

KES@NORTHGATE

PATIENT NEWSLETTER

MAY 2023

PRACTICE STAFF CHANGES

GPs

Dr Emma McKenzie-Edwards will sadly be leaving us at the end of June to pursue a new career as a teacher. We will miss her and wish her every success in the future. We are working hard to recruit a replacement in a nationally challenging workforce environment.

Practice Nurses

Mrs Sophie Conway a very experienced practice nurse started at the practice in April and will be working on a Monday, Tuesday and Wednesday.

Mrs Anna Ashby an experienced hospital nurse transitioning to general practice will be joining the practice in the middle of June and will be working a Wednesday, Thursday and Friday.

Other Practice Staff

Mrs Pilar Degano – our clinical pharmacist is available every day and can help with any medication queries, pill checks, asthma reviews and general medication reviews.

Mr Onyedikachi Ibiam – our physiotherapist is available every day and you can book an appointment via reception for his ‘first contact’ clinic if you feel you would benefit from some physiotherapy input.

Ms Mia Sarosi – our Mind Worker is available on a Tuesday. If you think you would benefit from some input please let your GP know who will be able to refer you.

Contact the Surgery

Please feel free to call the surgery, pop in or contact us via our website if you have any queries or wish to make an appointment.

All our receptionists have been trained to triage your call as it is not always necessary for you to see a GP.

APPOINTMENTS

Whilst we are doing everything we can to ensure everyone can book an appointment in a timely fashion, due to unprecedented demand it is becoming increasingly difficult to match patient's expectations.

We now have two highly experienced paramedics working in Northgate Health Centre who are able to see people for urgent same day issues relating to minor illness and injury. This not only improves our ability to respond to urgent need, it also helps to free up GP time for seeing people with more complex or on going issues.

OTHER HEALTHCARE SERVICES AVAILABLE TO YOU

Physiotherapy and Podiatry – Connect Health Oxfordshire provides musculoskeletal and podiatry services and there is also a great deal of useful self-help information, including exercises for specific problems on their website, which you can use to self-refer if needed:

<https://www.connecthealth.co.uk/services/oxfordshire> or call them on 01865 634336.

Hearing Problems – Patients aged 55 over are now able to self-refer to the age-related hearing loss service without the need for a GP referral.

Community Pharmacy – the receptionists are able to book you an appointment at a local pharmacy for minor rashes, sore throats, etc.

Minor Eye Conditions Service – you can book an appointment directly with the Minor Eye Conditions Service which is available from most opticians, if you have a red eye or other eye problems.

Minor Injuries Unit – these are located at Abingdon and Witney if you have a minor injury that you think might need an X-ray or stitches.

NHS Oxfordshire Talking Therapies – provides support and treatment for anxiety and depression. For more information, visit: [NHS Oxfordshire Talking Therapies](#)

111 – via the telephone or on-line. This is the first service you should access outside of the surgery's opening times.

999 – you should only call 999 for [life threatening conditions](#). Life-threatening emergencies are different for adults and children.

YOUR FEEDBACK

We encourage patients to let us know what they think about the practice and the help we provide. Please consider completing our **Friends & Family Test** feedback after any appointment you have with the practice. This can be done with pen and paper (just look for the box on the wall opposite reception) or online via our website. Just look for the FFT button at: <https://www.kingedwardst.nhs.uk/feedback-index>

The FFT asks just two simple questions:

"How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?"

If we could change one thing about your care or treatment to improve your experience, what would it be?

This is part of a national initiative and results are compared throughout the NHS.

We also have a **Suggestions Box**, both physically on the reception desk and on our website. Below are the suggestions we have received recently (and our response):

Please put information on taxi services and the postcode for the practice on the wall of the waiting room, so patients can phone for a taxi

This is a great idea and a poster has been made.

The new clinic space is fantastic but there is a total of 0 (zero) bike parking spaces on Market Street, making it really difficult to park your bike/attend an appointment. Please speak to the city council about this as it prevents access. Thank you!

Additional bike parking was a planning condition, and we are pursuing this with the developer and the council.



NHS

**There are three ways
to get in touch with
us at this surgery.**

**Go to our website and use an online
form, call us or visit us.**

Choose the option that's right for you to tell us what's going on, then we'll get back to you with the help you need.

For more information, visit the surgery's website.

Please follow Coronavirus infection prevention measures when visiting the surgery.

**Your
health
matters**

**Help us
help you**