

BLOXHAM & HOOK NORTON SURGERIES

Staff Updates

We are very pleased to let you all know that we have got 2 new faces on Reception, they are both a great addition to our team.

We have also expanded our Secretarial team at the Surgery and we now have a team of 3 Secretaries supporting our Clinicians.

It is very sad for us to let you all know that we will be losing 2 salaried GP's, Dr Lorraine Gray will be leaving at the end of February and Dr Jonathan Williams will be retiring at the end of March 2022. Although both GP's are leaving the Surgery as salaried GP's they will continue to support the Surgery in doing some Locum sessions.

We have successfully recruited a Paramedic who will be joining our Team in March 2022 this is a great addition to our team and very positive for the patients of the Surgery.

Dr Ramani has successfully completed his training to become a GP Trainer and following the Surgery being approved in 2021 we are delighted to welcome our first Registrar, who is a fully qualified doctor who is undertaking further training to specialise in general practice in February 2022. We do hope that our patients will embrace the new additions to the Surgery and continue the positive attitude that we are feeling.

There are quite a lot of changes coming to Bloxham and Hook Norton Surgeries but we see them as positive changes and of benefit to our Patients care. Our first and most important priority is still the care of our Patients.

Dispensary

Through December our Dispensary team have worked under extreme pressure to meet the high demand of medication requests. **Please still allow 5 working days for repeat medication.** When advised by our Dispensary to have a medication review an appointment can be booked with our Clinical Pharmacist. As long as you have an appointment booked with her, Dispensary will be happy to issue a further months supply.

Mutual Respect

Our staff are here to help our patients and to provide them with the best care possible. Questionnaires and other feedback we receive show high levels of patient satisfaction.

Although we understand the challenges that the past two years have placed on us all, we have been disappointed to see instances of rude and aggressive behaviour in Bloxham and Hook Norton Surgeries. In order to safeguard the well-being of everyone, we continue to operate a zero tolerance policy in respect of any abuse or bad behaviour towards our staff, doctors or other patients.

Face Coverings

Can we please ask that when visiting the Surgery, unless exempt face coverings are still mandatory within the Surgery and Dispensary to protect our Patients and our Staff.

Urine Samples

Following recent guidelines we have changed our policy on our Urine samples. Patients will not be able to just drop off a urine sample anymore for a Clinician to dip if they think they have an infection, instead when patients are showing symptoms of a UTI a telephone appointment will be made for them with a GP. Reception will only accept Urine samples if they have been requested by a Clinician.

Travel Information

Please note that we are not currently offering any travel vaccination service or travel injections. For Travel advice you can go onto www.nathnac.net. We will however if needed provide you with a print-out of your up-to-date vaccinations.

Covid

As a Surgery we are still providing 1st, 2nd and Booster vaccinations at Chipping Norton Health Centre . You can contact the Surgery if you are eligible for an appointment.

We are in the process of contacting our Immunosuppressed patients for their 4th vaccination.

Patient Access

To register for Patient Access online services, to view results, immunisations or full medical records you will need to complete an application form (the forms are available in Bloxham and Hook Norton) and provide us with two forms of identification. One must be a photo identification and the other must be proof of your address. Once completed and returned it can take up to 2 weeks for this to be processed and you will receive an email from Patient access with an ODS code, a linkage key and an Account ID ready for you to set it up.

Nurse appointments

Our Nursing Team at the Surgery are providing Core Services at this present time, they include:

Cervical Screening

Childhood Immunisations

Dressings

Pill Checks

Routine Injections

Diabetic Checks

Asthma Checks– By telephone

GP Appointments

Our GP appointment system remains the same where the first contact with a GP will be by phone and then the GP will make their own face-to-face appointments with patients. Patients are able to book pre-bookable telephone appointments with their GP, if the patient feels that the matter can't wait for the next pre-bookable appointment, then we do suggest patients phone the Surgery at 8am Monday to Friday and they will be offered a same day phone call with a GP This might not be with their usual GP but we do encourage patients that if its an ongoing medical problem to speak to the same GP they have been dealing with to ensure continuity of care.

Our Reception staff are fully trained to signpost patients to make sure that they get the best care with the correct clinician at that time. For example, our Clinical Pharmacist for medication reviews; First contact Physio therapist who provides faster access to expert diagnosis along with advice and exercises and for those acute problems we have a Physician Associate. Our Reception team ask questions to make sure that our patients are directed to the right person.

Interested in finding out more about the PPG please see attached letter from Hugh Protherough– Chairman of the PPG.

Patient Participation Group

Dear patients of the Bloxham and Hook Norton Practice

I'm pleased to report that over the past year and with the active support of the Practice Team, the PPG has taken some important steps to begin to develop and improve its work.

After the constraints of Covid and lockdowns, two meetings were held where we were able to ratify our constitution and to hear at first hand from the medical team of the challenges they face and the rationale behind current arrangements – from triage and appointments systems to the increasingly rigorous national requirements for managing prescriptions. We also learned of the impact of staffing turbulence; initially in respect of reception and administrative positions, more recently the departures of doctors from our medical team.

Members of the PPG have been privileged to share the concerns they have picked up from day-to-day contacts in their villages and we are delighted by the way the Practice is responding by providing newsletters such as this. The Practice website is an excellent source of information and is regularly updated with news and links to other important health sites as well information about the PPG. As a result, we are beginning to see increasing numbers of patients expressing interest in the work of this group. In the past the PPG has been an informal gathering of interested patients, but with no formal procedures for selection. The new constitution aims to provide greater transparency and accountability and has established the requirement for an Annual General Meeting at which members are selected for the year ahead.

The inaugural AGM originally scheduled for January was postponed due the rise in Covid cases locally and is now due to take place at The St Mary's Parish Rooms, Bloxham on Tuesday 22nd March at 6.30 p.m.

AGENDA

1. Welcome and Chairman's Report.
2. Election of officers and members for 2022-23.
3. Date of next meeting(s)
4. Guest speaker(s) Jayne Yuruker– Social Prescriber and Rumbi Muzenda– Clinical Pharmacist

Questions

The past couple of years have presented everyone with huge and unexpected challenges. Whether you are a young child having to cope with 'on-line learning' and none of the usual social contact enjoyed at school, a parent trying to juggle working from home with child care or an older resident isolated and alone; the health and well-being of everyone has been at risk. I believe we are fortunate to live in generous and supportive communities where many people are prepared to give some of their time and energy to help others. Hooky Neighbours, the St Mary's Thursday Club, vaccination volunteers and many other local organisations spring to mind, not to mention the small, individual acts of kindness one witnesses on a daily basis. Against this background a key challenge facing the PPG is how best to ensure that our collective local knowledge and desire to help is harnessed and shared with the Godswell and Hook Norton Practice to the benefit of us all.

If you are interested in finding out more about the PPG, or in joining us at the AGM please make contact with Di Waller in advance of the AGM due to numbers on bloxham.reception@nhs.net and include the following information:

Name	
Home Location	
Any specific skills or background you'd like to share.	
Your level of interest in PPG.	Regular group member (attendance at quarterly meetings) Co-opted member (you may not want a regular commitment but are happy to be contacted in relation to specific themes/issues) Interested patient (you don't want to attend meetings but would welcome contact with the group and information about its work)

We look forward to hearing from you.

Kind regards