identity (photo ID) to the Health Centre and complete the registration form. The reception team will then process the completed form.

**Step 2** - you will be issued with a PIN document . This will allow you to go online and setup your account at [www.patient.co.uk/access](http://www.patient.co.uk/access).

The Health Centre has experienced some technical problems with issuing PIN documents recently, but this has now been resolved.

If you have any queries or questions regarding patient online access, please email [cnhc.reception@nhs.net](mailto:cnhc.reception@nhs.net).

## Purple Spring

To brighten up your spring Chippy Rotary Club has donated dozens of purple crocus bulbs to be added to the CNHC flower beds. These are the symbols of Rotary's involvement in the effort to eradicate polio.



The planting will be done by Chippy Green Gym members - give them an encouraging word as they dig away on Wednesdays – and next year the colour can remind us all of the possibility of a polio free world.



## Promoting mental wellness

This year Chipping Norton Health Centre has welcomed two Mental Health Nurses to the team. These two highly skilled professionals work between the Health Centre and the Bloxham, Deddington and Wychwood surgeries. They see patients who have mental health issues ranging from anxiety to schizophrenia and offer a specialist approach to the care of this specific patient group and promoting good mental health and wellbeing. Since they have joined they have been very busy and are doing very progressive work with patients. CNHC feel very lucky to have them as part of the team.



Carmel trained as a psychiatric nurse in an old fashioned "Asylum" in Birmingham around 30 years ago. Since then she has worked mainly in the community in Birmingham and Worcester.

Before joining the Health Centre she was in a deprived inner city 24 hour emergency psychiatric service in Birmingham dealing with highly charged crisis situations as well as treating people with mental illness.



Louise is a senior mental health practitioner. She has previously worked in a medium secure forensic women's unit as a deputy ward manager, with the adult mental health team in Banbury and as a crisis worker and DBT therapist with children and young people with mental health issues and personality disorders. She is currently the only mental health nurse in Oxfordshire to have achieved the Queen's nursing institute award.



## Medicine Delivery Service

Over the summer there have been some changes to the medicines delivery service.

CNHC have welcomed Jon to the team. Jon will be working Mondays and Wednesdays sharing the delivery duties with Rob. The service covers Chipping Norton Town and the villages in the local area with calls being made during the late afternoon and early evening.

Jon & Rob have also taken delivery of a van that is used to make all their journeys to patients homes and the care homes they supply. The van, known as 'Victor' is a white Citroen so look out for him around the area. He is soon to receive a distinctive livery, so he will be easier to spot.

If you would like to take advantage of the delivery service please **contact 01608 648002** or speak to Rob or Jon when they are in your area.



## Diabetes Day at CNHC

Thirty-five people came along to the latest in a series of events for people with diabetes held at the Health Centre on Saturday 4th November.

The topic for the meeting was **“Women and diabetes”**, introduced by Gordon Moultrie.

There are 199 million women with diabetes in the world and predictions that this figure will rise to 313 million by 2040. Studies show that more than 90% of Type 2 cases are preventable, so there are calls for better health promotion information to be made available for people at all stages of life to encourage them to adopt and sustain better eating and exercise habits.

Making that real Moira Packer, accompanied by her favourite Tamla Motown music tracks, had the attendees on their feet taking part in some fun exercises. The audience also heard from Nicky MacRobert, Head Research Nurse, about the exciting research programmes at OCDEM (Centre of Diabetic Research) at the Churchill Hospital.

Jenny Gregory, the Health Centre’s specialist diabetic nurse hosted the event and Dr. Felicity Lewis led a Q and A session, allowing people to raise a whole range of questions.

This event was part of a programme designed to support people with diabetes, to keep them up to date with developments and help them to have a healthier future.



## Stay well this winter

Winter brings many pleasures – crisp, sunny frosty days; the warmth of the Christmas season; and, particularly for those of school age, the prospect of days off school due to snow. However this time of the year brings its own pressures on both physical and mental health. It is always more difficult to get going when it's cold and the mornings are dark. Here are some tips to help you through the next few months.

First of all **let the sunshine in** – shorter days can upset your sleep / wake cycles. Open the curtains, go out for a walk – even a brief 10 minutes along Topside at lunch time is exercise and a chance to be outside. Take advantage of sunny days and walk to many of the quiet beautiful spots around the town. Take a pause to look at your surroundings and enjoy some calm time away from everyday pressures.



- Find out from the Health Centre if you are **eligible for a free flu jab** – and protect yourself for this flu season
- **Keep warm.** Wear several layers rather than one bulky layer. When you go out wrap a scarf round your throat and mouth, add a hat and wear shoes with a good grip. If you have heart or lung problems stay indoors during very cold weather.
- **Stay as active as possible** – even indoors get up and move around regularly, at least once an hour, or do chair exercises.
- Have at least **one hot meal a day**, plus regular hot drinks.
- **Sore throats** are almost always caused by viral infections, which are not dealt with by antibiotics. A soothing tip is to gargle with a mixture of one teaspoon of salt dissolved in warm boiled water.

- **Winter vomiting bug infections** can cause dehydration, especially in the elderly and children. It is important to drink lots of fluids. Rehydration fluids are available from pharmacies.
- **Eat well** but avoid the temptation to fill up on comfort foods. You will have more energy if you include plenty of fruit and vegetables in your diet - though everyone is allowed a bit of leeway at Christmas.
- **Social events can cause anxiety.** Before you go remember the coping strategies that have helped you previously, and identify a quiet space you can go to if things become too overwhelming.
- **Take time to do something just for YOU.** Could be anything you enjoy – reading a new book for an uninterrupted hour, going for a cycle ride, having a relaxing bubble bath, battling with a crossword puzzle, – whatever it is this is your special time.

And remember – winter will pass! Time goes on and it will be spring before you know it and though we will still be complaining about the weather we will be glad to see the daffodils.

## Start your journey to achieving healthy weight loss

Stride towards a healthier and happier you!



**Achieve Healthy Weight Loss Oxfordshire** is delivered by the innovative healthy lifestyle provider Thrive Tribe, and funded by Oxfordshire County Council.

They have partnered with leading weight loss providers to create **FREE** programmes that will help you achieve your goals. They also have valuable tools and skilled coaches to give encouragement throughout your weight loss journey.

You can find out more information at <https://achieveoxfordshire.org.uk>.

## When to use 111

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.



Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

For less urgent health needs, contact local pharmacist or Health Centre in the usual way.

If a health professional has given you a specific phone number to call when you're concerned about your condition, continue to use that number.

For immediate life-threatening emergencies, continue to call 999.

## Art For All at the Health Centre

The plain white walls of the Health Centre have bloomed in the last few weeks with bursts of colour and creativity. ‘The People’s Gallery’ opened at the beginning of December. Curated by Lyndsay Madigan, this is a fascinating display of work by many different artists using a wide range of techniques. Whether your taste is for watercolour, oil painting, acrylic or spray paint; on canvas, board or paper; landscapes, portraits, seascapes and abstracts there is something here for everyone to look at and enjoy. It is one of the aims of the project to provide an inspiring environment for patients visiting the health centre. Next to each work is a brief description of the subject, the inspiration for the piece, details of the artist plus a price.

As well as works by established local artists watch out for new talent. Evangelie, aged six and a half, is exhibiting her first work – a start to her career as an artist – you saw her here first. There are also nine small works made by the pupils of Class 4FG at the Frank Wise School in Banbury, using techniques of print, collage and sticking that have all the colours and magic of stained glass. Watching the children’s faces when they saw their work on the wall for the first time was a reminder of the importance of colour and art in everyone’s life.

The Gallery will be run by ‘The Friends of CNHC’ on a not for profit basis and will aim to support local artists in promoting their work. A small commission will be charged on each sale and it is hoped that the money raised will provide art therapy for patients.

Enquiries about the works and viewings should go to [lyndsay.madigan@nhs.net](mailto:lyndsay.madigan@nhs.net)



**Chipping Norton Health Centre &  
the Patient Participation Group  
wish everyone a very happy  
Christmas and prosperous New  
Year.**





# How the PPG works for patients

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

The Steering Group will present a review to the Patients every annum.

Currently, the Steering Group members are:

- Chris Knowles (*Chair*)
- Alice Burns
- Peter Branson
- Moira Packer
- Jan Cottle
- Sue Chapman
- Dave Winpenny



## We need your help

Membership of the PPG 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. Soon we will be launching a Virtual PPG that will allow those who find it difficult to get to meetings to contribute via the internet.

If you would like to know more, please send an email to [cnhc.ppg@nhs.net](mailto:cnhc.ppg@nhs.net) or leave a message on our Facebook page.

If you would like to become a more active member of 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](mailto:cnhc.ppg@nhs.net)
- Facebook:** Chipping Norton Health Centre PPG
- Twitter:** @CNHCPPG
- Blog:** <https://cnhcppg.wordpress.com>



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](mailto:cnhc.ppg@nhs.net) and we will respond as quickly as possible. Thank-you for your support

<b>Name:</b>	
<b>Address:</b>	
<b>Phone:</b>	
<b>Email:</b>	

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](mailto:cnhc.ppg@nhs.net).*