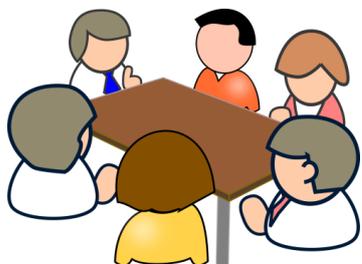


OAKLEY HEALTH GROUP PPG NEWSLETTER

APRIL 17 ISSUE 3



Welcome to the third edition of our newsletter.

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 third edition!**

Anne Strong OHG PPG Chairman

Committee Members:

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

Deputy Chair: Sam Williams (samwilliams@talktalk.net)

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 (luckylady47@talktalk.net), Norman Jenner (Norman@jennerations.co.uk), Sandra Ogland (sandra.ogland@gmail.com), Brenda Jenner (Brenda@jennerations.co.uk), Colin Broadley (colinbroadleyg@gmail.com)

PPG Surveys

Members of the Committee are exploring different ways of finding out the views of the wider patient community.

Over the next few months some of us will be around at both Hartley Corner and Yateley Medical Centre sites to talk to you. We will be wearing an ID badge to identify ourselves. We'll be asking for your views on what aspects of the service you find positive and those you are not so happy with; what you think could be done differently; what services you might like to see introduced if it were possible. We will then collate all the results and feedback to the practice in approx. 3 months' time – and will update you in future newsletters. **Sam Williams Deputy Chair**



New Urgent Care Centre now open...

Our new Urgent Care Centre opened in February at Yateley Medical Centre, for all patients of Oakley Health Group. Patients have told us how important it is that they, or members of their families, are seen promptly the same day when they have something medically urgent, which won't wait until the next routine appointment. By opening this new facility, we aim to be "never full" – we will always see patients the same day if it is urgent.

You will need to tell the Receptionist booking the urgent appointment the reason for the visit. This is to ensure patient safety (some patients may be told to go straight to A&E) and also to facilitate the management of the Urgent Care Centre by the doctors and nurses on duty.

Offering this enhanced service has meant that patients are going to A&E less – good news for the overstretched A&E department at Frimley Park Hospital which can focus on the most serious of cases and good news for patients who are seen quickly by a local clinical team that has full access to their medical records.



Sky News visited the practice a few weeks ago to learn more about the new services being provided and Dr Gareth Robinson was interviewed about the Urgent Care Centre.

The journalists were also interested to hear about the work being undertaken by Frank O'Connell our Paramedic Practitioner who took them to visit Joyce and Stafford Mills of Yateley who have been helped by Frank in recent weeks



New phone system.....

Our out of date system was recently replaced and, unfortunately, we have had a few teething problems and technological glitches. We would like to apologise to all those patients who have struggled to get through on the phone recently, particularly at our busiest times. Answering the phone quickly is one of the key services we want to improve for our patients.

One of the benefits of the new system is it is much easier to get information about how many calls are made and when, so our recent recruitment drive has focussed on employing more Receptionists at the times when they are most needed. *On average, we receive 700 calls a day and almost double that on a Monday.*

As we work to improve our phone answering efficiency, these are some things you could do to help:

- avoid making routine/non-urgent calls first thing in the morning when we are busy booking appointments for patients who need an appointment that day
- make sure we have your mobile number if you have one – we will automatically text you an appointment reminder rather than you having to call to check details
- sign up for online services where you can book appointments when you like (a patient told us that they recently booked an appointment online at 3a.m. as they were awake with a young baby!)
- you can now also access your own medical record – very useful if you want to check for test results, hospital letters, medication etc. and this will often mean a phone call is not necessary

Hay Fever

With the recent spell of warm weather, we are already starting to see patients with hay fever. Hay fever is a common allergic condition that affects up to one in five people at some point in their life. Symptoms include: sneezing, a runny nose, itchy eyes. Even though hay fever doesn't pose a serious threat to health, it can have a negative impact on a person's quality of life, sometimes disrupting productivity at school or work.



The most effective way to control hay fever would be to avoid exposure to pollen. However, it's very difficult to avoid pollen, particularly during the summer months when you want to spend more time outdoors.

The most common medications for treating hay fever are now readily available over the counter so please speak to your local pharmacist as a first step.

Self-help tips

It's sometimes possible to prevent the symptoms of hay fever by taking some basic precautions, such as:

- wearing wraparound sunglasses to stop pollen getting in your eyes when you're outdoors
- taking a shower and changing your clothes after being outdoors to remove the pollen on your body
- staying indoors when the pollen count is high (over 50 grains per cubic metre of air)
- applying a small amount of Vaseline (petroleum gel) to the nasal openings to trap pollen grains

NEW STAFF UPDATE –Practice News

Reception Team: We would like you to welcome: Penny, Kelsey and Fiona

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 Community Nurses and New Nurse Practitioner: Dawn Davey and Katie Barrett have joined the team. They are ex-District Nurses who want to become Practice Nurses, but with their skill set will be able to go out and see patients in their own homes for routine checks. **Jennifer Cavalier** – is a fully trained Nurse Practitioner and works with the GPs in the Urgent Care Centre seeing patients on a wide variety of issues.

Unfortunately, **Freya Pullen our Community Pharmacist** has relocated to Northern England and we are currently without a Community Pharmacist, but hope to have someone in that role again soon. Also joining us soon will be **another Paramedic Practitioner** and a locality based **Community Matron** to enhance the services – particularly for our frail elderly. (Further update to follow nearer the time)

Returns: after their maternity leave ends, we look forward to the return of Dr Fiona Salkeld and Dr Felicity Herbert in **September/October** which should hugely increase the availability of routine GP appointments across the practices. We are currently using some Locum GPs where we are able to and apologise for the frustration and longer waits you may have to experience at times because of the loss of over 300+ appointments per week. Please bear with us.



Launch of the Daisy Chain café in Yateley

By Julia Wedlock, PPG

Yateley Town Council is heading up a new venture for those with dementia or memory loss and their carers, family and friends. **Free to attend**, the Daisy chain café meets at the Monteagle Hall in Yateley (next to Waitrose) and at present is a monthly service meeting on the last Monday of the month from 2-4pm.

The next dates are 22nd May and the 26th June.

The café, which is endorsed by our GP practice, commenced in March for those in the local area of Yateley, Darby Green and Blackwater. The first two sessions have been very successful, a total of 17 people with dementia have attended with their carers. They are able to have a chat and some refreshment, partake in some activities as well as having access to information and support from the volunteers that man it and professionals that attend it too. We are hoping to extend the service, depending on demand, to weekly after the June session.

Dementia is now the greatest challenge to those mostly in later life and affects the whole family committing those that need to provide assistance often on a full time basis. We are looking to reach out to those who would enjoy attending by publicising its existence further and especially spreading messages by word of mouth. Readers of this newsletter are urged to help us in this way.

We are also welcoming those who would like to join our band of volunteers to help on a regular or ad hoc basis.

For further information please email daisychaincafe1@gmail.com or call Yateley Town Council on 01252 872198.

HOT TOPIC – DRINK MORE WATER!

The surgery has noticed a rise in the number of people attending with UTIs (Urinary Tract Infections) over the past 3 months – just under **90 patients**

It is mostly **women in the age groups 20-29 and 70-79**, although across the board in general and more women than men.

These infections can sometimes be avoided by simply – **drinking more water**. In our busy lives today it can be easy to overlook and go several hours without drinking enough fluids. Tea, coffee and alcohol have a dehydrating effect – whereas water re-hydrates you.



How to tell if you're dehydrated

- Thirst
- Dry mouth
- Headache
- Constipation
- Dizziness
- Muscle cramps
- Impaired vision and concentration
- Fatigue

Hints and tips to stay hydrated

- Keep a water bottle handy to encourage you to drink water wherever and whenever
- Remember to drink more when you exercise or spend time in hot environments
- Fruits and vegetables are great sources of water. Eat these daily to stay hydrated and maintain your health and wellbeing
- Set reminders on your phone, watch or email to drink a glass of water regularly
- Add a slice of lemon, lime and/or basil to your water to give it some extra flavour

WALKING FOOTBALL GROUP



We are keen to help promote a new group recently started in Yateley. Colin Ive (Chairman of Yateley United FC) has been instrumental in creating a Walking Football Group primarily for the over 60's. An important feature of the group is to promote an active lifestyle along with the obvious social benefits. The group started in January at the Fleet Sessions at Hart Leisure Centre on Tuesdays and has now grown to a regular group of 10 players.

There are others who are interested but who cannot make Tuesdays and so the plan is to have the group playing on Thursday afternoons 2-3pm in Yateley on the sports area behind the town council offices.

To formalise the group, there is meeting on Thursday April 27th at 2pm at the Tythings on the Green.

Anyone interested in finding out more is welcome to attend **or if you cannot make the meeting, please contact the Group Secretary John Saunders** via email jsaunders51@icloud.com or on 07475 502627 to find out more.

Already the group has seen both the Health and Social value of these sessions and are confident this will now grow and grow. More local sessions could be arranged as the participation develops.

YATELEY NEIGHBOUR CARE

This is a charity made up of volunteers who help transport local residents to doctors, hospitals and other destinations.

YOU can help..... by giving a few hours, at times to fit in with your lifestyle, to act as a driver or Duty Officer. Expenses are reimbursed.

For further information:

Phone: 03000 05 05 05

Email: pejacairns@gmail.com



THIS EDITION'S HEALTHY EATING RECIPE ROASTED SEA BASS WITH TOMATOES AND BACON

If you prefer, use Cod, Salmon or Bream instead of Sea Bass

Serves 4

Ready in 30 minutes

4 boneless sea bass fillets, skinned if you prefer

400g cherry tomatoes, halved

2 garlic cloves, finely chopped

8 back bacon rashers, visible fat removed, snipped into small pieces

1 tbs balsamic vinegar

2tsp shredded fresh basil

Salt and Black pepper

Lemon wedges to serve



1. Preheat the oven to 200C/fan, 180C or Gas 6 and line a roasting tin with non-stick baking paper
2. Season the fish lightly on both sides, bearing in mind that the bacon will add saltiness too, and arrange them in the roasting tin
3. Scatter the tomatoes, garlic and bacon over the fish
4. Drizzle over the balsamic vinegar
5. Roast for 20 minutes or until the fish is just cooked through
6. Scatter over the basil and serve hot with lemon wedges
7. Add boiled or new potatoes and your choice of vegetables

Recipe courtesy of Slimming World

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