

NHS



OAKLEY HEALTH  
GROUP

Patient Newsletter

## Merger with Monteagle Surgery April 2018



As you may know from previous Newsletters Oakley Health will be merging with Monteagle Surgery (near Waitrose) on April 1st 2018.

**Patients will remain registered with their own GP and routinely will be able to see him/her at their usual surgery.**

GPs from all 3 sites will be involved in running the Urgent Care Centre at Yateley Medical Centre where there is a suite of rooms for

GPs, Nurse Practitioners and Healthcare Assistants to manage emergency work.

Monteagle patients will be offered appointments here (guaranteed same day) if their problem is medically urgent.

**You are not likely to see much of a change on 1st April but mid April the computer systems will be merged (see below) and as a result:**

**Monteagle Surgery will cease booking appointments ahead into April as new appointment sessions need to be created after April 16th.**

**We will operate a "Book on the Day" service on April 16th (but hopefully no longer than that)**

### CLINICAL COMPUTER SYSTEM

Monteagle and Oakley Health currently use the same clinical system—but these have to be merged together between **13th—16th April**. Specialist IT Engineers will be working to action this. There may be inevitable delays or downtime. **PLEASE be patient and bear with us over that time and the following few days.**

### WHAT CAN YOU DO TO HELP?

**ORDER YOUR PRESCRIPTIONS BY 10TH APRIL if due.**

**AVOID PHONING ON MONDAY 16TH APRIL FOR ROUTINE MATTERS.**

**HELP US TO KEEP SMILING!**

Staff will do their best to help you but we may experience teething problems and would value your patience and understanding. **Thank you!**



On Friday 19th January 2018 local MP Ranil Jayawardena visited the Oakley Health Group Urgent Care Centre at Yateley Medical Centre.

He was met by Dr Gareth Robinson & Dr Mark Hinton of Oakley Health and Dr Arfan Ahmed of Monteagle Surgery (who will be merging with Oakley Health in April 2018).

The Urgent Care Centre opened a year ago in February 2017 and it is here that the GPs, Nurse Practitioners and Healthcare Assistants work as a team order to deal with patients who need be seen as an emergency rather than for routine planned care.

Patients phone the usual surgery number at the Help Hub of 01252 872333 and are asked for some information so the right care can be provided.

The Urgent Care Centre is NOT a walk-in facility, neither does it have X-ray equipment, but there are a number of things that can be dealt with here rather than patients attending Frimley A&E Department. Opening hours are the same as surgery opening hours: Monday to Friday 8am to 8pm and Saturday 8:30am to 11:30am.

Mr Jayawardena met with the GPs and also spoke to members of the Integrated Care Team at Oakley Health, such as the Paramedic Practitioners and Practice Community Matron about their work to improve care, particularly for the frail elderly to avoid hospital admissions where possible.

He was impressed with the work being done by both practices to improve care provided for local people and wished us well for the merger.



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## **RED CROSS MOBILITY AIDS**

This service can loan wheelchairs, commodes and the like, on loan periods for up to three months. They are situated at the back of the Yateley Health Centre. Opening times are Monday to Friday 10.30am to 12 noon.

**RED CROSS new direct telephone number : 01252 933481**

## OAKLEY HEALTH PATIENT FUND

### DONATION FROM YATELEY TOWNSWOMENS GUILD

Jean Carter, the Chairlady of the Yateley Townswomen's Guild contacted us last year to say that the Guild had decided to raise funds for the Surgery Patient Fund—which is used to buy equipment to benefit patients (over and above what would normally be available in Primary Care)

The Ladies held various fund raising events over the year and raised the fantastic sum of **£700.00!**

On Tuesday 13th February Dr Mark Hinton, Senior Partner of Oakley Health Group, Anne Strong the Chairman of our Patient Participation Group & Karen Toms (Patient Services Manager) attended their meeting where Joan Cox (pictured) kindly presented the cheque.



Dr Hinton gave a short talk to explain that the money would be spent on 8 portable electronic Spirometers—which are used to diagnose COPD (Chronic Obstructive Pulmonary Disease). Having more portable machines across the practice will enable GPs and Nurses to do more "spot checks" and detect people earlier where they suspect that a presentation of coughing, breathlessness and a history of smoking might mean the patient has this condition.



Yateley Townswomen's Guild are looking for new members. They are an inclusive group who organise a range of activities to go to, such as visits to Hampton Court, Theatre trips, Talks, Quiz Nights. **If you are interested in finding out more please contact Robyn Kent on 01252 873974.** You can go along a couple of times to try it out with no commitment if worried about joining in.

### LADIES—CERVICAL SMEAR SCREENING

As you will have seen in the national news in January many younger women (25-35) are avoiding going for their smear tests (done by our Practice Nurses). A survey by **Jo's Cervical Cancer Trust** found that a third said that embarrassment caused them to delay getting this done. Reasons given were "body shape", "not having shaved or waxed."

**Please be reassured** that our practice nurses are kind, mature professionals who carry out hundreds of tests each year. It is very commonplace for them to do this and no-one need fear being embarrassed. **This is a simple test that can save lives—do not put off attending. Parents—please discuss the importance of this vital procedure with your daughters.**

If you've received an invitation for a smear test and are worried about attending, Sister Mary Jeffries would be happy to talk to you if you book a telephone appointment with her first or bring a friend with you to the appointment.

## CANCER RESEARCH CAMPAIGN FEBRUARY 2018

This month (February) Cancer Research are launching a national advertising campaign to raise awareness that **obesity is the biggest preventable cause of cancer after smoking.**

They have produced some easy to read prevention leaflets which will provide patients with the information they need to make informed healthier choices and take a more active lifestyle. The **TEN TOP TIPS FOR A HEALTHY WEIGHT** leaflets are available at our surgery sites (*or ask Reception and we will arrange to send you one*)

1. Keep to your meal **Routine.**
2. Go **reduced fat.**
3. **Walk** off the Weight
4. Pack a **Healthy Snack**
5. Look at the **Labels**
6. Caution with your **portions**
7. **Up** on your feet!
8. **Think** about your Drinks!
9. **Focus** on your food
10. Don't forget your **5-a-day.**

## STAFF NEWS NEW FACES TO WELCOME

**BERNADETTE OLAOFE** Bernadette is originally from Belgium but has lived and worked in the UK for many years. Before joining Oakley Health she was working as a Nurse Practitioner at a GP Surgery in Reading. She is a Prescribing Nurse with a specialist interest in Diabetes, Family Planning and Asthma.



**SARAH LAVER** joins us this month to be trained up as a primary care Practice Nurse. Sarah is originally from the Midlands and used to work at Frimley Park Hospital as a Staff Nurse and has a particular interest in Respiratory health.



**MADELINE COLLIER** joined Monteagle Surgery as a Medical Receptionist in January and will be part of the Oakley Health Team when we have merged in April.



**ELAINE O'CONNOR** reached the milestone of working 20 years at Hartley Corner Surgery as a Practice Nurse. We all enjoyed some coffee & cake to help celebrate (any excuse!)





## A DAY IN THE LIFE OF ..... THE PARAMEDIC PRACTITIONERS



### ***Frank & John the Paramedic Practitioners with Melissa Leach our Practice Community Matron***

When asked to describe the role of a Paramedic, most of us will think of the person who arrives in an ambulance following a 999 call, and who is trained to provide an immediate response to emergency medical situations. Paramedics now also work in a variety of other settings, and some have further enhanced their knowledge and skills by undertaking further extensive training to become **Paramedic Practitioners**.

A Paramedic must have been qualified for a minimum of two years before undertaking the Practitioner qualification, which can then take an additional 3-4 years on a day release basis.

You may have heard that Oakley Health Group has two very experienced Paramedic Practitioners, **Frank O'Connell and John Liddell**, who work with the GPs as part of the Integrated Care Team.

First thing in the morning they look at the list of surgery patients over a specific age who had either attended, or been admitted to Frimley Park Hospital overnight. They then try to find out what has caused the admission. The patient may be known to them, or they may be aware of particular circumstances, or can see a pattern of attendances, which could result in a prolonged stay in hospital.

Involvement of the **Integrated Care team** at this early stage means that they can work towards preventing any potential delayed discharge when the patient is ready to leave hospital and be cared for in their own home again. They also make a list of those who have visited A&E, and contact them at home, if necessary visiting them or involving other members of the Integrated Care Team, to try and prevent any future avoidable attendances or admissions to the hospital.

They will then go out and visit patients, either at the request of GPs who feel that housebound or very ill patients need assessment on that day, or patients with ongoing medical conditions which are complex and need regular support and management. They will help them manage their own care and treatment where appropriate. This enables both Frank and John to build up good relationships with their patients, but most importantly they are able to recognise early changes in the patient's condition, keep the GP updated, and ensure that any necessary changes to their treatment is commenced as soon as possible. Any of the GP's may also request that they go and visit particular patients at home.

Frank and John also attend Multi Disciplinary team meetings at the practice, where other professionals involved in the care of this particular patient group (such as the GP, Community Nurses, a Pharmacist, Physiotherapist ) will review specific patients and discuss whether any additional support is necessary. Their knowledge of the patients helps ensure that where possible they can be managed safely at home rather than being admitted to hospital regularly. The role of the Paramedic Practitioner is very busy and varied and Frank and John are very welcome additions caring for us all.  
**Anne Strong Chairman Oakley Health PPG**

## Community News

### **Brain Tumour Awareness Month—BIG BANDANA BAKE!**

Oakley Health Group are supporting this campaign run by The Brain Tumour Charity ([thebraintumourcharity.org](http://thebraintumourcharity.org)). Staff will be baking cakes for sale in the waiting room at our Yateley Medical Centre site on **Thursday 15th March from 9am—until we run out!** We'd appreciate your support so pop in and buy a brownie or two! **THANK YOU!**



**NE Hants & Farnham Clinical Commissioning Group** are inviting local people, community and voluntary organisations to put forward ideas that could make a real difference to the health and well-being of people in our community. If you would like to apply for funding please contact the CCG for an application form 01252 335154 or email [NEHFCCG.events@nhs.net](mailto:NEHFCCG.events@nhs.net). **All applications must be received by Friday 13th April.** Or, attend the Innovation Conference on 22nd May in Farnham to help decide which projects are funded. Book tickets at: <https://www.eventbrite.co.uk/e/innovation-conference-tickets-43389744895>



**The Daisy Chain café is open very Monday (except Bank Holidays) from 2 to 4pm, every Monday at Monteagle Hall, GU46 6FR** (next to Waitrose in Yateley) The café is free to attend and offers a friendly place for people with dementia or memory loss to meet up for a chat and a coffee. (Dementia sufferers must be accompanied)

Partners, family and friends are also welcome and can share the support of others as well as picking up useful information.

**As many of those living with dementia are men, new MALE volunteers to help at the cafe on a regular or ad hoc basis would be really welcome.** If you would like further information please email : [daisychaincafe1@gmail.com](mailto:daisychaincafe1@gmail.com) or call Yateley Town Council on 01252 872198

#### **FYI: PPG Face to Face Committee Members:**

**Chairperson:** Anne Strong (email: [amstrong@sky.com](mailto:amstrong@sky.com))

**Deputy Chair:** Sam Williams ([samwilliams@talktalk.net](mailto:samwilliams@talktalk.net))

**Members:** Brian Henley ([brian.henley@ntlworld.com](mailto:brian.henley@ntlworld.com)), Julia Wedlock ([walshs@ntlworld.com](mailto:walshs@ntlworld.com)), Judith Tocher ([jatocher@yahoo.co.uk](mailto:jatocher@yahoo.co.uk)), Jeff Palethorpe ([jeff.palethorpe@btinternet.com](mailto:jeff.palethorpe@btinternet.com)), Ken Ostler ([kenostler@btinternet.com](mailto:kenostler@btinternet.com)), Linda Patten ([le.patten@hotmail.com](mailto:le.patten@hotmail.com)), Hazel Bryant ([luckylady47@talktalk.net](mailto:luckylady47@talktalk.net)), Norman Jenner ([Norman@jennerations.co.uk](mailto:Norman@jennerations.co.uk)), Sandra Ogland ([sandra.ogland@gmail.com](mailto:sandra.ogland@gmail.com)), Brenda Jenner ([Brenda@jennerations.co.uk](mailto:Brenda@jennerations.co.uk)),