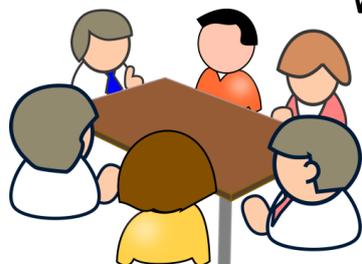


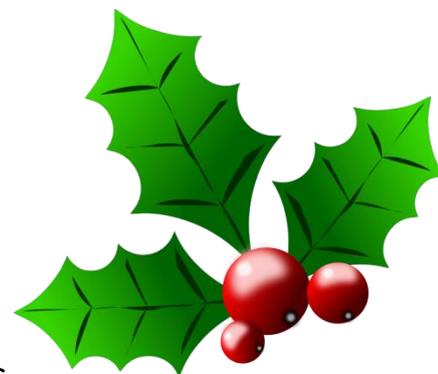
OAKLEY HEALTH GROUP PPG NEWSLETTER

NOVEMBER **ISSUE 2**



Welcome to the second edition of the newsletter from the new Oakley Health Group Patients Participation Group (PPG) Committee.

Following on from the merger of Yateley Medical Centre and Hartley Corner Practice to form the Oakley Health Group we now have a group of patients from both surgeries working together as the new face to face PPG Committee.



The Patient Participation Group exists as a means of representing patient views, and putting them to the people that matter. The group consists of patients from within the practice and representatives from practice staff, and our aim is promote the services provided by the practice, improve two-way communication, and encourage, influence and participate in the development and quality of Healthcare services locally.

The PPG newsletter is produced quarterly, and usually has a good variety of content. We try and keep you updated with what is going on within the Practice, new services, current healthcare topics, and in the past have done such things as "a day in the life of..." about various roles within the practice, so that we have a better understanding of what the role actually entails. If there is anything in particular you feel would be helpful please let us know. (Our previous edition is available on our website www.oakleyhealthgroup.org) **We hope you enjoy our second edition!**

Anne Strong OHG PPG Chairman

Committee Members:

Chairperson: Anne Strong (email: amstrong@sky.com)

Secretary: Karen Toms (Practice Manager - contact through Oakley Health at Hartley Corner)

Treasurer: Hugh Lambert & Gill Lambert (email: mimi.lambert@ntlworld.com)

Members: Brian Henley (brian.henley@ntlworld.com) Louise Parratt (louiseparratt@outlook.com),

Penny Funnell (Penny_funnell@btopenworld.com), Julia Wedlock (walshs@ntlworld.com), Judith

Tocher (jatocher@yahoo.co.uk), Jeff Palethorpe (jeff.palethorpe@btinternet.com), Ken Ostler

(kenostler@btinternet.com), Linda Patten (le.patten@hotmail.com), Hazel Bryant

(lucky lady47@talktalk.net), Norman Jenner (Norman@jennerations.co.uk), Sandra Ogland

(sandra.ogland@gmail.com), Brenda Jenner (Brenda@jennerations.co.uk), Sam Williams

(samwilliams@talktalk.net), Colin Broadley (colinbroadleyg@gmail.com)



Merger/Premises Work

Things are finally happening! At our Yateley Medical Centre premises builders started work on Monday 21st November to create a new Urgent Care Centre within the building. Plus an area for the Integrated Care Team to work (Social Workers, Mental Health Worker, Community Pharmacist, Health Visitors etc). Also what we are calling the "Help Hub". The Help Hub will have a new telephone system installed and receptionists from both sites will be answering your calls.

This initial phase of work should take around six weeks so hopefully will be up and running around Christmas time (we will keep you informed as best we can). We hope there will be little disruption to patients - though there may be difficulties with car parking (apologies). It will be the staff who will be much more affected at the medical centre. *Please bear with us during this time.*

The Urgent Care Centre will be formed from converting what was under-used space at Yateley Medical Centre previously occupied by NHS Dental Services. There will be four consulting rooms and a small waiting room created so that our GPs & Nurse Practitioners can work together in a team to manage the urgent on the day emergency patient appointments & urgent visits. It will be fully kitted out but is not a walk in service or a mini A&E. Patients should telephone the surgery as you normally do and if you need to be seen urgently you will be given an appointment.

This means that when our GPs are not taking a turn manning the Urgent Care Centre their routine workload is completely separated from urgent demands and they can concentrate on managing their patients' long term health & wellbeing.

All Saturday surgeries will be held at Hartley Corner until the work is completed.

The transformation taking place is very positive for our Yateley Locality compared to other local areas- who are planning similar changes, but have not yet instigated them.

NEW STAFF UPDATE - Karen - Practice Manager

We have been on a positive recruitment campaign over the past few months.

Reception Team: We would like you to welcome: **Sharon, Odette, Jo, Claire, Dawn and Evie** who are enthusiastic and are already proving valuable additions to the team. It takes many months to become a fully-fledged receptionist who can deal with every single query and process. Our existing Reception team members deserve a huge thankyou as they have been helping to train and filling the gaps during this time.

Practice Nurses and Healthcare Assistants: For those of you who may not know them - we have new Healthcare Assistants - **Gail, Trisha and Roxanna** (mostly based at the Hartley Corner site).

Practice Nurses: New Nurse **Emily** (based at Hartley Corner) and **Specialist Diabetes Nurse** - **Chris Paterson**.

Secretaries: Helen Cain-Jones - **Helen** has joined our team (now numbering 5) who are now based at the Hartley Corner site. Part of the premises work will create space to have a "Duty Secretary" at Yateley Medical Centre every weekday.



Doctors:

Dr Kirsty Riggs: Kirsty has joined us working 4 sessions a week at Yateley Medical Centre to help cover Dr Fiona Salkeld's maternity leave.

Dr Farrah Bajwa - Farrah has joined us to work Mondays and Fridays in Urgent Care. Farrah is also the Medical Director of the local GP NHUC Out of Hours Service based at Frimley.

Locality Staff

Frank O'Connell - Paramedic Practitioner - Frank works across the locality with the Urgent Care team and goes out to visit patients at home, particularly the frail elderly or those who are in crisis - perhaps those who have come out of hospital too soon, or are struggling or housebound. He is proving to be an invaluable resource.

Freya Pullan - Community Pharmacist - Freya is working with local practices on all matters surrounding effective prescribing. She can liaise with local pharmacists, deal with patient queries re medication and review hospital discharges where medications have been changed or added. Again, Freya is a valuable resource for the GPs.

Baby News!

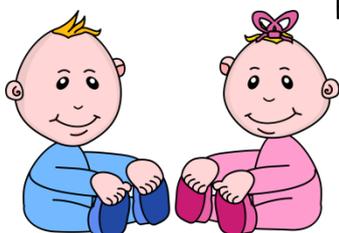
Sarah Yates Medical Receptionist - (from Yateley Medical Centre) now proud mum of a beautiful baby boy Oliver

Dr Fiona Salkeld - Salaried GP (based at Yateley Medical Centre) - now proud mum of a beautiful baby boy Jacob.

Dr Vicki Goodall - GP Registrar (based at Hartley Corner) - now proud mum of gorgeous little girl Jasmine.

Becky Steel - Practice Nurse (based at Hartley Corner) - now proud mum of beautiful boy Henry.

Congratulations to them all and good luck to Dr Felicity Herbert who starts her maternity leave in December.



TWIDDLE MITTS CAMPAIGN

In our last newsletter we gave you the pattern to knit Twiddle Mitts. These are a knitted mitt with a variety of items attached, so that a patient with Dementia can "Twiddle" the items in their hands. Twiddle mitts prove to be helpful in calming patients and reducing some of their anxiety, which can lead to better conversations with those caring for them. People with Dementia often have restless hands, and like to have something to keep their hands occupied, and it has been found that having a twiddle muff is an excellent way of helping to calm some of the agitation that they may experience.

Well - we had a huge response! To date we have been given almost SEVENTY twiddle mitts. People have put an awful lot of work into them - **the creativity has been amazing!!**

What to do with them?

Firstly, we intend to give one each to all our GPs based across the two sites for their clinical rooms. They are single-use only so once used will be given to that particular patient.



If you, or someone you know, would like one, or you are the Carer of a patient who could use this, then please simply pop in and collect from Karen or Hilary at the Hartley Corner site.

If we have any spare after that - the practice may send information to patients who may benefit or we may approach a local Dementia Café or organisation to see if they would like some.

A huge thank you to those who took the time and care to knit them - including the Cardiac Rehab Group in Hawley, Hawley WI, Margaret Miller, Mrs Kern, Marilyn Hall, Janet Smith, Judy Cleary, Gillian Stewart - and apologies if we haven't mentioned your name.

It's been a fantastic campaign and we are ceasing it now until all the mitts have been distributed.

Anne
PPG Chair





HOT TOPIC - KEEPING WARM FOR WINTER

Keeping Warm - Tips from

www.nhs.uk/livewell/winterhealth/pages/keepwarmkeepwell.aspx

With the cold weather approaching it is important to learn how to keep warm and safe in the cold. Keeping warm both inside and outside your home in the winter can help keep you mentally and physically healthier during the cold months. It can reduce the risk of colds, flu or more serious health problems that are more common in the colder months such as chest infections, heart attacks and stroke, pneumonia and depression.

Here are some simple tips on keeping warm this winter:

- Eat well. Food is a vital source of energy, which helps to keep your body warm. Try to make sure that you have hot meals and drinks regularly throughout the day.
- Moving around at least once an hour even if the movement is minimal will help to keep the body warmer.
- Wearing several thin layers of clothing will keep you warmer than wearing one or two heavy layers. Wearing lots of thin layers will allow you to continue moving freely whereas heavy layers can make this more difficult.
- When you go out don't forget to wear gloves, scarf and a hat as well as coat to keep you warm
- If you can, stay indoors during periods of extreme cold weather to keep and safe, keeping the house warm does not mean having to heat every room. The ideal temperature is between 18-21 degrees Celsius for rooms that are going to be inhabited during colder months. Other rooms should be kept at a minimum temperature of 16 degrees Celsius.
- Check on older neighbours or relatives to make sure they're safe and well. Make sure they're warm enough, especially at night, and have stocks of food and medicines so they don't need to go out during very cold weather.



your
warm



Christmas & New Year Bank Holidays 2016/17

The surgery will be **CLOSED Monday 26th December & Tues 27th December** and will reopen at 08:30am on Wednesday 28th December.

The surgery will also be **closed on Monday 2nd January 2017**.

Please ensure you have enough medication by ordering your prescriptions early. Allow **3 full working days** for your request to be completed. If you have visiting relatives over the festive period please remind them to bring their medications with them.

If you require urgent medical attention during the Christmas closure period, then please contact the **NHS 111 service**.

Please think carefully before going to A&E or using 999. These services are for people who are seriously injured or ill.

THIS EDITIONS HEALTHY EATING RECIPE ROAST MEDITERRANEAN VEGETABLE SOUP

Freezer friendly, Ready in 50 minutes, Serves 4

- 1 small butternut squash, halved, deseeded and each half cut into four pieces
- 1 red pepper, halved, deseeded and each half cut into four pieces
- 1 yellow pepper, halved, deseeded and each half cut into four pieces
- 1 large red onion, peeled and cut into thick wedges
- 2 large beefsteak tomatoes, halved
- 2 garlic cloves, peeled and thinly sliced
- Juice of 1 lemon

A few fresh rosemary sprigs, Salt and freshly ground black pepper, Low calorie cooking spray

1.2 litres vegetable stock

Preheat the oven to 200C/Gas 6

1. Arrange all the vegetables on a large non-stick baking tray or shallow roasting tin.
2. Sprinkle over the garlic and lemon juice, scatter over the rosemary and season well.
3. Spray with low calorie cooking spray and bake in the oven for thirty minutes until tender.
4. Discard the rosemary. Scoop out the flesh from the squash and put into a food processor, or place into a bowl and use a hand blender.
5. Add all the other vegetables and 450 mls of the stock and process for a few seconds until smooth.
6. Transfer to a large saucepan and stir in the remaining stock.
7. Heat for 4-5 minutes until piping hot and season to taste.
8. Stir in the chopped coriander, season to taste, and serve immediately.

Recipe courtesy of Slimming World

