

West Bar & Hardwick Surgery

Patient Participation Group

Newsletter



Happy New Year 2010

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Phone Calls from your Doctor

If you have requested a telephone call from the doctor, we will try 3 times, and if after that time we have not managed to get hold of you, we will not try again. We will also assume, unless you have specified otherwise, that you are happy for us to leave a message saying that we have tried to contact you” The message would be something like “Hello, it’s Doctor X returning your call, I’ll try again later” or “Hello, it’s Doctor X returning your call for the third time & I won’t be able to try again but if you still have problems, please contact the surgery”.



Staff News

Dr Cathy Bobrow left us at the end of December and is moving to practice nearer her home. She has been at the surgery for 5 years and has done a sterling job. Many congratulations must go to Dr Margaret Reeves who has secured a Partnership position in a practice in Oxford and will be leaving us at the end of March. Margaret has played a full and active part in the practice during her time with us and she will be sorely missed by both patients, fellow doctors and staff alike.



Dr John Tasker will be retiring as the Senior Partner at the beginning of April. John has been with the practice for 27 years and has been a stalwart member of the senior management team and has driven and overseen much change during his many years service. We have asked John to provide a short resume of his life at West Bar which will be published in a future newsletter. John will leave a big dent in the lives of many of his patients and the staff here at the practice and has almost become irreplaceable!



We are pleased to announce that Dr Rachel Mulcahy will be returning to the practice at the end of January when she comes back from maternity leave.



Finally, we have already started looking at appointing replacements for those Doctors that are leaving and once their appointments have been confirmed, we will provide you with further information.

Staff News

West Bar has taken on a new receptionist, so we welcome Mandy Ivings to the West Bar team. Two new District nurses have been taken on, Helen Bunting is the first and she started on 7th January 2010. The second nurse has not been confirmed just yet, we will let you know further details ASAP.

Staff News

On 13/11/2009 we were sorry to see District Nurse Hannah Connell left West Bar Surgery to move back to Winchester with her husband Joe, to be nearer to Family and Friends that live in and around the Winchester Area.



Staff News

Janet Eggleton/Jones

Sadly Janet passed away on Monday 30th November 2009 due to illness, she will be sadly missed by all her family, friends and all who knew her, condolences to her family



The Patient Participation Group would like to thank Mr Alan Law for all his help over the past few years, Mr Law has decided to resign from the group as he felt he would not be able to contribute as much due to illness.



Robyn Stella Sarah Lucy Judith Bernie Julia Maggie Tracy Dianne Claire Aileen

West Bar Healing Hands The Practice Nurse

Why Healing Hands? You could not wish for a better group of nurses, if you could see the amount of work the practice nurse has to get through in a day you would hardly believe your eyes, they have their own appointments, plus Drs' referrals as well as emergency patients, it is not just a job to them they really do care and get to know their patients.

Last issue you read about the district nurses, this article tells you about the practice nurses and how the practice nurse works. The practice nurse provides assessments, screening, treatment, care and education to patients from all sections of the community, from infants through to the elderly.

Typical work activities for the practice nurse include:

- Providing advice, consultation and information about a range of health conditions and minor ailments, referring to Other members of the practice team as necessary;
- Performing investigatory procedures; conducting first-registration checks;
- Setting up and running clinics for conditions such as asthma, diabetes and skin disorders as well as well-woman/man clinics; giving contraceptive advice and fitting contraceptive devices;
- Offering cervical smear and pregnancy tests;
- Taking blood and urine samples, other specimens and swabs;
- Performing routine procedures, such as ear syringing, eye washing, applying and removing dressings, and treating wounds, etc;
- Offering specialist information and advice in areas such as blood pressure, weight control, giving up smoking, heart conditions, etc;
- Administering infant injections and vaccinations;
- Administering travel immunisations and offering travel health care advice;
- Offering first aid and emergency treatment, as required; advising patients in respect of their continuing medical and nursing needs;
- Re-stocking and maintaining clinical areas and consulting rooms;
- Taking accurate and legible notes of all consultations and treatments and recording these in patients' notes;
- Updating/amending the clinical computer system with details of patient and treatments; Liaising with other practice nurses, GPs, reception and office staff.

The practice nurses at West Bar Surgery are very experienced and helpful; they work very hard getting through quite a few patients, why do they run late? Some patients require a bit more time than others, the doctors might send a patient to see the nurse to have a blood test done or have a dressing put on, if they run late it is a knock on effect most of the day, and usually by lunch time they will have caught back up again. But one thing is guaranteed you will receive first class treatment from the nurses at West Bar Surgery. Most of the nurses have their own speciality and run various clinics, if you need advice on the clinics ask at reception. Two of the nurses Maggie and Julia are Nurse Practitioner / Independent prescriber they are a bit more qualified than a practice nurse and they can issue prescriptions, two nurses Claire Hunter and District nurse Claire Bryant can issue prescriptions as they underwent a tough course to become nurse prescribers.

Get to Know your Doctor

Dr Chris MacGregor

I joined West Bar as a partner in December 2006 having enjoyed holidaying in Oxfordshire in the past. My experience until then had been in London – I qualified from Charing Cross Medical School (Imperial College) in 1998 with a degree in Medicine and a BSc in physiology and subsequently trained first in general medicine and then gained my general practice exams in (2005).

My particular interests include respiratory (chest) medicine and I have recently taken on teaching medical students, since the practice relocated to the new surgery at South Bar House.

My family and I moved from London shortly before my second child was born and the reason that I am not at work on Thursdays is because I have two young children to contend with, while my wife is at work – she is also a doctor and works at Katharine House Hospice.

When I am not at the surgery I am kept busy with home improvements and greatly enjoy being outdoors – particularly walking, gardening and biking, for which this beautiful area of the country is ideal.



A patient sent us this letter and wanted to share his/her thoughts with us.

A Patients Tale **Depression – A Success**

I would like to share my story with you all about how depression was for me and how I turned it round and have become a lot better.

I was experiencing very low moods, feelings of hopelessness and despair. Constantly feeling down, tearful and in pain, I was having constant delusions about life in general and other people as well. I had brief episodes of psychotic behaviour e.g. seeing and hearing things that were not there. I had a history of self harming behaviour in the way of cutting, overdosing, head banging, scratching etc. I was experiencing suicidal thoughts and feeling at the end of my life. I was also having trouble managing my finances, which was also dragging me down.

I began to realise that I couldn't continue feeling like this and continue the vicious cycle of self-destructive behaviour that I was in. I went to my GP who put me on medication that I was told would help me.

I was also referred to mental health services such as the CMHT (Community Mental Health Team) and the Complex Needs Services in Oxford, which was the best service for my needs.

I began a pre Therapy Group then went on to TC (Therapeutic Community) full time where I learnt that the best thing to do is seek help and to talk about my feelings rather than bottling them up to the point that I would get poorly. I was also advised that a Contract could help me and if I attempted self disturbed behaviour I would get suspended from the group which although I didn't agree with this did serve its purpose.

In time I began to build up various coping strategies e.g. elastic bands, hot bubble bath, taking my dog for a walk, listening to music/watching TV and ringing or texting Samaritans BPD World (Borderline Personality Disorder world etc.)

With the help of various organisations in the county and my Doctors Surgery, I have been well looked after and am pleased to report that I am now very much better and I have been able to reduce my medication and hope to continue this. I have not self harmed for over a year.

Planning Ahead for your holidays

plan your travel vaccinations ideally 1-2 months before you travel or further ahead if you are travelling extensively. Make an appointment with Practice Nurse Judith for travel advice and to see what vaccines you will require. If you have children under the age of 2yrs please make appointment for travel advice before you book your holiday. Some travel vaccines are not available for children under 2yrs.

Community TV

You may have noticed that two television screens have appeared in the waiting rooms of the past couple of months. What's that all about then?

Community TV is a dedicated network of screens designed to communicate predominantly local but also national information to the widest possible local community audience. It is being provided by Cherwell District Council.

The screens will broadcast key messages on crime prevention, fear of crime, fire, a whole range of health issues and many other safety topics. The screens can also be used for emergency messages such as missing persons and serious crime appeals. We can also use the screens to provide information relevant to the Surgery such as information on Swine Flu and Winter Vaccination dates. National News, Weather and Sport bulletins will also be broadcast daily. The content is regularly updated so you should see something different every time to visit the Surgery.

We hope that the screens are a welcome distraction whilst you are waiting to see your Doctor or the Nursing team and that the information is of local relevance, entertaining and interesting.

Importantly, the screens are NOT used for advertising, played without sound to avoid noise pollution and the system is provided at no cost to the practice.

We hope you enjoying watching the programmes whilst you at the Surgery.

Hardwick Surgery

Hardwick surgery rarely gets a mention, well it is still there and Lynn the receptionist is doing a great job, any West Bar patient can have an appointment at Hardwick surgery, all you need to do is give Lynn a ring on 01295254749 and book your appointment with a doctor or nurse, there is plenty of parking, although it does get a bit busy About 09:00 with parents dropping off their children at school but 10 minutes later there are usually no Problems parking. Hardwick Surgery is a small very friendly surgery with a small comfortable Waiting room. Nearby there are a few shops including Fish & chip shop, Chemist, co-op store, hair dressers and off licence.



Keep Warm this Winter



We all well remember the harsh weather we suffered last winter. No one knows what we can expect this year but it is always just as well to be prepared. Here is some advice to help you prepare for the worst.

Keep moving:

- Try not to stay sitting down for long stretches. Get up and move around a bit. Any kind of activity from walking to the shops (as long as it's not very cold) to doing the vacuuming, gets your circulation going and makes you feel warmer.
- If you have difficulty walking, moving your arms and legs and wiggling your toes and fingers will help.
- If it's very cold outside or icy underfoot, try to keep active indoors rather than venturing outside.

Eat for Warmth:

- During cold weather, regular hot meals and hot drinks will provide warmth and energy.
- Even if you don't feel like cooking, try to have at least one proper meal a day. Certain foods, such as potatoes, beans, bread, milk, eggs, meat and fish, are all good sources of protein, energy and vitamins which will help keep you healthy.
- Eating plenty of fresh fruit and vegetables will also help. Contact the local council for details of the Meals on Wheels service in your area, which can provide hot meals.
- It's also a good idea to keep stocked up on some basic foods so you don't need to go out to the shops on very cold days.

Dress for warmth:

- Wrapping up warmly, both indoors and out, is very important. Several layers of thin clothing, for example, a shirt or blouse, thin jersey and cardigan, will keep you warm by trapping air between them. Clothes made from wool, polyester or fleecy synthetic fibres are usually warmer. Thermal underwear can help beat the chill.
- Warm, thick tights or long socks are a must, as well as a warm pair of slippers.
- When sitting down, a shawl around the shoulders or a blanket over the knees will provide a lot of warmth.
- When you go out, be sure that you are dressed for the weather; it is very easy to just throw your coat on when you go to the shops, only to realise on the way that it's colder than you thought. During the winter, make sure you wear warm layers under your coat, and wear gloves and a hat or headscarf; this is very important as a lot of your body heat is lost through your head. Warm shoes or boots with good grips are also important.
- If you get wet, change into dry new clothing as soon as you get indoors.

Keeping your home warm:

- Whatever type of heating you may have, it is important to keep both your living room and bedroom warm enough.
- Try to heat your bedroom overnight during the winter months. If this isn't possible, warm your bedroom at night before you go to bed. If it's very cold weather, and if bills are a great problem, living and sleeping in one room may be a last resort – but get some friends or family to move your bed into the living room rather than sleeping in an armchair overnight.
- The recommended temperature is 21 degrees Celsius, but you may be more comfortable at a higher temperature.
- If the temperature falls below 16 degrees Celsius, the elderly especially could be at risk of suffering from hypothermia, heart attack or a stroke.

Do not suffer have your heating on keep yourself warm, If you think you might have difficulty in paying your bill then phone your supplier and speak to one of their advisers. They will give you a number of options.

The information above is from Help the Aged

Contact By Post

Patient Participation Group
C/O West Bar Surgery
South Bar House
6 Oxford Road
Banbury
OX16 9AD, 01295256261

Contact

Brian Owen
Tel: **01295 263958**
e-mail: wbppg@baowen.co.uk
Janet Herral
Tel: **01295 263304**
e-mail: jarral.16@tiscali.co.uk

Contact

Hardwick Surgery
Ferriston, Banbury,
Oxon, OX161XE

01295 254749
hardwick@gp-K84028.nhs.uk