



If you need urgent care when we are closed, please ring 111 or in an emergency ring 999

DON'T FORGET TO ORGANISE YOUR REPEAT MEDICATION

Your Data Matters to the NHS

You can choose whether your confidential patient information is used for research and planning. For more information ask reception for a leaflet or go to: <https://www.nhs.uk/your-nhs-data-matters/>

Face Masks

Face masks are now no longer obligatory. If a clinician requests you to wear one or if you want to, then please do.

Drs Brown, Darker, Walsh and Ross

Wychwood Surgery

Meadow Lane

Shipton under Wychwood

OX7 6BW

Telephone: 01993 831061



Wychwood Surgery Newsletter

March 2023

Wychwood Surgery Newsletter

Practice changes to report

Dr Nikki Jones joins us mid-April. She was a GP trainee here and has worked as a local GP. She is delighted to come back, and we are delighted to have her.

Sarah Powell joins us on Wednesday 1st March as a Pharmacy Technician and will be training with us for a month as part of her induction. Kathleen Tablada has commenced her Nurse Associate Trainee placement here and is settling in well. Let's be sure to give Nikki, Kathleen and Sarah a very warm Wychwood welcome.

Flu clinics

Our flu clinics which ran last year and mopped up early this year have been our highest flu uptake to date. Thank you to all Doctors, Nurses and staff who made this happen. Thank you to our patients for engaging with us to have their injections.

Social Prescribing and Mental Health Co-Ordinator Amber Preston

Are you suffering from any of the following:

- Mild – moderate depression or anxiety
- Loneliness or isolation
- Stress-related concerns
- Bereavement
- Experiencing drug or alcohol problems

Please call reception to have a brief discussion with them who can then book you an appointment our MIND worker. These can be either by telephone or face to face.

Solar Panels – Building Work

Work will commence on Thursday 9th March to install solar panels to the roof of the surgery. Disruption will be kept at a minimum so please bear with us through the construction process. Thanks!

Physiotherapy

Reception can book you into Physio appointments and where appropriate he can refer you to the MSK Healthshare provision for any secondary care that may be required.

Minor Eye Conditions Service (MECS) – Oxfordshire

What is the Minor Eye Conditions Service (MECS)?

Chipping Norton Opticians is based at Chipping Norton Health Centre and run by Chris and Kimberley Gascoigne. They are both trained Optometrists. They can see patients for routine NHS and private eye tests. You do not have to be registered with the Health Centre to use Chipping Norton Opticians.

The Minor Eye Conditions Service that they provide is the only one of its kind in the Chipping Norton area and is NHS funded.

Some of the minor eye conditions they can treat include;

- Red eye or eyelids
- Dry, gritty, irritable and uncomfortable eyes
- Sticky or watery discharge from the eye
- Recently occurring flashes and/ or floaters
- Painful eye including pain with bright lights
- In-growing eyelashes
- Recent and sudden change in vision
- Foreign body in the eye

Unusual eye appearance (lumps and transfer your call directly to the Opticians or recommend that you phone the Opticians on 01608 648012. Chris or Kimberley will triage your condition and will offer you an appointment to be seen if necessary. If the eye condition is very severe, they may refer you on to Eye Casualty.

[Download the Minor Eye Conditions Service \(MECS\) NHS OCCG leaflet](#)

COVID Vaccinations

All cohorts have been completed. There is no long-term plan to continue this vaccination programme, but you are encouraged to get a first booster if you haven't already. Please phone Chipping Norton Health Centre to arrange this on 01608 642742.

Prescribing News



Our ICB (Integrated Care Board) have asked us not to prescribe any medications which can be bought over the counter. We may ask you to purchase things in future to save the NHS some much needed money.

There are some medication changes afoot that are being instigated by the Medicine Optimisation team. We will contact you if any of these affect you.

Complaints

Your feedback is important to us because it helps us to improve. We will:



Acknowledge your complaint, investigate what you have told us, tell you the outcome and then identify what we can do to make sure it does not happen again.

Please ask for a copy of our complaint's procedure leaflet.

Can't make your appointment?

If you cannot make your appointment and wish to cancel, please let us know so that someone else can have that appointment.

Contact Information



Please do not forget to update the surgery if you change your home or mobile number.

It is essential that we can contact you in an emergency and that we can pass on the correct details to the hospital if you are referred to a consultant.

Closing thoughts....

Struggling with household bills? A charity supporting residents to keep warm, stay safe and live well in their home. Have a look at:

www.bhbh.org.uk

Cold weather



Keep warm and get help with heating

Keeping warm over the winter months can help to prevent colds, flu and more serious health problems such as heart attacks, strokes, pneumonia and depression.

Heat your home to a temperature that's comfortable for you. If you can, this should be at least 18°C in the rooms that you regularly use, such as your living room and bedroom. This is particularly important if you have a health condition. It's best to keep your bedroom windows closed at night.

Check your heating and cooking appliances are safe. Contact a Gas Safe registered engineer to make sure they're working properly. You can find an engineer from the [Gas Safe Register website](#).

Make sure your home is fire safe. For fire safety advice specific to you and your home, [visit the online home fire safety check website to complete a safety check for your home](#).

Make sure you're getting all the help that you're entitled to. There are grants, benefits and advice available to make your home more energy efficient, improve your heating or help with bills.

Find out more about [ways to save energy in your home from GOV.UK](#), or call the government helpline on 0800 444 202.

You can also [find out more from GOV.UK about benefits and financial support if you're on a low income](#).

Look in on vulnerable neighbours and relatives

Remember that other people, such as older neighbours, friends and family members, may need some extra help over the winter. There's a lot you can do to help people who need support.

Make sure they get any prescription medicines before the holiday period starts and if bad weather is forecast.

If they need help over the holiday period when the GP surgery or pharmacy is closed or they're not sure what to do, go to 111.nhs.uk or call 111.

If you're worried about a relative or elderly neighbour, contact your local council or call the Age UK helpline on [0800 678 1602](https://www.ageuk.org.uk/contact-us) (8am to 7pm every day). You can [find your local council on GOV.UK](https://www.gov.uk/find-local-council).

If you're concerned the person may have hypothermia, go to 111.nhs.uk or call 111.

Are you a handy person?

Can you help us with some jobs around the practice, please contact Zoe our Practice Manager at zoe.grisenthwaite1@nhs.net who can let you know what we need doing.

