

Nuffield Practice Patient Participation Group

Spotlight

The Nuffield Practice Patient Participation Group (PPG) works with the practice to ensure that through excellent communication, practice decision-making is informed by the best possible understanding of patients' needs and concerns

June 2023

Chair's report:

As we look ahead to the 75th anniversary celebrations of the foundation of the NHS, it becomes even more apparent that this is indeed a remarkable achievement. The increase in life expectancy and ground-breaking developments in research and improved health outcomes achieved during this period are a tribute to the work of very many people over this prolonged period. Our current developing interest in the ways in which help may be at hand through the benefits of 'fresh air and exercise' to wellbeing can also be seen as an echo of those times: the *Times* of 17 May 1945, commenting on a White Paper on the setting up of National Parks, commented, 'There can be few national purposes which, at so modest a cost, offer so large a prospect of health-giving happiness for the people'. Here in Witney, during these celebrations, the local museum will be displaying artefacts from the Nuffield Practice for the public to view - which may reawaken memories for many residents of their past experiences. For the more curious amongst us, a film clip is to be found on "Witney Memories" on the internet, of the staff team at work when the Practice was founded. The clip captures the strong values and teamwork, still evident at the Nuffield Practice today.

Role of a Receptionist

What does a Receptionist do? I wonder how many of us, if asked, would guess at even a fraction of the answer. We would probably all guess, speaking to patients who come into the surgery, and answering phone calls—but what about all the essential background administration that we don't necessarily see? Our dauntless team spend many hours dealing with appointments (arranging and re-arranging), prescription requests, and transport services, and they are often able to direct people to particular external services (social prescribing) appropriate to their needs. They register new patients. They file, inform about, or chase test results, and they ensure that blood pressure results are filed so that patients' records are up to date. They answer a myriad of questions (not least about COVID and flu vaccinations). They open and close the building. These are only a few of a whole range of essential tasks, and all the time they are interacting with people who may be unwell, or who have good reason to be stressed or anxious. As one of our lovely team put it: *Our role is diverse/vast/forever changing but also never boring!* Quite simply, the Practice couldn't function without them; thank goodness for them.

Nuffield Practice Garden – come and try a bit of 'green' well-being therapy!

The Nuffield Practice bee friendly garden is beginning to come into its own (*see the end of this newsletter for some recent pictures*). The cowslips and mimosa may be over, but the foxgloves, aquilegia and alliums are currently looking resplendent, and hopefully attracting many pollinators.

One of the joys of this garden has been the response from passers-by when we're doing a bit of maintenance. People often stop by for a chat to find out what we're doing. It has been particularly

rewarding when people comment on how much they enjoy seeing the garden progressing and looking at the flowers.

The recent mix of sunshine and showers has been perfect for the plants. Unsurprisingly, conditions have been perfect for the weeds too, and we're finding that many of the plants we put in a year ago are in danger of being smothered by creeping clover and dandelions. With only 2 of us currently maintaining the garden, it's quite difficult to keep on top of it. If any reader has an occasional hour to spare to contribute, or knows someone else who might be interested in helping. No experience necessary. Commitment doesn't have to be much – for example, an occasional hour, once a month removing a few weeds would be hugely helpful. If you're interested, please leave your contact details at the Nuffield Practice reception.—*Sally Rumsey for the Gardening Group*

Healthy Place Shaping, a concept for today

[Healthy Place Shaping](#) is a concept, developed in Oxfordshire, focused on the creation of sustainable, well designed and thriving communities, providing a sense of belonging, in which residents are supported to live happier and healthier lives. A key element is to 'think local'; rather than applying a 'one size fits all approach', we can identify what is already working, and use that as the building-blocks for developing stronger and more productive systems.

We don't have to look too far locally to see an example of how this can work: Graham Shelton describes for us the plans for 'Healthy Northmoor', now being developed under the auspices of the Northmoor Parish Council. Graham writes: *'Currently we have the Thursday Club for lunch, companionship and stimulation for those who otherwise don't get out so much, a growing walking club, Pilates in the Village Hall, and ongoing work to support those with mental health issues. We hope to develop a Community Allotment and are grateful to West Oxfordshire District Council for the support they have given us with this project over some years.'* Well done Northmoor, and thanks for the example of how a worthwhile concept is being put into practice by a local community.

Getting out and about, Cycling: Longer days and summer weather can make a cycle ride an even more attractive way of healthy exercising, and an electric bike can be good for you too. Our Cycling Champion David Eaton calls attention to a link in the [Cycling UK newsletter](#) to a report on a study endorsing the health benefits of e-cycling.

Getting out and about, Walking: If you like using local buses to get you to the start (or from the finish) of an attractive walk, NB the reduction of fares to a £2 maximum has been extended to the autumn! A bus to North Leigh would give close access to the Wychwood Way, or why not go over to Eynsham, and pick up the Thames Path? And a map will suggest further options. Worth a look!

And, finally...

Our Chair, Heather Pike, reports on some local initiatives that may benefit us. *Heather writes:* Looking forward, there are several new developments locally with changes brought about through shared services through Integrated Care Boards (ICBs) and developing health care links between Oxfordshire, Buckinghamshire and West Berkshire which aim to enhance the patient experience. Watch this space!

To contact the Patient Participation Group, and find out more about its activities, consult the [website](#) or email the practice at nuffield.practice@nhs.net

Our Summer Garden



Do leave your contact details at Reception, or email the Practice at nuffield.practice@nhs.net with the subject line 'Gardening Group', if you feel you could help.