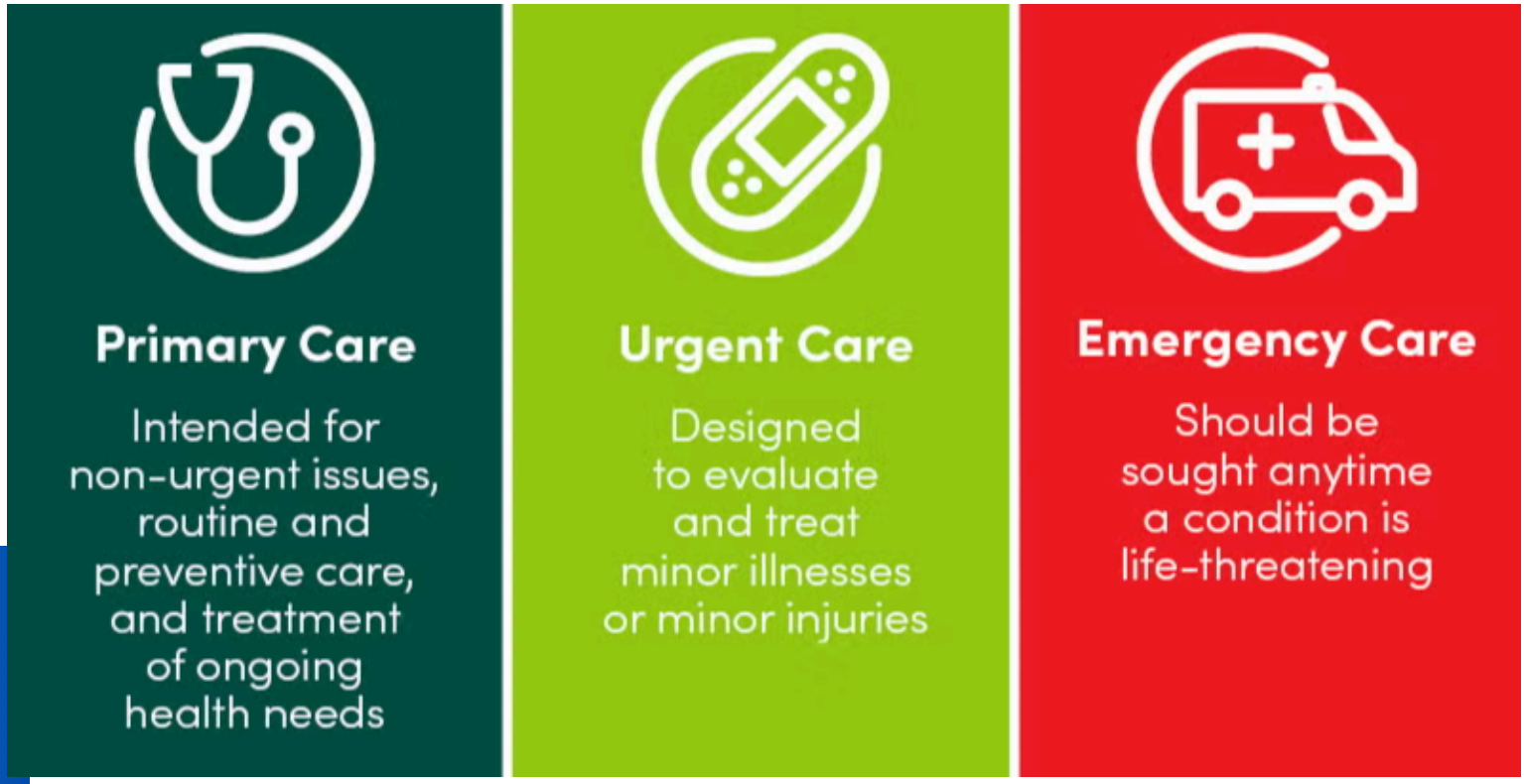
OAKLEY HEALTH GROUP

Newsletter - July 2026



WHY CAN'T I BE SEEN IMMEDIATELY?

GP practices are designed to provide ongoing, long-term care (e.g. managing chronic conditions, prevention, follow-ups), rather than handling unpredictable urgent demand. NHS contracts for surgeries are structured around registered patient lists, planned appointments and defined levels of service. They are not funded or staffed like emergency departments or walk-in centres, so they're not resourced to operate that model.

There are a finite number of GPs, nurses, and appointments each day, so if the surgery allowed unrestricted walk-ins:

- Queues could become unsafe or unmanageable
- Patients with urgent needs might still face long waits
- Staff would be overwhelmed more quickly

GPs do provide some same-day urgent appointments, but this is after triage rather than open walk-in access. Although we offer same-day urgent appointments and extended hours in the evenings and on Saturday, our urgent care is based on a triage system and is therefore controlled access rather than open access.

It is important to remember that the surgery does not have the ability to scan or X-Ray a patient, nor can we stitch up any wounds.

Please do not walk-in to reception and expect to be seen, if you feel you need medical attention, you must complete an Anima. We use a Total Triage model where every request is reviewed to ensure that patients are seen according to medical priority. When you contact us we assess your needs first, any urgent problems will then be prioritised to our same day appointments and you will be directed to the right clinician or service within the practice.

Please note, the Oakley Health Group website is:
www.oakleyhealth.org



HIOW ICB

The Hampshire and Isle of Wight Integrated Care Board (HIOW ICB) is the organisation that manages the NHS services across Hampshire and the Isle of Wight. It is part of the broader Integrated Care System (ICS), which coordinates health and care services to improve outcomes, reduce inequalities, and ensure efficient use of resources. The ICB oversees strategic planning, funding allocation, and service commissioning for the local population.

Key Functions:

- Strategic Planning: The ICB sets the overall health and care strategy for the region, ensuring services meet the needs of nearly 2 million residents
- Resource Allocation: It distributes NHS funding to local services, including hospitals, Primary Care (GP surgeries), and community health programs
- Service Oversight: The ICB monitors and manages the delivery of healthcare services, working with local NHS Trusts, councils, and voluntary organisations

These changes do not affect the ability of our clinicians to continue to refer patients to Frimley Park Hospital.

MENINGITIS B VACCINE

A free two-dose Meningitis B vaccine will be available for a limited time from the end of July 2026.

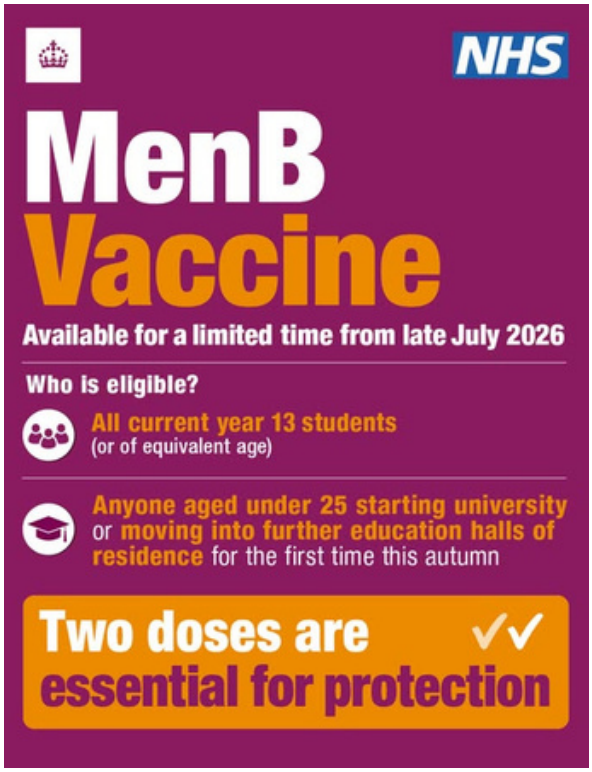
<u>Who can get it?</u>
- All current Year 13s
- Anyone either starting university as an undergraduate or moving into further education halls for the first time in autumn 2026, aged under 25.

<u>Where and when can people get vaccinated?</u>

<u>Meningitis B vaccines will be available at community pharmacies only</u>.

The programme starts in July 2026, giving eligible people time to complete both doses before cases typically rise in the autumn.

Students in the age group for Year 13 will be contacted by the NHS and sent a link through which they can book a pharmacy appointment to get the vaccine. University and residential further education students who are eligible will be able to arrange a vaccination via walk-in at participating pharmacies.



https://ukhsa.blog.gov.uk/



BOWEL CANCER SCREENING

Bowel Cancer Screening was introduced in the UK 20 years ago and since then, it has saved thousands of lives. We are hoping to raise awareness of bowel screening and the importance of completing your at-home test when it is sent in the post. Cancer screening is for people with no symptoms and aims to find cancer early, or to find changes in your bowel that could lead to cancer before they are noticeable.

If you are aged between 50 and 74, you will be sent a bowel screening at home test in the post. All the instructions are included on the box, the test is quick and just a tiny bit of poo can help find cancer early, when it is easiest to treat.

cancermatterswessex.nhs.uk/screening-for-bowel-cancer

Read Easy

Helping adults learn to read



Do you know someone who struggles to read?

Read Easy provides free and confidential one-to-one reading coaching for adults.

People can learn to read or improve their reading skills at their own pace and without pressure. It's friendly, flexible and fun!

To find out more, please contact: 07745 526598 or 07359 407481
basingstoke@readeasy.org.uk

readeasy.org.uk

UK Health Security Agency

Hot, tired baby?

Things that may help their bedtime:

- During the day close windows and curtains in rooms that face the sun
- At night keep air flowing through open doors and windows (if it's safe to do so)
- Use electric fans if the air temperature is below 35°C, but do not aim the fan directly at your baby as this can lead to dehydration
- Remove any excess clothing and check on them regularly to make sure they are not overheated
- Sleeping in just a nappy is fine
- if another safe room is cooler, temporarily move their sleeping set up to there

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Healthcare services are here to help

NHS

MY LOCAL PRACTICE GP is....



- looking at all aspects of my care including physical, social and emotional health
- able to help me in person, via the phone or online
- able to refer me to other professionals if needed
- here to help me and others

PLEASE KEEP BEING PATIENT & KIND #MYLOCALPRACTICE

BEAT THE HEAT

When it's too hot there are health risks, particularly for the young, those over the age of 65 or those with pre-existing health conditions such as respiratory and cardiovascular diseases.

PLAN AHEAD	KEEP COOL	YOUR PLACE	BE SAFE
Schedule Activities for the cooler part of the day.	Drink plenty of fluids and avoid excess alcohol.	Close curtains and blinds during the day.	Look after yourself and look after others.
Listen out for forecasts and warnings - plan ahead.	Wear a sun hat and cool your skin down with water.	Go indoors or outdoors, whichever is cooler.	Be on the lookout for signs of heat related illness.



NHS

Stay match fit. Do the test.

The bowel cancer screening kit can save your life.

The simple at-home kit requires a small poo sample. It's easy to use and hygienic.

Bowel screening can detect signs of cancer before you notice anything is wrong.

Bowel Screening Saves Lives

cancermatterswessex.nhs.uk/screening-for-bowel-cancer

REPORT FROM THE PATIENT PARTICIPATION GROUP COMMITTEE

Hampshire and Isle of Wight Integrated Care Board (HIOW ICB)

OHG is now part of the new HIOW ICB which is the statutory NHS body responsible for planning and funding and co-ordinating health and care services throughout Hampshire, Isle of Wight, Portsmouth and Southampton. They have created a PPG Chair Group, where PPGs from every surgery within the HIOW ICB can collaborate. The main focus areas are:

· Strengthening collaboration between the ICB and Primary Care patient representatives (PPGs)
· Gathering and sharing patient feedback, insights and concerns
· Promoting consistent public engagement across GP practices and Primary Care Networks

The OHG PPG chairperson has a dual role on the ICB PPG and the OHG PPG which helps bridge communications. On review of the first ICB PPG meeting in April:

· We questioned whether the OHG PPG is effectively improving the surgery's operational layout at the OHG. Understandably, the GP Partners dictate what changes are made and why, but we can make suggestions for improvement.
· We raised concerns that the PPG struggles to reach a wider patient community and cannot influence core communication channels.

Anima Feedback

It was noted that we believe GPs spend too much time processing Anima admin requests. We feel that the Anima platform is quite impersonal, and have made suggestions for amendments to the surgery.

GP Referrals to a Hospital Specialist

We discussed the new hospital referral system whereby GPs must now request specialist Advice and Guidance (A&G) from consultants before referring.

Positive: It enables GPs to seek advice in a timely manner rather than the patient wait a long time to be seen by a specialist and be told the same advice. The aim is for this to help reduce referral waiting times.

The Issue: Incomplete information or technical errors often force consultants to send requests back to the GP for clarification. We questioned whether patients may face delays due to back and forth correspondence leaving it unclear whether they should follow up with the GP or the hospital consultant.

PATIENT PARTICIPATION GROUP

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 member of the Newsletter Group, 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.