BLOXHAM & HOOK NORTON SURGERIES

NEWSLETTER

ISSUE 4

PRACTICE INFORMATION

WELCOME!

We are pleased to welcome Habiba Khalid to her new role as a Dispenser within the Dispensary Team at Bloxham Surgery. We look forward to the contribution she will bring to the team.

FAREWELLS

We also say goodbye to Louise Chapman, who has taken up a new position with a different employer. We wish her every success in her new role and thank her sincerely for the support she has given to both patients and colleagues in the Dispensary Team during her time with us.

REGISTRAR

We are proud to be an accredited NHS Training Practice, supporting the development of future GPs.

We host GP Registrars—fully qualified doctors in the final stage of specialist GP training—who work alongside our Clinical Team and provide independent patient consultations.

Our current registrar, Cecelia Marsh, is completing her GP specialty training with us. Like all registrars, she has protected debrief sessions built into her schedule, giving time for case review, feedback and supervised learning with our approved GP trainers.

We are proud to have two fully qualified GP trainers:

- Dr Sanjay Ramini.
- Dr Kiran Kommu.

Their guidance ensures registrars receive high-quality support while contributing to excellent patient care.

Our role as a Training Practice strengthens the future GP workforce and fosters a positive, learning-focused environment within the surgery.

PAINTING & DECORATING UPDATE - ACROSS BOTH SITES

Work is continuing to refresh and improve our surgery environments at Hook Norton and Bloxham.

At Hook Norton, all interior painting is now complete. The exterior work is scheduled to start in September.

At Bloxham, all exterior painting is complete. The interior painting will commence once the exterior painting at Hook Norton is complete.

We want to thank all patients for their patience and understanding during these works. While we aim to minimise disruption, some activities may temporarily affect the usual flow of the building. We apologise for any inconvenience this may cause and appreciate your continued support.

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 from.

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 PRESCRIPTIONS

- 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.

MEDICATION INFORMATION

MEDICATION SHORTAGES

Across the NHS, medication supply issues can occasionally occur both nationally and locally. These **shortages are usually temporary**, but they can affect how quickly the Dispensary and pharmacies are able to obtain certain medicines. We understand this can be frustrating, and we want to help patients manage any disruption as smoothly as possible.

To support continuity of your treatment:

- Order repeat prescriptions in good time – ideally **7–10 days before your medication is due** to run out.
- Please **avoid stockpiling** – keeping more medication than you need can worsen shortages and lead to unnecessary waste.
- Speak to your pharmacist first if you are told an item is unavailable; they may be able to advise on delivery times or suitable alternatives.
- Contact the Dispensary or your pharmacy if you continue to experience difficulties, and they will help identify safe alternatives where appropriate.

MEDICATION COLLECTION BY PATIENT REPRESENTATIVE

Many patients rely on family members, neighbours or other representatives to collect their medication.

Please make sure that anyone collecting medication on your behalf—whether from Hook Norton, the Dispensary or a pharmacy —has the **correct information**.

Your representative will need:

- Your full name.
- Either your date of birth or your address.
- Your prescription payment status – whether you:
    - pay for your prescriptions,
    - receive an exemption or benefit, or
    - have a Prescription Prepayment Certificate (PPC).

This information is essential because the representative must **tick the correct declaration box on the back of the prescription**, **make payment** if required, and **sign to confirm collection**.

Providing these details helps avoid delays and ensures the team can dispense medication safely and efficiently for all patients.

Thank you for your cooperation.

PRACTICE-PATIENT INFORMATION

PROTECTED LEARNING TIME (PLT)

Protected Learning Time (PLT) is a **CQC-mandated NHS requirement** that supports staff training, development and service improvement across both Bloxham and Hook Norton Surgeries. The surgeries and Dispensary will be **closed during these training/learning sessions**.

These sessions ensure our teams remain up-to-date with clinical guidance, patient safety standards and best practice.

Key points for patients:

- PLT **dates may change** throughout the year.
- Updates will always be shared via both surgeries, the Practice website and Practice/PPG social media channels.
- For urgent repeat medication, patients can use NHS 111 or Pharmacy First.

PLT DATES

Date
Thursday 10 September 2026
Wednesday 2 December 2026
Tuesday 02 February 2027

COLLECTION OF PAPERWORK THAT REQUIRES PAYMENT

Some documents produced by the surgery —such as private letters, forms and medical reports—require payment before they can be handed over. To ensure an efficient and secure process, please note the following.

- **Payments must be made at the Dispensary at the Bloxham site**. Letters or paperwork that carry a fee cannot be handed over until payment has been completed.

- Please be aware that the Dispensary is **closed between 1pm and 2pm**. We kindly ask patients to avoid this period when collecting and paying for documents, as payments cannot be processed during this time.

Your cooperation helps us maintain a smooth service for all patients. If you have any questions, our reception team will be happy to assist.

SAMPLE COLLECTIONS

To ensure all laboratory tests are processed safely and without delay, we want to remind patients about the daily sample collection times.

The **last collection** from the surgery is at approximately **2pm each day**. To make sure your sample is included, **please bring any specimens to the surgery no later than 1:30pm**. This allows our team enough time to log, prepare and package samples correctly before the courier arrives.

Timely collection is essential for maintaining sample integrity. When samples arrive too late:

- They must be refrigerated overnight, or
- Kept refrigerated all weekend if brought in on a Friday (unless you are able to take the sample directly to the hospital pathology lab yourself).

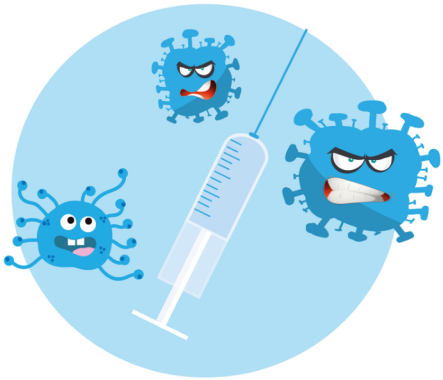
In some cases, storing a sample for too long can invalidate the test results, meaning the sample may need to be repeated.

We appreciate your cooperation in helping us keep the testing process accurate and efficient for all patients.

Note: **Blood tests** are **NOT** performed on **Friday afternoons** due to the **final courier collection being around 2pm**.

PRACTICE-PATIENT INFORMATION

2026/2027 FLU VACCINATION PROGRAMME



Bloxham & Hook Norton Surgery will soon begin delivering the **2026/2027 NHS Flu Vaccination Programme across both sites**.

Flu vaccinations will be **available for eligible patients from 1 October 2026**, and we are now contacting patients directly as booking invitations open.

CLINIC AVAILABILITY

To support timely vaccination, we will be offering:

- **Weekday** flu clinics from **1 October 2026 onwards** at both sites where capacity allows.
- **Two dedicated Saturday clinics** at both Bloxham and Hook Norton:
  - Saturday **03 October 2026**.
  - Saturday **17 October 2026**.

ELIGIBILITY FOR A FREE NHS FLU VACCINE

You **MAY** be eligible for a free NHS flu vaccination if you fall into one of the following groups:

- Children aged **2 and 3 years** from 01 September 2026.
- School-aged children (Reception to Year 11) – vaccinations delivered in schools.
- Adults aged **65 years and over**.
- Individuals aged **6 months to under 65 years** with certain clinical risk conditions.
- **Pregnant** women.
- Residents of **long-stay care homes**.
- **Carers** in **receipt of Carer's Allowance**.
- **Household close contacts** of **immunocompromised individuals**.
- **Frontline health** and **social care staff**.

HOW WE WILL CONTACT YOU

Eligible patients will be invited through:

- **Text message**, including a link to book online.
- **Telephone contact**, for patients who need support or do not use digital services.

Housebound patients will be contacted separately. If you believe you should be on the housebound list and have not heard from us, please contact the surgery to confirm.

COVID-19 VACCINATIONS

Please note that the Surgery **does NOT provide COVID-19 vaccinations**. For all COVID-19 enquiries or to book an appointment, please:

- **Call 119** (free of charge), or
- Visit the NHS website: **https://www.nhs.uk/nhs-services/vaccination-and-booking-services/book-covid-19-vaccination/**

Covid Vaccine Info QR Code

We appreciate your cooperation and look forward to supporting our community throughout this year's flu vaccination programme.

PRACTICE-PATIENT INFORMATION

HEALTH PREVENTION DAYS 2026 - PROMOTING COMMUNITY HEALTH AND WELLBEING

Bloxham & Hook Norton Surgeries, in partnership with our Patient Participation Group (PPG), are pleased to announce our Health Prevention Days 2026, dedicated to supporting community health, providing accessible information and offering practical advice for patients of all ages.

These events coincide with our Saturday flu clinics and are designed to encourage proactive health management and strengthen links between the Practice and the local community.

EVENT DATES & LOCATIONS

LOCATION	DATE	TIME
BLOXHAM SURGERY	Saturday October 03 2026	10 am - 2 pm
HOOK NORTON SURGERY	Saturday October 17 2026	10 am - 2 pm

WHAT THE EVENTS OFFER

Across both sites, patients will have access to:

- Preventative health information and guidance.
- Advice on managing long-term conditions.
- Support with lifestyle changes and wellbeing.
- Signposting to local health and community services.
- Opportunities to speak with members of the clinical and administrative teams in an informal, supportive setting.

These events are open to all patients, and we encourage everyone to attend.

SUPPORTING KATHERINE HOUSE HOSPICE

We will be holding a charity cake sale in aid of Katharine House Hospice at the event. All proceeds will help support the invaluable care they provide to patients and families across our region.

A COMMUNITY-FOCUSED INITIATIVE

Our Health Prevention Days reflect the Practice's commitment to promoting wellbeing, improving access to health information and supporting patients in making informed choices about their health.

We look forward to welcoming you and working together to strengthen the health of our community.

HEALTH ADVICE

INTERNATIONAL PROSTATE CANCER AWARENESS MONTH - SEPTEMBER 2026

September marks Prostate Cancer Awareness Month, an international campaign dedicated to raising awareness, promoting early detection and supporting men affected by prostate cancer. As one of the most common cancers in men, early recognition and timely assessment are essential to improving outcomes and quality of life.

UNDERSTANDING PROSTATE CANCER

- About **1 in 8 men in the UK** will be diagnosed with prostate cancer in their lifetime, with the risk higher for **Black men at 1 in 4**.
- Prostate cancer often develops slowly, and early symptoms may not appear until the disease is advanced.
- The **PSA (prostate-specific antigen) blood test** is available on the NHS for **men over 50** who request it, even without symptoms.
- Risk factors include age, ethnicity and family history.

AWARENESS MONTH ENCOURAGES MEN TO UNDERSTAND

- Key risk factors.
- Possible symptoms, including urinary changes or unexplained pain.
- The importance of early detection.
- Available treatment options and support services.

NHS GUIDANCE ON PSA TESTING

The NHS recommends that men who are concerned about their risk, or who are experiencing symptoms, should speak with a GP.

A GP will:

- Discuss your individual risk factors.
- Explain the benefits and limitations of PSA testing.
- Assess whether a PSA blood test is appropriate.

BOOKING AN INITAIL CONSULTATION

If you would like to discuss prostate cancer or request a PSA blood test, please contact Reception at Bloxham or Hook Norton Surgery to arrange an initial consultation with a GP.

Following this consultation, patients will need to book a separate appointment for the PSA blood test, which will be arranged after the GP has confirmed that testing is appropriate.

Patients already under monitoring are reminded to continue attending their regular PSA blood tests as recommended.

SUPPORTING MEN'S HEALTH

Throughout September, we encourage all men—particularly those at higher risk—to take proactive steps in understanding their prostate health.

Early conversations lead to early detection, and early detection saves lives.

The Prostate Cancer Foundation® (PCF™) offers educational materials for patients and families. Scan the QR code or visit **pcf.org** to learn more.

HEALTH ADVICE

BREAST CANCER AWARENESS MONTH - OCTOBER 2026

Breast cancer is the **most common cancer in women in the UK**, and early detection greatly improves treatment outcomes.

The NHS encourages all women to be breast aware and to seek medical advice promptly if they notice any changes.

Men can also get breast cancer, but this is rare. Any breast changes in men should also be assessed by a GP.

BREAST SELF-CHECKS: VISUAL & PHYSICAL EXAMINATION

Staying familiar with how your breasts normally look and feel helps you notice changes early. A simple monthly check involves two parts: looking and feeling.

Visual Inspection:

Stand in front of a mirror with shoulders straight and arms relaxed.

Look for:

- Your usual breast size, shape and colour.
- No dimpling, puckering or bulging.
- No nipple changes, inversion or discharge.
- No redness, rash or swelling.

Raise your arms overhead and repeat the check, watching for the same changes.

Physical Examination:

You can examine your breasts lying down, standing, or in the shower.

Lying Down:

- Place a pillow under one shoulder and raise the arm on that side.
- Use the pads of your three middle fingers to feel the breast in small circular motions.
- Cover the whole area from collarbone to abdomen and armpit to cleavage.
- Use light, medium and firm pressure to feel all layers of tissue.
- Repeat on the other side.

Standing or Sitting:

- With wet or slippery skin (often easiest in the shower), use the same circular or up-and-down motions.
- Check the entire breast and armpit area.

SYMPTOMS TO LOOK OUT FOR

Please book a GP appointment if you notice any of the following:

- A breast lump.
- Lumps in the armpit or collarbone area.
- Nipple changes, including bleeding, crusting or new inversion.
- Skin dimpling or a “peau d’orange” (orange peel) appearance.
- Nipple discharge.

These symptoms do not always mean cancer, but they should be checked as soon as possible.

For more information and to view a video on breast self-checks, please visit: **https://www.nhs.uk/tests-and-treatments/how-to-check-your-breasts-or-chest/**.

Alternatively, scan the QR code below:

NHS Breast Cancer QR Code

HEALTH ADVICE

NHS BREAST SCREENING OXFORDSHIRE

The NHS Breast Screening Programme routinely invites women **aged 50 to 71** for a mammogram every three years.

However, as part of a new national screening model, some women may be invited before the age of 50. If you receive an early invitation, please attend as scheduled.

Screening in Oxfordshire is delivered through local breast screening units, and **invitations are sent automatically when you are due**.

Women **over 71 can self-request screening** by contacting their local screening service.

IF YOU ARE REFERRED

If symptoms or screening results require further investigation, NHS services may arrange:

- Additional mammograms.
- Ultrasound scans.
- A biopsy.
- Tests to determine cancer type and guide treatment.

TAKING ACTION

If you notice any breast changes or have concerns, please **contact Reception** at Bloxham or Hook Norton Surgery to book a GP appointment. Early assessment and early diagnosis save lives.

BREAST CANCER NOW

Breast Cancer Now is a UK charity dedicated to supporting everyone affected by breast cancer through research, information and practical help.

Each **October**, during **Breast Cancer Awareness Month,** the organisation brings people together to raise awareness of the disease, promote early detection through "**Touch, Look, Check**," and encourage community involvement through **fundraising, events and wearing pink**.

Their work focuses on empowering people with clear guidance, highlighting symptoms to watch for, and ensuring that anyone experiencing breast cancer feels supported every step of the way.

To get involved this October or to learn more about what the charity offers, please visit; **https://breastcancernow.org/get-involved/breast-cancer-awareness-month**.

Alternatively, scan the QR code below;

Breast Cancer Now QR Code

HEALTH ADVICE

CHRONIC OBSTRUCTIVE PULMONARY DISEASE (COPD) - PATIENT INFORMATION

Chronic Obstructive Pulmonary Disease (COPD) is a **long-term lung condition** that causes breathing difficulties due to narrowed airways and damage to the lungs.

It includes chronic bronchitis and emphysema and is usually progressive, meaning symptoms can worsen over time. Early diagnosis and good management can significantly improve quality of life.

OVERVIEW

COPD affects millions of people in the UK and is commonly linked to smoking, long-term exposure to air pollution, or occupational dust and chemicals. While COPD cannot be cured, effective treatment and regular monitoring help people manage symptoms and stay well.

CAUSES

The main causes of COPD include:

- **Smoking** (the most common cause).
- Long-term exposure to **air pollution**, fumes or dust.
- A rare genetic condition called **alpha-1 antitrypsin deficiency**.

Stopping smoking is the most important step in slowing disease progression.

SYMPTOMS

Common symptoms of COPD include:

- **Breathlessness**, especially during activity.
- **Persistent cough**.
- **Frequent chest infections**.
- **Wheezing**.
- **Phlegm production**.

Symptoms may develop gradually, so many people do not realise they have COPD until it becomes more severe.

DIAGNOSIS

Although COPD cannot be cured, symptoms can be managed effectively through:

- Inhalers to help open the airways.
- Pulmonary rehabilitation (exercise and education programmes).
- Vaccinations to reduce the risk of infections.
- Stopping smoking.
- Regular monitoring by the Practice.

MANAGEMENT

Patients diagnosed with COPD will be invited for regular reviews with our GP or Practice Nurse. These appointments help monitor symptoms, check inhaler technique, review medications and ensure you have the right support to stay well. If you experience worsening breathlessness, increased phlegm or more frequent flare-ups, please contact the surgery promptly.

ASTHMA + LUNG UK

Asthma + Lung UK provides clear, practical COPD information, covering what the condition is, its causes, symptoms, diagnosis and treatment. They offer guidance on managing flare-ups, staying active and improving daily life, along with self-management plans, easy-read resources, inhaler and airway-clearance support, plus access to local groups and helplines to help people feel informed and supported.

For more information, see: **https://www.asthmaandlung.org.uk/conditions/copd-chronic-obstructive-pulmonary-disease**. Alternatively, scan the QR code below:

Asthma + Lung UK QR Code

EXTERNAL RESOURCES

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** online or ask a member of our team for help.

MINOR EYE CONDITIONS SERVICE (MECS)

The Minor Eye Conditions Service (MECS) offers fast **NHS assessment and treatment for new, minor eye problems**.

You can self-refer directly to a participating optician—**no GP appointment needed**.

WHAT MECS CAN HELP WITH

- Red, sore or irritated eyes.
- Dry, gritty or uncomfortable eyes.
- Sudden watering or discharge.
- Flashes or floaters.
- Eye pain.
- Ingrowing eyelashes.
- Sudden loss of vision.
- Something stuck in the eye.

HOW TO USE THE SERVICE

Contact a MECS-accredited optician directly. They will ask a few questions and arrange an appointment—often within 24 hours for urgent issues. For more information, go to: **https://primaryeyecare.co.uk/services/minor-eye-conditions-service/**.

EXTERNAL RESOURCES

MORETON IN MARSH MINOR INJURY AND ILLNESS UNIT (MIIU)

The **Minor Injury and Illness Unit (MIIU)** at **North Cotswolds Hospital**, Stow Road, Moreton-in-Marsh, **GL56 0DS**, provides treatment for minor injuries and sudden minor illnesses. The unit offers convenient local care for issues that do not require A&E.

OPENING HOURS

The MIIU is usually **open daily** from **8.00am to 8.00pm**, with **last walk-in arrivals at 7.30pm**.

However, opening times **can change**, especially during busy periods or when demand needs to be managed for patient safety.

BEFORE YOU ATTEND

Patients are **strongly advised to call NHS 111** before travelling. NHS 111 will assess your symptoms and confirm whether the MIIU is the right place for your needs, as well as check the latest opening times.

KEYSTONE - MENTAL HEALTH & WELLBEING HUBS

The Keystone Mental Health & Wellbeing Hub provides early-intervention mental health and wellbeing support for adults.

Keystone hubs work closely with GP surgeries and NHS mental health services, offering timely help for people experiencing issues such as anxiety, low mood, stress or emotional difficulties.

OPENING HOURS

Monday–Friday, 9am–5pm (appointments only).

Note: If the doors are not open during these times, please ring the bell and a member of staff will let you in.

DROP-IN TIMES

- Monday, Wednesday, Thursday: 10am–2pm.
- Tuesday: 11am–3pm.

A Peer Support Worker is available during drop-in sessions to offer advice and support.

CONTACT

Telephone: **01865 904 872** | Email: **keystone.banbury@oxfordhealth.nhs.uk**.

ACCESSING SUPPORT

Keystone offers structured wellbeing support, signposting and links to NHS mental health teams, helping patients access early help without needing specialist referral thresholds.

If you feel you would benefit from mental health or wellbeing support, please contact Reception to arrange an appointment with our Wellbeing Worker, Peter Ryan, or a GP.

INTERNAL RESOURCES

WELLBEING WORKER - PETER RYAN

Peter - Wellbeing/Social Prescriber at Bloxham & Hook Norton Surgeries

UNDERSTANDING THE PRIMARY CARE WELLBEING SERVICE

The Primary Care Wellbeing Service provides personalised, one-to-one support for individuals facing mental health challenges or social and lifestyle issues affecting their wellbeing.

With a person-centred approach, Wellbeing Workers help individuals connect with local support services, utilise community resources and develop skills to manage their own wellbeing.

SESSION INFORMATION

- **Number of sessions:** You can receive **up to six sessions**. After your initial session, you and the Wellbeing Worker will discuss whether further sessions are needed.
- **Frequency of sessions:** Sessions typically occur **every 1 to 4 weeks**, depending on your preferences and the Wellbeing Worker's availability.
- **Session format:** Sessions can be held via **telephone**, **video call** or **face-to-face**, **Contact Reception to book an appointment**.

CONTACT INFORMATION

Peter is contactable via email for appointment bookings, cancellations or queries about signposting options.

Peter is **NOT** able to provide support via email, and their inbox is monitored only during working hours. For direct support, you will need contact Reception to book a session.

Email: **seprimarycarewellbeing@oxfordshiremind.org.uk**.

WHAT THE WELLBEING WORKER CANNOT PROVIDE

- **Prescriptions**: Wellbeing Workers are **not medical professionals** and cannot prescribe medication.
- **Counselling or Therapy**: They do not offer counselling or therapy but can guide you to appropriate services.

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For more details, visit: **Oxfordshire Mind Primary Care Wellbeing**.

FIRST CONTACT PHYSIOTHERAPY

You can book a **First Contact Physio appointment directly through our Reception Team**.

This service gives you quick access to a specialist Physiotherapist who can assess your symptoms, provide a diagnosis, offer tailored advice and exercises, and refer you for tests or hospital care if needed.

WHAT THEY CAN HELP WITH

First Contact Physios can support you with:

- Sprains, strains, soft-tissue and sports injuries.
- Joint pain and arthritis.
- Muscle, ligament, tendon or bone problems (e.g., tennis elbow, carpal tunnel, ankle sprains).
- Back, neck and spinal pain.
- Nerve symptoms such as pins and needles or numbness.

Our Reception Team may offer this instead of a GP appointment, or you can request a Physio call directly.

FACE-TO-FACE APPOINTMENTS AT BLOXHAM SURGERY

We offer **20-minute face-to-face Physio appointments every Monday at Bloxham Surgery**.

- Book through Reception.
- On arrival, come to Reception and wait to be called.
- You do **NOT** need to check in at the desk or via the check-machine.

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:

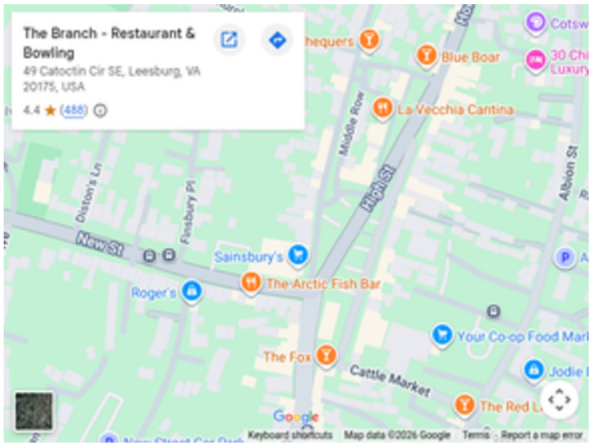
49C Castle St, Banbury OX16 5NU.

Email:helpdeskbancp@yahoo.com

Or leave a message on 01295 279988.

🌿 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 the year at The Branch, go to: **https://www.thebranchtrust.org** OR scan the QR code below.

THE BRANCH - EVENTS QR CODE

LOCAL RESOURCES

Play Create Decorate Orinoco

Inspiring art, creativity and play through the reuse of items that would otherwise be thrown away.

Book craft sessions for a group of family and friends.

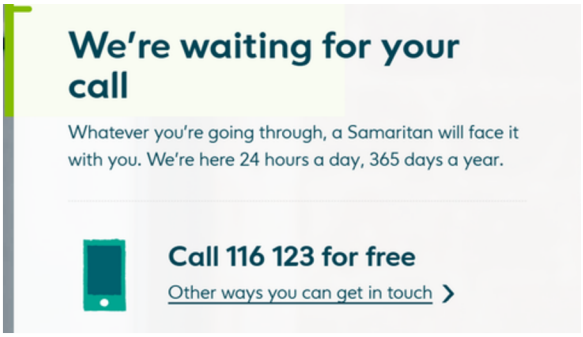
Learn how to use your sewing machine - Book one-to-one sessions.

Learn how to knit or crochet - Book one-to-one sessions.

Visit the cafe for tea, coffee, cake and some crafting fun - no booking required.

Telephone: **07873 659328**.
E-mail: ***banbury@orinoco.org.uk***.
Address: **57-58 High Street, Banbury, Oxon, OX16 5JJ**.
Opening Times: **Tuesday to Saturday 10am to 4pm**.

SAMARITANS



Or visit our branch in Banbury town centre.

LOCAL RESOURCES

Living Well Lounge: **Katharine House Hospice Aynho Road, Adderbury Banbury OX17 3NL**.

Every first Wednesday of the month between 5-7pm.

Use the main entrance to access Living Well.

For more information, scan the QR code using the camera app on your phone to access the website.

BEREAVEMENT CAFE QR CODE

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.

IMPORTANT CONTACT 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.

For contact and facilities information and available services, please visit: **https://www.nhs.uk/services/pharmacy/bloxham-pharmacy/FKC41**.

Alternatively, scan the QR code below:

NHS -BLOXHAM PHARMACY SERVICES QR CODE

NHS 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**.

Alternatively, scan the QR code below to access NHS 111 Online or enter **https://111.nhs.uk** into your web browser search bar.

NHS 111 QR CODE

NHS SELF-REFERRAL PHYSIO

HOW TO SELF-REFER THROUGH THE NHS WEBSITE

Physiotherapy self-referral is available in your area by visiting the NHS physiotherapy page: https:**//www.nhs.uk/tests-and-treatments/physiotherapy/**.

You will be directed to your local MSK (musculoskeletal) service. For Oxfordshire patients, this service is provided by Cora Health.

How to start your referral:
You will be guided to complete an online self-assessment. This helps the service understand your symptoms and direct you to the right care.

You may need:

1. Your full name.
2. Date of birth.
3. Address.
4. NHS number (if available).

After you submit your referral:

1. A clinician reviews your information.
2. You may receive a text message, phone call or letter with your next steps.
3. You'll be offered an appointment or directed to a more suitable service if needed.

Self-referral is not suitable if you:

- Are under 18.
- Have foot/podiatry problems.
- Need pelvic health or women's health physiotherapy.
- Are recovering from recent surgery or a fracture

In these cases, please contact your GP for the correct referral pathway.

NHS SELF-REFERRAL PHYSIO QR CODE