

BLOXHAM & HOOK NORTON

SURGERIES

NEWSLETTER

ISSUE 2

PRACTICE INFORMATION

WELCOME!

CARE NAVIGATOR

We are delighted to welcome Jules to the Reception Team at Bloxham Surgery. Jules will be training across both our Bloxham and Hook Norton sites, so you may see her at either location as she settles into her new role.

REGISTRAR

We are pleased to welcome Cecelia Marsh, our new GP Registrar, to the Practice. Cecelia will initially be working two days a week, on Mondays and Thursdays, as she completes her specialist GP training.

As a Registrar, Cecelia is a fully qualified doctor who is gaining advanced experience in general practice. She can see patients independently and is trained to manage a wide range of health concerns, including long-term conditions, acute illnesses, women's health, mental health and routine examinations.

Cecelia will be supported by our GP team throughout her placement, and we are delighted to have her join us.

PPG MEMBERS

We are delighted to welcome Mike and Mark as the newest members of our Patient Participation Group (PPG).

They bring fresh perspectives, enthusiasm and a genuine commitment to supporting our Practice and local community.

We are excited to have them on board and look forward to working together to strengthen patient voices and continue improving the services we provide.

HOOK NORTON SURGERY - ONGOING DEVELOPMENT UPDATE

Phase One – Completed

The first phase of work is complete. The room previously used by our Clinical Pharmacist Team has been fully upgraded into a fully functional clinical consulting room, allowing it to be used by a GP. This has increased our clinical capacity on site.

Phase Two – Nearing Completion

Phase Two is now almost complete. The former conference/meeting room has been successfully divided into three new spaces:

- Two new consulting rooms, increasing the number of clinicians who can work on site.
- A smaller, dedicated meeting/conference room.

Only the final fixtures and fittings remain to be installed. These improvements will help us manage demand more effectively and support the delivery of timely care as our community continues to grow.

Pictures to follow.

NON-ATTENDANCE OF APPOINTMENTS

The Practice is seeing an increase in unattended appointments; 355 in the last 6 months.

Please contact reception if you no longer require your scheduled appointment, as this will enable us to offer the appointment slot to someone else.

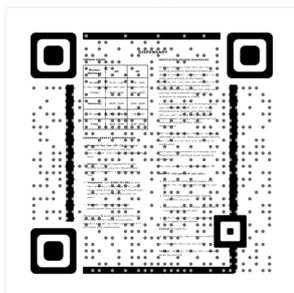
DISPENSARY

OPENING HOURS

Bloxham Dispensary	AM	PM
Monday	09:00 - 13:00	14:00 - 18:00
Tuesday	09:00 - 13:00	14:00 - 18:00
Wednesday	09:00 - 13:00	14:00 - 18:00
Thursday	09:00 - 13:00	14:00 - 18:00
Friday	09:00 - 13:00	14:00 - 18:00

ORDERING REPEAT PRESCRIPTIONS

- **Prescription tear-off slip:** Tick what you need and post it in the red prescription letterbox on the Dispensary door.
- **Online:** If you are registered for our online services, you can request your repeat prescription using the online link.
- **Telephone:** Call **01295 721 884** at any time and leave a message with your name, date of birth, the first line of your address, and the items you wish to order.
- **Website:** Complete the repeat prescription form on our website. Scan the QR code using your phone's camera:



Please allow **5** working days from the day of receipt for all repeat prescription requests and tell us where you would like to collect your medication.

MEDICATION REVIEW REMINDERS

To help keep our dispensing service running smoothly, Bloxham Dispensary sends an automatic reminder when you order your second-to-last repeat prescription. This reminder tells you it is time to book your medication review. Please ensure that the Practice holds your current mobile phone number. Call reception to update or check.

A medication review is a 15-minute phone appointment with one of our Clinical Pharmacists to ensure your medicines remain safe, effective and appropriate. These reviews are required before we can continue issuing certain repeat medications.

Please book promptly when you receive a reminder so we can keep your prescriptions up to date and avoid any delays to your medication.

Once your appointment is arranged, your medicines can continue to be issued as normal.

For emergency medications, contact **111**.

NHS 111 Emergency Prescription

- For a limited emergency supply of a medicine you have completely run out of.
- Only for medicines on your regular repeat prescription.
- Usual prescription charges apply (free if you normally do not pay).
- Do NOT use if you have symptoms – call 111 to speak to an adviser.

Cannot be used for:

- Antibiotics for new or recent problems.
- Controlled drugs requiring ID.

Always follow any medical advice already given by your GP.

PRACTICE-PATIENT INFORMATION

NHS HEALTH CHECKS



An NHS Health Check is a **free** check-up to look at the health of your heart and blood vessels. It helps spot early signs of problems such as:

- Heart disease.
- Stroke.
- Diabetes.
- Kidney disease.

You will also talk about ways to lower your risk and stay healthy.

If you are over 65, you will be given information about symptoms of dementia to look out for, as some risk factors overlap.

WHO IS ELIGIBLE?

You may be eligible if you:

- Are aged **40** to **74**, and;
- Do not already have conditions such as heart disease, diabetes, kidney disease, high blood pressure, stroke or high cholesterol requiring treatment.

If you already have one of these conditions, you will have regular check-ups with your usual care team instead.

WHAT HAPPENS AT A HEALTH CHECK-UP APPOINTMENT

The NHS Health Check is carried out by a healthcare assistant (HCA). It aims to help you

understand your risk of developing common but often preventable conditions, and to support you in making changes that can improve your long-term health.

WHAT'S INVOLVED?

The appointment takes around 20 minutes and includes:

- Recording your height, weight, age, sex and ethnicity.
- Measuring your blood pressure.
- A simple blood test to check your cholesterol.
- Calculating your BMI (a measure of whether your weight is healthy for your height).
- A few questions about your family history, smoking and alcohol intake.

After the check, you will receive your results and advice on how to lower your risk and stay well.

THIRD-PARTY CONSENT



We want to keep your medical information safe. This means we can only share your details with someone else, such as a family member, friend or carer, if you have given us permission.

PRACTICE-PATIENT INFORMATION

To do this, you will need to complete a Consent Form, available from Reception.

HOW TO GIVE CONSENT

1. Ask for a **Consent Form** at Reception.
2. Fill in the form with:
 - a. The **name** of the person you want us to share information with.
 - b. Their **relationship** to you.
 - c. Their **contact details** if you wish for them to be contacted on your behalf.
3. Return the completed form to a staff member.
4. A member of staff must **witness you signing** the form to confirm the consent is genuine.
5. We will then:
 - a. Add a note to your record showing who you have given consent to and the date.
 - b. Add the code: "Consent given to share patient data with specified third party."
 - c. Scan the completed form into your medical record.

WHY CONSENT MATTERS

This process ensures:

- Your information is only shared with people you trust.
- Staff can speak to your nominated person safely and confidently.
- Your privacy is protected at all times.

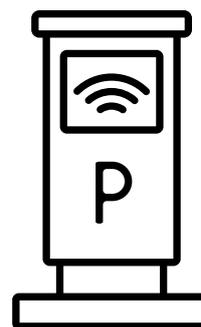
HORTON GENERAL HOSPITAL - NEW PARKING SYSTEM

The Horton General Hospital has introduced a new parking system. All car parks now use Automatic Number Plate Recognition (ANPR), which records your vehicle as you enter and leave.

The first 30 minutes are completely free. This gives you time to find a space or wait for one during busy periods without worrying about charges.

You only pay when you leave the hospital. You have up to 48 hours after leaving to pay online. If payment is not made within this time, a Parking Charge Notice (PCN) will be issued.

Note: You can no longer pay by cash.



PAYMENT OPTIONS

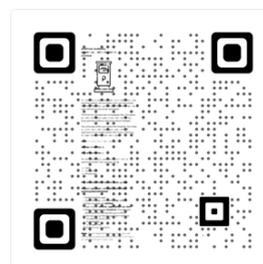
Pay at the Machine

Before returning to your car, visit one of the payment kiosks. You can pay using:

- Card.
- Contactless.
- Phone app.

Pay on Your Phone via the Evology App

To download the app, go to:
<https://apps.apple.com/gb/app/evology-parking/id6448053008> OR scan the QR code:



1. Download the app.
2. Open the app and choose **Pay to Park**.
3. Enter Location ID: **302740**.
4. Type in your **vehicle registration number**.
5. Select the required **duration**. The app will show you the cost before you confirm.
6. Choose your preferred payment method:
 - a. Debit or credit card.
 - b. Apple Pay.
 - c. Google Pay.
7. Confirm your payment.

Note: If your appointment runs over, you can extend your parking session directly in the app—no need to return to your car.

NHS PATIENT INFORMATION

JESS'S RULE



WHAT PATIENTS NEED TO KNOW

Jess's Rule is a new national safety measure designed to help GPs spot serious illnesses earlier. It was created after the tragic death of Jessica Brady, a 27-year-old who had cancer that went undiagnosed despite many GP appointments. Her family campaigned for change, and the NHS has now introduced this rule to help prevent similar situations in the future.

WHAT IS JESS'S RULE?

Jess's Rule is simple: If a patient comes to their GP three times with the same symptoms, and things are not improving, the GP team will "reflect, review and rethink."

This means:

- **Reflect:** Look back at what the patient has said before and check if anything has changed or been missed. If earlier appointments were by phone or video, the GP will usually see the patient face-to-face.
- **Review:** Another clinician may be asked for their opinion, and the GP will check for any "red flag" symptoms.

- **Rethink:** If needed, the GP may arrange tests, scans, or refer the patient to a specialist.

WHY IT MATTERS

Jess's Rule helps ensure that:

- Persistent or worsening symptoms are taken seriously.
- Patients feel listened to.
- Serious conditions like cancer or sepsis are picked up earlier.
- Assumptions are not made based on age or background.
- Care is consistent and joined-up.

Earlier diagnosis saves lives, and Jess's Rule strengthens the safety net for patients whose symptoms do not follow the usual pattern.

WHAT THIS MEANS FOR YOU

If you have seen your GP three times about the same issue and things are still not improving, your case will be looked at more closely. You may be offered a face-to-face appointment, further tests or a referral. You will be involved in the decision-making throughout.

Jess's Rule does not replace clinical judgement—it supports it. Many GP teams already work this way, but this rule makes the process clearer and more consistent across the NHS.

NHS PATIENT INFORMATION



NOROVIRUS - WHAT YOU NEED TO KNOW

Norovirus is a very common stomach bug that causes sudden sickness and diarrhoea. It is unpleasant, but most people start to feel better within 2 to 3 days.

Common Symptoms:

- Feeling sick.
- Vomiting.
- Diarrhoea.

You may also have a temperature, headache, tummy cramps or body aches. You can catch norovirus at any time of year.

HOW TO TREAT NOROVIRUS AT HOME

Most people can safely recover at home. The most important thing is to drink plenty of fluids to avoid dehydration.

Do:

- Rest at home.
- Drink water or squash (small sips if you feel sick).
- Continue normal feeds for babies; offer small, frequent feeds.
- Eat when you feel able.
- Take paracetamol for discomfort (check the leaflet for children).

Don't:

- Do not drink fruit juice or fizzy drinks – they can make diarrhoea worse.

- Do not dilute baby formula.
- Do not give diarrhoea-stopping medicines to children under 12.
- Do not give aspirin to anyone under 16.

A pharmacist can advise on oral rehydration solutions if needed.

HOW NOROVIRUS SPREADS

Norovirus spreads very easily through:

- Close contact with someone who has it.
- Touching contaminated surfaces.
- Eating food handled by someone with the virus.

HOW TO STOP IT SPREADING

Do:

- Wash hands with soap and water (hand gel does not kill norovirus).
- Wash contaminated clothes and bedding on a 60°C wash.
- Clean toilets, taps and door handles regularly.
- Stay away from others as much as possible.

Don't:

- Do not go to work, school or nursery until 48 hours after symptoms stop.
- Do not visit hospitals or care homes until you have been well for 48 hours.

WHEN TO GET HELP

Call **111** if you or your child:

- Are under 12 months and unwell.
- Show signs of dehydration (dark urine, fewer wet nappies).
- Cannot keep fluids down.
- Have bloody diarrhoea.
- Have symptoms lasting more than 7 days (diarrhoea) or 2 days (vomiting).

Call **999** or go to **A&E** if there is:

- Blood in vomit.
- Green or yellow-green vomit.
- Severe tummy pain or headache.
- Stiff neck or sensitivity to light.
- Breathing difficulties.
- Pale, blue or blotchy skin.
- Confusion or unusual drowsiness.

HEALTH ADVICE

NATIONAL HEART MONTH - FEBRUARY



February is National Heart Month, a UK-wide campaign led by the NHS and the British Heart Foundation to raise awareness of cardiovascular disease (CVD) and encourage heart-healthy habits.

With heart and circulatory diseases remaining a leading cause of death, the month focuses on prevention, early detection and simple lifestyle changes that can make a real difference.

Communities get involved through fundraising walks, coffee mornings and awareness events, while free CPR training sessions help people learn lifesaving skills.

For more information on how you can get involved, go to <https://www.bhf.org.uk/how-you-can-help/support-our-campaigns/heart-month> OR scan the QR code below.



Heart Month also highlights the importance of checking your cholesterol and blood pressure. If you are aged **40** to **74**, you may be eligible for a **free NHS Health Check**: a quick assessment that helps identify your risk of developing heart disease early.

See [NHS Health Checks](#) on page **3**.

HEART ATTACK OR CARDIAC ARREST? UNDERSTANDING THE DIFFERENCE

When someone collapses or experiences sudden chest pain, it is natural to think “heart attack,” but not all heart emergencies are the same. Knowing the difference between a heart attack and a cardiac arrest can save a life.

WHAT IS A HEART ATTACK?

A heart attack happens when blood flow to part of the heart is suddenly blocked, usually by a build-up of fatty material in the arteries. The heart is still beating, but it IS struggling.

Common signs include:

- Chest pain or pressure.
- Pain spreading to the arm, jaw, neck or back.
- Feeling sick, sweaty or short of breath.

A heart attack is a medical emergency – call **999** immediately

WHAT IS CARDIAC ARREST?

A cardiac arrest is very different. It occurs when the heart suddenly stops beating altogether. Blood can no longer reach the brain or other organs.

The person will:

- Collapse suddenly.
- Be unresponsive.
- Not be breathing normally.

This is a life-threatening emergency. Call **999** straight away and start CPR. Using a defibrillator (AED) as soon as possible gives the best chance of survival.

HOW THEY ARE CONNECTED

A severe heart attack can sometimes trigger a cardiac arrest, but not always. Cardiac arrest can also be caused by other conditions, such as abnormal heart rhythms.

WHY THIS MATTERS

Understanding the difference helps you act quickly and confidently:

- Heart attack: person is usually awake – call **999**.
- Cardiac arrest: person is unresponsive and not breathing – call **999** and start CPR.

Quick action saves lives.

HEALTH ADVICE

WHAT IS AN AUTOMATED EXTERNAL DEFIBRILLATOR?



An Automated External Defibrillator (AED) is a portable device used to treat people experiencing Sudden Cardiac Arrest (SCA). It checks the heart's rhythm and can send an electric shock to the heart to try to restore a normal rhythm. AEDs are designed to be easy to use by people who are not medical professionals, making them a crucial tool in public spaces across the UK.

WHEN TO USE AN AED?

AEDs are used in emergency situations where someone:

- Collapses suddenly and is unresponsive.
- Is not breathing normally, or at all.
- Shows no signs of life, such as movement or normal breathing.

It is important to act quickly in these situations, as immediate treatment can significantly increase the chances of survival.

HOW TO USE AN AED:



1. **Check responsiveness:** Tap the person and shout to see if they respond. If there is no response, call 999 immediately for an ambulance.
2. **Turn on the AED:** Locate the nearest AED (often found in public places like train stations, shopping centres, and community centres). Open the AED case and press the power button. The device will give you step-by-step voice instructions.
3. **Attach the pads:** Expose the person's chest and attach the adhesive pads to the chest as shown in the instructions (one pad on

the upper right chest and the other on the lower left chest). Dry the chest if it is wet.

4. **Analyse the heart rhythm:** Allow the AED to analyse the heart's rhythm. Ensure that no one is touching the person during this time.

5. **Deliver the shock:** If the AED advises a shock, make sure everyone is clear of the person. Press the shock button when prompted. The AED will deliver an electric shock to the heart.

6. **Perform Cardiopulmonary Resuscitation (CPR):** After the shock is delivered, or if no shock is advised, begin CPR. Perform 30 chest compressions followed by 2 rescue breaths. Continue until emergency medical help arrives or the person shows signs of life.

7. **Continue following AED Instructions:** The AED will provide ongoing instructions. Follow them carefully until professional help takes over.

AEDs are designed to be user-friendly with clear, audible instructions to guide you through the process. Swift action with an AED can save a life.

AED UK LOCATIONS

To locate AEDs in the UK, you can use the following resources:

1. **Defib Finder:** This website allows you to find the nearest defibrillators in your area. You can visit it at:



<https://www.defibfinder.uk>

2. **The Circuit:** Managed by the British Heart Foundation. This national defibrillator network maps defibrillators across the UK. You can learn more and register your defibrillator at:



<https://www.thecircuit.uk>

HEALTH ADVICE

3. **HeartSafe AED Locator:** This map lists the closest defibrillators near you, including public access and limited access defibrillators. You can check it out at:



<https://www.heartsafe.org.uk>

These resources can help you quickly find an AED in an emergency. Remember, in case of an emergency, always call **999** first and follow the instructions given by the emergency services.



BASIC LIFE SUPPORT INCLUDING DEFIBRILLATOR TRAINING

If you would like to take a Basic Life Support (BLS) training course so that you are better equipped for dealing with a cardiac arrest or heart attack, then join one of the local BLS and Defibrillator training events.

To register your interest, email your name and contact details to Alex Harrison on:
alexander.harrison@sca-charity.org.uk

Numbers are limited to 20 attendees per session and attendees need to be 14 or over.

Training is delivered by volunteers of the South Central Ambulance Charity, so a suggested donation of £10.00 per attendee is very much appreciated and welcomed.

LOCAL RESOURCES

BANBURYSHIRE ADVICE CENTRE

The Banburyshire Advice Centre works closely with Social Prescribers to support patients with:

- Blue Badge applications.
- Benefits advice.
- Food vouchers for those in need.

They do not offer:

- Debt advice.
- Legal or tax advice. But they can refer you to other services that do.

They can arrange free initial advice for:

- Wills.
- Power of Attorney.



Referrals are quick and easy:

49C Castle St, Banbury OX16 5NU.



Email: helpdeskbancp@yahoo.com



Or leave a message on 01295 279988.

FREE!

Parent & Baby Yoga for Mental Wellbeing

Time Fridays: 10-11am

Venue The Sunshine Centre, Edmunds Road, Banbury, OX16 0PJ
What3Words: ///brokenfumes.burst

Description Open to anyone who may be feeling they want to connect with other parents and use movement to support their physical and mental well-being: whether it be low mood, anxiety or more. Yoga for parents and babies (under 1 & after a post natal check up) with our lovely instructor Lucy!

This group is provided **FREE** by mental health charity Sport In Mind for the benefit of local people.

[@sportinmind](https://www.instagram.com/sportinmind)
info@sportinmind.org
www.sportinmind.org
 0300 302 1400

THURSDAY CLUB

A friendly, welcoming lunch club facility for local, older people.

Thursdays 10.30-3.00pm, meeting in St Mary's Parish Rooms, (behind Bloxham Museum). £15.

For further information, contact the coordinator, Lynn Johnson: 01295 720792, for details.

GOOD GRIEF POP-UP CAFE

The Good Grief Cafe offers a safe space to chat over a cup of tea, with others who can empathise with you.

The cafe is run by volunteers from The Good Grief Trust, which is a national support group.

The Cafe is open on the 1st Saturday of the month between 10.00am-12.00pm at the Dupuis Centre, off Dashwood Road, Banbury OX16 5HD.

LOCAL RESOURCES

THE BRANCH - FREE SUPPORT

- Connect Café: Crafts, games, chat, form-filling help, benefits support, Citizens Advice drop-ins - free - no referral needed.
- Young Parent Group: Weekly support for parents under 21.
- Minis Toddler Group: Free baby & toddler sessions.
- Youth Support: Remix youth club, mentoring, and safe spaces.
- Practical Help: Budget packs, cookery courses, computer access, meeting rooms and a garden.
- Wellbeing Support: Kintsugi Hope groups, nurture sessions and domestic abuse recovery.
- Debt & Money Help: CAP Debt Centre and CAP Life Skills.
- Community Activities: Out to Lunch, Come to Tea and Full Circle.
- Practical Items: Furniture and essentials through Making Homes.



For events throughout January at The Branch, go to: <https://www.thebranchtrust.org/whats-on>
OR scan the QR code below.



THE BRANCH - FEBRUARY EVENTS QR CODE

SAMARITANS

We're waiting for your call

Whatever you're going through, a Samaritan will face it with you. We're here 24 hours a day, 365 days a year.

Call 116 123 for free

[Other ways you can get in touch >](#)

Or visit our branch in Banbury town centre.



ORINOCO BANBURY



- Local scrapstore and charity promoting reuse and creativity.
- Saves materials from landfill and turns them into craft and play resources.
- Sells scrap items, new art supplies, refurbished tools and DIY materials.
- Workshops, craft lessons and children's birthday parties available.
- Open to everyone - no membership needed.
- Great for families, teachers, community groups and makers.
- Friendly, creative space full of affordable materials.

📍 57-58 High Street, Banbury OX16 5JJ
☎ 07873 659328
✉ banbury@orinoco.org.uk

IMPORTANT HEALTH INFORMATION

BLOXHAM PHARMACY

High Street, Bloxham, OX15 4LU

Telephone: 01295 722169

Opening times:

Mon to Fri: 8:45 am – 1 pm

2 pm – 6:15 pm

Bloxham Pharmacy is a provider of the Pharmacy First service.

For repeat prescriptions, please order via the NHS or Patient Access app. or drop into the pharmacy.

NHS PHARMACY FIRST - FASTER, EASIER ACCESS TO CARE

The NHS Pharmacy First service allows community pharmacists to assess and treat several common conditions without needing a GP appointment. This means quicker access to care and more availability of GP appointments for those who need them most.

WHAT PHARMACY FIRST CAN HELP WITH

Pharmacists provide advice and treatment for the following conditions:

- Ear infections (ages 1-17).
- Impetigo (1 year and over).
- Infected insect bites (1 year and over).
- Shingles (18 years and over).
- Sinusitis (12 years and over).
- Sore throat (5 years and over).
- Uncomplicated urinary tract infections (UTIs) in women aged 16-64.

HOW TO ACCESS THE SERVICE

You can use Pharmacy First in two ways:

Walk-In:

You can go directly to a participating pharmacy for any of the seven conditions listed above.

Referral:

You may also be referred by:

- Your GP practice.
- NHS 111 (online or phone).
- Urgent care or emergency departments.

WHAT HAPPENS AT THE PHARMACY

During your consultation, the pharmacist will:

- Carry out a private assessment.
- Follow NHS clinical guidance.
- Provide self-care advice.
- Supply prescription-only medicines if appropriate.
- Refer you to another service if needed.
- Update your GP with details of the consultation.

Pharmacists are highly trained healthcare professionals with expertise in medicines and minor illnesses.

WHY PHARMACY FIRST IS HELPFUL

- Faster access to treatment.
- No need for a GP appointment for eligible conditions.
- Convenient and often available without booking.
- Safe, high-quality care following NHS pathways.
- Helps free up GP appointments for more complex needs.

FINDING A PHARMACY

Most community pharmacies are taking part. You can check participating sites using the NHS Service Finder or ask a member of our team for help.

IMPORTANT LINKS AND NUMBERS

111

In a life-threatening emergency, call **999**.

If you need medical help fast, but it is not an emergency, call **111** first or use **NHS 111 Online**.

Open the camera app on your mobile device and scan the QR code below to access NHS 111 Online or enter **<https://111.nhs.uk>** into your web browser search bar.

