Newsletter - December 2025



INTERMEDICAL (UK) LTD AND BEDFONT SCIENTIFIC

We are pleased to announce that the Oakley Health Group were the recipients of a free NObreath FeNO (Fractional exhaled Nitric Oxide) machine for placing the 3,000th order with Intermedical (UK) Ltd and Bedfont Scientific.

The NObreath device measures FeNO to support clinicians in identifying airway inflammation. This assists in accurate asthma diagnosis and ongoing management, in line with current NICE/BTS/SIGN guidance recommending FeNO testing as a core part of the asthma pathway.

The Oakley Health Group continues to strengthen its diagnostic capabilities to improve asthma care for its patient community. The addition of the NObreath device supports earlier, more confident diagnosis and more personalised treatment decisions.

"Finding out that Oakley Health Group had been lucky enough to be the 3000th practice in the country to have purchased a NOBreath FeNO Monitor, and therefore receive the generous donation from Intermedical, of the device and a box of single patient mouth pieces, was amazing news. We at Oakley Health Group, have been searching for FeNO monitors for a while, that would offer fantastic patient care and be financially viable for the practice. Intermedical's NObreath FeNO Monitor was this product, as it offered time saving diagnosis, with the cost effectiveness of low servicing costs and single patient mouth pieces, being able to be used multiple times by a single patient, without influencing the test result.



Thank you to Intermedical for this extremely generous donation, our clinical team and patients will benefit greatly!"

James Beesley - Business Manager, Oakley Health Group

"We're delighted to be the recipients of Intermedical's 3000th NoBreath FeNO device/order – which has already affectionately been named 'Nitro the NoBreath'. We're really looking forward to re-introducing FeNO testing into our diagnostic pathway as part of our ongoing commitment to improving respiratory care.



We're particularly excited about the NoBreath's simplicity, portability, and cost-effectiveness, especially when compared with other FeNO systems we have previously used. The affordability of the mouthpieces and the lower annual servicing costs make it an ideal diagnostic tool for primary care. Having the ability to provide accurate, non-invasive FeNO testing across our three sites will allow us to make more informed decisions, improve diagnostic confidence, and ultimately enhance patient outcomes in both the adult and paediatric population. We're incredibly grateful to Intermedical for their generosity and look forward to expanding our FeNO capacity further in the future, hopefully with the addition of a second machine!

Jenny Cavalier- Advanced Nurse Practitioner and Clinical Lead for Respiratory



Please note, the Oakley Health Group website is:

www.oakleyhealth.org

WINTER PRESSURES

General practice, like the rest of the NHS, faces increased pressure during the winter months. These are some of the factors that contribute to this:



🚨Seasonal illnesses surge:
Viral infections such as flu, Covid, RSV and norovirus peak during winter, driving higher demand for GP consultations. These infections can also trigger complications in more vulnerable members of society such as the very young and the frail elderly as well as people living with long term medical conditions.

🚨Exacerbation of chronic conditions:
Cold weather and respiratory infections can exacerbate asthma, COPD, heart failure, and other long-term conditions necessitating increased support from the GP.

🚨Higher appointment demand:
Winter illness generates demand for more same-day and priority consultations for acute illnesses and exacerbations of chronic medical conditions. This can result in longer waits for routine appointments.

🚨Staff shortages:
The practice team themselves may fall ill during winter, impacting available appointments.

🚨Wider healthcare system constraints:
Winter pressures on hospital services can result in patients waiting longer for investigations, outpatient appointments, and procedures. This can result in patients needing to re-consult with their GP if their symptoms or medical conditions deteriorate.

Patients can play an important role in helping ease winter pressures in general practice. Here are practical ways you can help:



✅ Get vaccinated:
Annual flu and Covid vaccines reduce the risk of seasonal infections and complications.

✅ Practice good hygiene:
Regular handwashing, covering coughs/sneezes, and staying home when unwell help prevent the spread of infections.

✅ Manage chronic medical conditions proactively:
Keep medications up to date, attend regular check-ups during the year and follow care plans, to avoid flare-ups.

✅ Consider using alternatives to the GP surgery:
Use the Pharmacy, NHS 111, or online resources for self-care before booking a GP appointment.

✅ Cancel appointments if they are no longer required.

✅ Plan ahead:
Order repeat prescriptions early and schedule routine check-ups in advance to reduce last-minute demand. Stock up on homely remedies such as paracetamol.





The traditional Yateley Mayor's Christmas Carolling will take place in various Public Houses in Yateley from 7pm on Friday 19th December.

You can donate cash on the night or via the Go Fund Me page. The total amount donated is divided between the Mayor's three charities of choice:

Vision 4 Youth
Daisy Chain Cafe
Cornerstone Counselling.





REPORT FROM THE PATIENT PARTICIPATION GROUP COMMITTEE

In our November meeting our guest speaker was Dilvir Gorae, Clinical Pharmacist at OHG. Dilvir has been a pharmacist for 10 years and been with OHG for 8 years. She works alongside the Pharmacy Team and runs her own clinic treating Cholesterol, Blood Pressure and other long term conditions. She also deals with medication queries, prescriptions and the prescribing aspect of medications: for example, safety, monitoring and patient care. She looks at quality improvements such as medication changes and undertakes audits in the background to provide drug monitoring and implement national amendments to improve patient safety.

WE WOULD LIKE TO THANK DILVIR FOR HER TIME AND FOR PROVIDING US WITH AN INTERESTING INSIGHT INTO HER JOB AT OHG.

Bracknell Urgent Care Centre:

Bracknell UCC is an alternative urgent care walk-in centre to Frimley A&E. Patients may be directed there for urgent care which cannot be provided by a GP surgery. This could be for animal bites, cuts and possible fractures. We discussed the fact that it is not easily accessible via public transport.

Surgery Interactions: Face to Face versus Digital Online:

We brought up the subject of patient experiences when interacting with the Reception Team as we considered the difference between human initiative and common sense versus online Anima where, in some cases, online was rigid and perhaps unempathetic in it's approach.

In our example, the condition the patient was experiencing required a photo to accompany an Anima referral, but the patient said they had no smart phone so was told to get someone else to take the photo – perhaps a neighbour. The Committee felt that this was an infringement of their privacy. We learned that it would have been appropriate for the receptionist to advise the patient that the photo could be taken at the surgery and then be attached to the Anima by a receptionist, but we believe that the patient was not told this.

We understand that protocols need to be adhered to, but common sense and use of initiative may have meant a different handling of the above situation. However we do understand that the reception team have to think of many options that may be available given a certain scenario and we have a lot of empathy for receptionists who do provide an excellent service under some very trying circumstances.

Patient Survey Results:

Sarah King and James Beesley went through the results of the 2025 Patient Survey and overall, they were pleased with the results. In total OHG had 354 responses which was better than the 173 in 2024. However, with 30,000 patients, we feel this could have been higher. The responses received did show that the surgery is improving year on year and that most patients are happy with the service provided.

Please do continue to send in any queries or suggestions you would like the Committee to bring to the table at the OHG meetings.

We have one more meeting in December but in the meantime the Committee wish you all a very Merry Christmas and Happy New Year.

If you would like to give the Patient Participation Group (PPG) your feedback, email frimleyicb.ohg.communications@nhs.net & include the title "PPG". We are your voice. Also if you know of anyone who would like to become a virtual member, they can register through the OHG website, or speak to a receptionist.

Please note we cannot discuss any medical problems or any complaints – these should be dealt with OHG directly

PATIENT PARTICIPATION GROUP