

Patients in Partnership

enhancing the patient experience



Issue 2
Spring 2011

In this Newsletter: News from the Chair. Funding PiP. Helping Yourself, PiP's Postbag. Helen Warren's story. Obtaining a repeat prescription. Prostate Cancer Stall. PiP's Events. Contact List

News from the Chair Chris Storey



Welcome to PiP's Spring Newsletter.

On bitterly cold evenings in December PiP ran an **information stall** in the Regal Centre, and held our first **open meeting** in St Mary's Church, both in Wallingford. We recruited a pleasing number of **new members**, and were able to get **useful feedback** on what topics would be of interest for patients.

Since the last newsletter, members of the core group have attended meetings on our local **Ambulance Service**, the **use of IT** (Information Technology) and **Telehealth** to improve healthcare information systems within Oxfordshire, and the creation of a system for patients with **long-term illnesses** to be involved in their own Care Plans. We also went to a meeting hosted by the Oxford Consortium, which principally explained how the new organisation envisaged itself working and the transition of responsibilities from the existing Primary Care Trust.

Although the main consultation period for the Government's **White Paper** on 'Liberating the NHS' has closed, there is still plenty of opportunity for us as patients to get involved. I strongly urge you to log onto the Oxfordshire PCT website www.oxfordshirepct.nhs.uk to click on **Talking Health** and to register. (*more inside*) You will be able to see what is currently up for consultation, and will be kept informed about what is coming up in the future.

The 83 Oxfordshire GP practices will come together as the **Oxfordshire Consortium**, which has been granted Pathfinder status. To ensure local needs can be addressed, the 6 current Practice Based Commissioning Consortia (PBC) will largely form the 6 satellite consortia feeding into the main Consortium Board.

We have asked the Wallingford Medical Practice (WMP) to explain how their practice works at our **Open meeting on Tuesday 15 March** (*Details on Page 4*). It may be that by then more detail of the impact of the changes will be known but I am not holding my breath on that one!



FUNDING PiP from Charles Harrison, Fundraiser

Pip revolves around volunteers giving their time for free, and absorbing personal costs for travel on many occasions. There is however, the need to raise funds to cover the costs of running the group, producing newsletters and organising events.

The costs will not be massive and we hope that we can raise most of what we need for day-to-day running through a monthly prize draw. A £1 per month contribution from you would be incredibly helpful. Details of the draw accompany the newsletter [See Appendix on Page 5]. I hope you will be able to give your support to the draw by completing the application form and sending it to me with your cheque.

Number Crunching Competition: The winner with 91 correct answers out of 100 is Stuart Darby. If you would like a copy of the quiz answers, please email pipwallingford@hotmail.co.uk with your request.

**Give the surgery your email address to receive future newsletters.
Let PiP have your ideas and concerns.**

SEE CONTACT LIST page 4

10 THINGS TO ASK YOURSELF BEFORE YOU SEE YOUR DOCTOR

1. What do I want to get from this visit?
2. What do I need to say to the doctor?
3. What do I need to know from the doctor?
4. What is my priority for this visit?
5. What am I already doing to help myself?
6. How am I feeling today?
7. How have I felt since the last visit, and what difficulties have I had?
8. What have I achieved since the last visit? What is my next goal?
9. What else is happening in my life to affect my health?
10. Is there something I may find it difficult to talk about today?

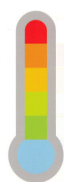
If you have a long-term condition, work in partnership with your doctor to manage your day-to-day life.

Further information, visit www.expertpatients.co.uk

Talking Health

The key word at the moment is consultation and members of the Core Group have been attending a series of meetings from Ambulance Service to Managing Your Own Care. You too can be involved by registering with **Talking Health** on www.oxfordshire.nhs.uk and following the link to 'have your say' then clicking on the *Talking Health* icon.

If you become unwell or are injured



a range of NHS services exist to help you get well. Choosing the right one will ensure you receive the best possible treatment.

Choose well www.nhs.uk

OR collect a **Choose well** card from the surgery.

Q. I suffer from allergies and food intolerances. Is there anywhere that I can obtain information and advice about these things please?

A. There are leaflets in the surgery; but if you are able to travel to London, The Allergy Show takes place at Olympia on 6- 8 May 2011. This covers a whole range of topics and free seminars. For details and advance booking, go to www.allergyshow.co.uk Tickets :£7.50 online, £10 on the door.

Q. I've heard that bowel cancer screening is available for people over a certain age. I'm 63 but I haven't received any information. Where can I find out more?

A. You're right – bowel cancer screening is available. The programme has been rolled out for the whole of England and Wales for those aged 60- 69. Test kits will be sent out automatically to everybody in this age group by the end of 2012. People aged 70-74 will receive a test kit by the end of 2014. For more information on the programme, what the testing involves, and on bowel cancer, have a look at the website: www.cancerscreening.nhs.uk/bowel

Here is also a phone number: **0800 707 60 60**. If you ring this, they will tell you when your kit will be sent out. The order of sending out goes by birth month, rather than by birth year, so that someone aged 61 born in January will get the kit before someone aged 62 born in February.

Meanwhile, if you have any concerns at all about your bowel health, don't wait for the screening kit to arrive, but make an appointment to see your GP as soon as possible.

Q. Can I see a Health Visitor instead of my GP for questions about my baby?

A. Yes, the Health Visitors run drop-in baby clinics at the surgery on Tuesday 10.00 am-12 noon and Wednesday 1.30-3.00 pm. Also in Cholsey Laurence Hall on the 1st and 3rd Tuesday of each month, 9.30-11.30 am. The Health Visitor team can also be contacted directly on 01491 833191.

Q. Are there any Health Walks run by the surgery?

A. Not at present; although you can join in the Chalgrove Health Walks on the 2nd and 4th Friday of each month when they meet at Wallingford Town Hall at 10.00 am

REMEMBER - Walking is fun and FREE!

Visit www.naturalengland.org.uk Tel: 01865 890487

GOOD NEWS - DESPITE THE SNOW! from Helen Warren

The NHS comes up trumps!

On 18 December I fell in the snow and broke my ankle in three places. I was taken by ambulance to the JR where the A & E department was in crisis, because many staff had been unable to get to work in the appalling weather conditions. Despite the difficulties, I was quickly x-rayed and given pain relief and my treatment was explained to me by the surgeon. I was operated on and was able to leave hospital before Christmas, on 23 December. At home I was visited regularly by a nurse and subsequently by an NHS physiotherapist at least twice a week. My mobility needs were assessed, and equipment to help me cope with my immobility was delivered to the house. While I was in hospital, and later at home, I was extremely impressed with the organisation and coordination despite the difficult conditions. Staff journeys to and from work were much longer than usual and many people were working twelve-hour shifts. The impression I received of the management in the NHS was that it is extremely efficient and copes well in a crisis ; this was in sharp contrast to the way airports, and rail networks were coping. It leaves me wondering why the government is intent on restructuring it.

Obtaining a repeat prescription

When the Doctor prescribes medication, it is for a course of treatment for a period of time; in most cases this is 28 days. If the Doctor intends the treatment to continue, there will be a tear-off repeat slip attached to the prescription. Sometimes there will be more than one item on the slip, so remember to **tick only the items that are needed at this time**, when applying for a repeat prescription.

THERE ARE SEVERAL WAYS IN WHICH THE PATIENT CAN REQUEST A REPEAT PRESCRIPTION:

- Put the tear-off repeat slip in the box by Reception, first checking that only the items required are ticked.
- Fill in a repeat slip on front desk and put it in the box by Reception.
- Fill in repeat request online and send to the practice.
- Send an email to the practice requesting items.
- Send a letter requesting item with an SAE for the return of the prescription.

Once the prescription has been prepared and signed by the Doctor, the medication can be collected in one of three ways:

1. The patient collects the prescription from the surgery during opening hours and takes it to a chemist.
2. The patient has registered a contract with a specific chemist and takes the repeat slip to the chemist, who will then collect the prescription and dispense the medication ready for collection by the patient, after a specific date. This arrangement continues from month to month.
3. A patient who lives more than a mile radius (that is a mile as the crow flies!) from a chemist may arrange for the prescription to be prepared by the surgery dispensary, from where the patient can then collect it.

To make life easier...

The repeat slip can be retained by the surgery dispensary or the chemist so all the patient needs to do is collect the medication when the next prescription is due.

How to obtain these services: To sign up with the Surgery Dispensary, speak to the pharmacist. Or complete an in-store registration form at the chemist or go online to register.

Dispensary Opening Times

Wallingford

Surgery Dispensary : 8.30—6.30 Weekdays.

(Collection only 8.30—12.30 Saturdays.)

Boots Chemist: 9.00—5.30 Monday to Saturday

Lloyds Chemist: 9.00 – 6.00 Monday to Saturday

Cholsey

Rowlands Pharmacy: 9.00—1.00, 2.00—6.00 Monday to Friday. 9.00—1.00, 2.00—5.30 Saturdays

SURGERY DISPENSARY



Simon Lord - Prostate Cancer Survivor to run stall in Wallingford Market Place

Simon is running a stall on Saturday, 5 March to mark PROSTATE AWARENESS MONTH

He only discovered he had prostate cancer after asking for a PSA test at his GP's surgery;

PSA is the only diagnostic test currently available and with it about 3,600 men a year are diagnosed with the illness.

Simon will be in the Market Place from 9.30 am until 1.00 pm accompanied by a 1959 Volkswagen Beetle!

Go along and talk to him, and collect leaflets published by The Prostate Cancer Charity

If you have any queries about Prostate Cancer, visit www.prostate.cancer.org.uk

To speak to a specialist nurse, phone the Charity's confidential helpline 0800 074 8383, 10—4. Mon to Fri 7—9 Wed.

If you have any immediate concerns about your prostate health,
make an appointment to see your GP as soon as possible.





PiP's Events



PiP welcomes **EVERYONE**
to an
OPEN MEETING
TUESDAY
15 MARCH 2011 at 7.30 pm
IN THE WALLINGFORD
MEDICAL PRACTICE

Come and hear...

**“HOW THE WALLINGFORD MEDICAL
PRACTICE WORKS”**

A chance to

Ask your questions...

Voice your ideas... Raise your concerns

REFRESHMENTS DURING THE EVENING

HOW TO CONTACT :

PiP (Patients in Partnership) : Email: pipwallingford@hotmail.co.uk

Chair: Chris Storey 01491 838942

Wallingford Medical Practice : Website: www.wallingfordmedicalpractice.co.uk

Email: wallingford.practice@gp-k84037.nhs.uk

Tel: 01491 835577

(Appointment cancellation line: 01491 821780)

GP Out-of-hours service: 0845 345 8995

Health Visitors: 01491 833191

First Aid Unit: 01491 208513 No appointment necessary

8.30 - 18.30 Mon - Fri ex. Bank Hols

Wallingford Volunteer Centre: 01491 836345 Weekdays 9.30 - 11.30

Cholsey Community Car Scheme: 01491 651768 Mon, Wed & Fri 4.00 - 6.00