

## **News from Islip Medical Practice – how to get the best advice quickly.**

We have been open and working hard seeing patients face 2 face throughout the pandemic. **There are still some cases of COVID around, so if you have a temperature over 37.8, cough or change in sense of taste or smell then please do arrange a COVID PCR swab on Government website or ring 119. (if you have symptoms a lateral flow test is NOT adequate.)**

**Self help.** Are you aware of the NHS and patient.org websites where you can get self-care advice quickly for minor symptoms? For conditions like hay fever, verrucae, new back pain, please try these websites first. [Islip Medical Practice \(islipsurgery.org.uk\)](http://islipsurgery.org.uk) click on treatment room.  
[The NHS website - NHS \(www.nhs.uk\).](http://www.nhs.uk)  
<https://patient.info/health>

**Alternative health care professionals-** We are fortunate that we have Physiotherapists , Mental Health workers , and a Clinical Pharmacist (called Ayo) working with us. You can self refer to these by speaking to our reception team.

**Self-referral-** You can also refer yourself for Healthcare physiotherapy , minor eye symptoms, and for mental health talking treatments- [Refer - Patient | Healthshare](#)  
[Minor Eye Conditions Service – Oxfordshire LOC;](#)  
[Contact us | TalkingSpace PlusTalkingSpace Plus \(oxfordhealth.nhs.uk\) 01865 901222.](#)

**Hospital results and appointments.** If your query is about a hospital result or appointments please contact the hospital first.

**URGENT appointments-** These are same day appointments if your problem is medically urgent and cannot wait a few days, to allow people who really need urgent medical help to get priority. We have an URGENT CARE DOCTOR for URGENT medical problems.

**Routine problems-** If your problem can wait a few days please make an appointment with your usual Doctor if possible, to maintain continuity and so we can give you the best care.

**Covid vaccine appointment queries-** We will contact you when your vaccine is due please do not contact us, so that we can keep our phone lines free for those in need.

**Telephone consultations-** We have continued to offer telephone consultations as well as face to face and online. Please ensure that the number you give has good signal and that you can be easily contacted on it. The time of these appointments is flexible depending on workload, so you may be telephoned at a different time. If there is a time you are not available please let reception know and we will try to ring at the best time for you.

**Medication queries-** Please contact our dispensary or arrange a telephone appointment with our pharmacist first. They can pass it to a Doctor if needed. [disp.islipsurgery@nhs.net](mailto:disp.islipsurgery@nhs.net)

**For injuries –** if you think you may need an x-ray or stitches it is best to contact Minor Injuries Unit- Abingdon- 01865 903476  
Witney- 01865 903841

**Other Useful numbers-**  
District Nurses- 01865 904130  
Health Visitor- 01865 841976  
Bicester Midwives- 01869 243763