OAKLEY HEALTH GROUP

NEWSLETTER - MARCH 2025

Why can't I book an appointment with my GP, without filling out an Anima form?

A Receptionist is not being difficult when they state that they cannot book an appointment for you. GP appointments are not available to book online or on Anima. All appointments must be authorised to book by a Clinician, usually via Anima through the Total Triage system. If you require an appointment, you will be contacted:

- Via a booking link from the clinician so you can book the appointment at your convenience.
- A Receptionist will call you to book the appointment.
- An appointment will be booked, and you will be notified by call or text.

Direct Access Appointments:

We do have some appointments that can be booked directly either online, via the NHS App or over the phone with a Receptionist. These appointments must be authorised in advance by a Clinician:

- Routine blood tests – if you need regular blood tests, ie every 3 months for medication changes, or Diabetic bloods
- B12 – only book these if you have been told to do so by a GP/Specialist.
- Cervical Smear – Only book these if you have received your reminder letter or have been called by a Care Coordinator to advise you that you are overdue.

Do not book any of these appointments if you want to see a GP, or you have not had blood tests added to your medical file by a clinician – You will be turned away or your appointment cancelled if you book an appointment that does not fit the slot type, ie a PSA blood test booked into a Cervical Smear appointment.

What is "Total Triage"?

Whether you call, walk-in or submit a request online, all medical queries will come through to the practice via our online consultation tool, Anima. Each query will be processed according to the questions you have answered and will be sent through to the Duty GP in a traffic light system:

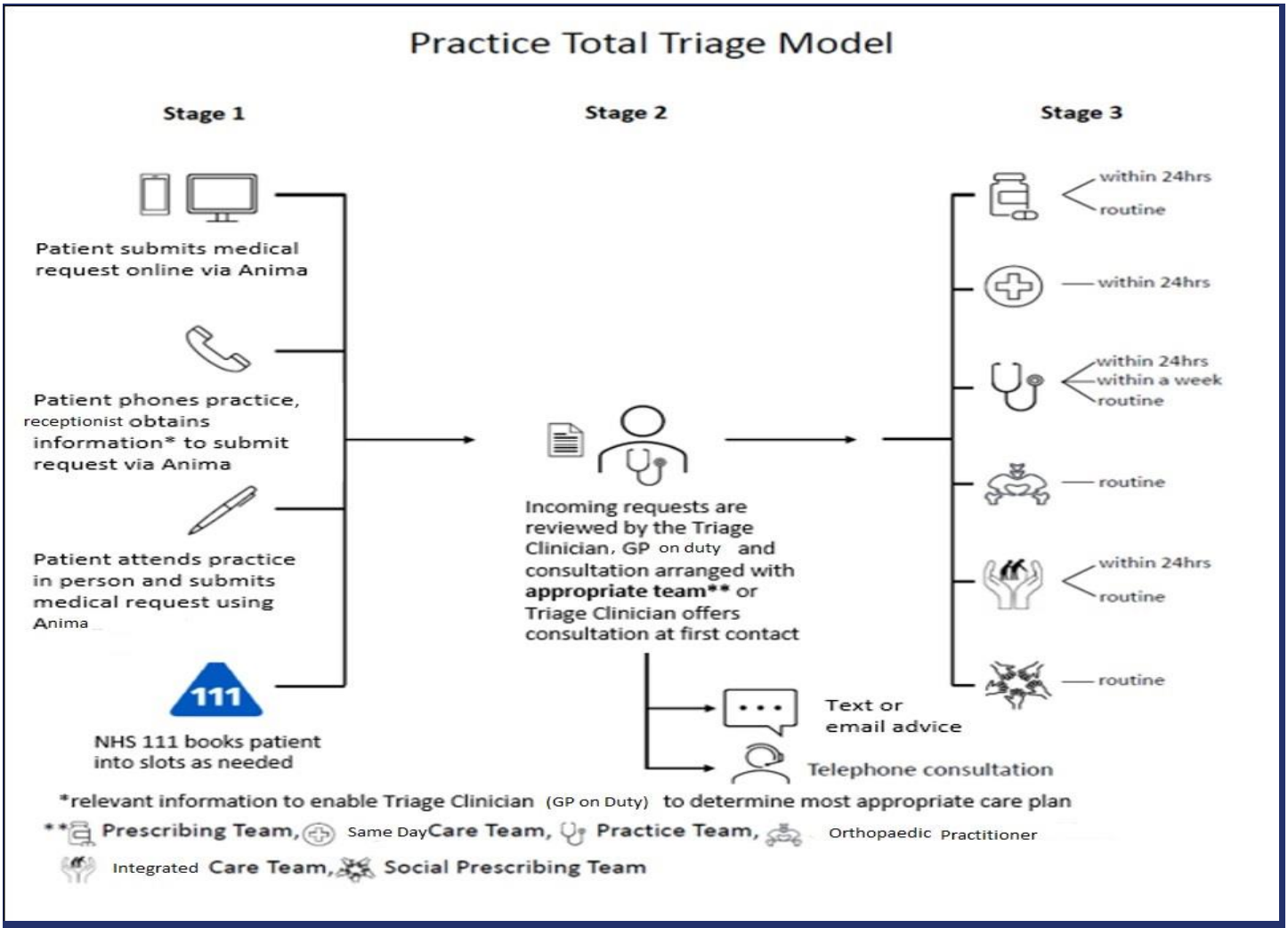
RED – Acute medical problems that need to be seen and treated as soon as possible, within 24 hours.
AMBER – Medical problems that may have escalated or continue to remain symptomatic and should be seen within a two-week timeframe to ensure they do not worsen.
GREEN – Ongoing issues that may need a continuity of care with the nominated GP or minor problems that can be signposted to the Pharmacy or Self Medication.

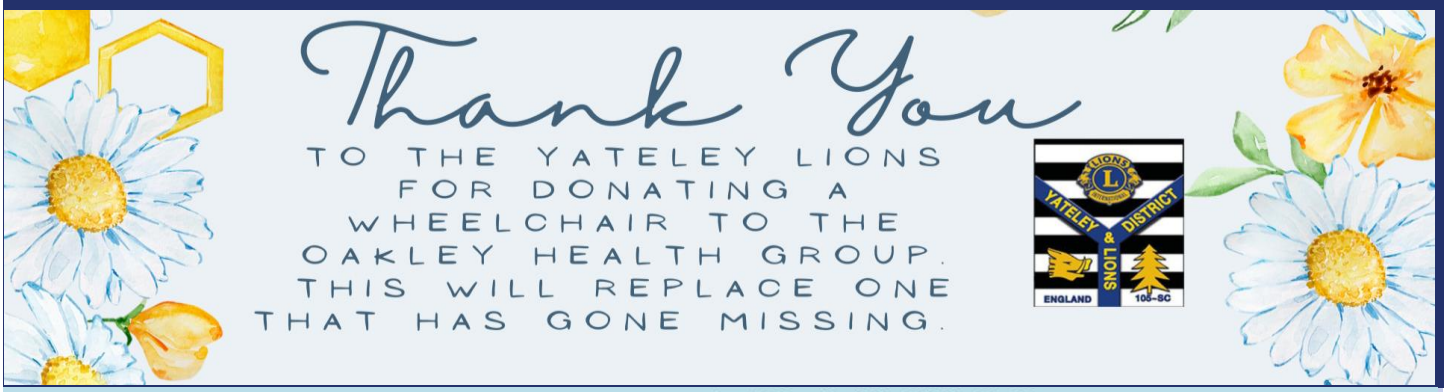
The Duty GP will triage these requests according to the need to be seen, making sure that any patients who need same day care are booked in to the available appointments.

Why do you close Anima?

Anima is closed for the day if we reach capacity, this means that we do not have any more availability to book a same day appointment. If this is the case, you may be able to submit a general medical request or ask for a routine appointment. However, if your query is deemed to be RED/acute and you should be seen on the same day, it will be rejected, and you will be signposted to a Pharmacy or NHS 111.

Anima is not open out of surgery hours because we would not be able to deal with an unlimited number of forms that may be completed, our services would be inundated, and the GPs would not be able to offer their best service to the patients. Receiving a request on a Saturday evening that would not be seen until the Monday morning would mean that GPs would have to deal with these before those that have come in at 8am on Monday. The requests from Saturday may already have been seen by an Out of Hours GP or in A&E thus wasting the GPs time reviewing it when new requests are coming in.





TRAINING



The Oakley Health Group will be CLOSED

from 12.30pm - 6.30pm
on
Thursday 27th March 2025

for essential staff training organised by Frimley ICB

Local doctors & nurses will be working, if you need urgent medical advice when we are closed call the NHS 111 service





TRANSGENDER VISIBILITY DAY - 31ST MARCH

Rachel Crandall, a U.S. based transgender activist, founded this day in 2009 to raise awareness for the incredible burden of discrimination the community faces in every setting imaginable. The need to bring a day of 'visibility' for the transgender community is indicative of the oppression they face in many sectors of life.

In many parts of the world, transgender people still face discrimination and violence, and it's important that their stories and experiences are heard and celebrated. Transgender Day of Visibility is a day to recognise the strength of the trans community and to show that transgender people are an important part of our society.



REPORT FROM THE PATIENT PARTICIPATION GROUP (PPG) COMMITTEE

After the Christmas and New Year holidays we met for our first meeting of 2025.

Our GP surgery is struggling with funding and so we are supporting them by writing to our two MPs, Alex Brewer MP Northeast Hampshire and Alex Baker MP Yateley East, asking them to take our concerns to Westminster.

The Oakley Health Group will be fundraising throughout 2025 for three charities: Yateley Industries, Daisy Chain Café and Sebastian's Action Trust. We shall help when and where needed.

Anima feedback has been received through patient questionnaires and anecdotal evidence. Less negative comments have been reported over time since it was launched in June 2023, and it appears that Anima has improved. We still see occasional negative comments on social media but by and large patients are happy with the system.

We talked about getting the messages from the surgery out to patients and considered perhaps a monthly pop-up desk at the surgery whereby PPG members could engage with patients and gather feedback. Another idea was to ask patients "Why do you think you need to see a GP"? It was felt that many people do not bother with Anima, which could contribute to inappropriate use of other GP services and an increase in A&E visits.



We are your voice. Please feel free to contact the PPG committee if you have a question, email frimleyicb.ohg.communications@nhs.net & include the title "PPG"

If you would like to become a virtual PPG member, you 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.