OAKLEY HEALTH GROUP

Newsletter - June 2026

OHG Data - April 2026

8,125 F2F
6,704 TEL
Appointments



391 DNA
Appointments



9,835
Reception Calls
Received



6,551 Animas
Completed



29,788
Patients



8,481
Same Day
Appointments



10,114
Prescriptions
Issued*



402
Home Visits



F2F - Face-to-face appointment TEL - Telephone appointment
DNA - Did Not Attend - Average cost of £30 per appointment and an increase in patient wait times
*Individual patients who have had prescriptions issued

HOME VISITS

At the Oakley Health Group we have an Integrated Care Team (ICT), who consist of our Community Matron, Melissa Leach, an Advanced Paramedic Practitioner, Sharon Coleman, two Paramedic Practitioners, Frank O'Connell and John Liddell, a Mental Health Practitioner, Sharon Burns and a Care-Coordinator, Teri-Lee Artman.

The ICT is a group of professionals who work together to support people with a range of needs. The team work closely with other professionals including Social Services, Occupational Therapy, Physiotherapy, Community Mental Health Team, and Community Nursing, and they are responsible for home visits to provide consultations with patients who are housebound.

The team aims to support and signpost individuals to remain as independent and well as possible, avoiding hospital admissions where possible. They can also respond to patients who have contacted the practice and are unwell and housebound to assess them and arrange appropriate treatment.

The team contribute to a monthly Anticipatory Intervention Meeting (AIM). Patients are selected using an electronic screening tool and if appropriate are contacted to be offered a review meeting with a member of the team. During this visit patients will have a comprehensive review of their health and wellbeing, the outcomes are then discussed with a consultant from Frimley Park Hospital, Clinical Pharmacist and GP at the practice. The service aims to support individuals live well and independently for longer by addressing any area of need at an early stage.

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

SEXUAL ASSAULT REFERRAL CENTRE (SARC)



The Sexual Assault Referral Centre (SARC) is a crucial service for anyone who has experienced sexual assault, offering confidential, comprehensive support across Hampshire and the Isle of Wight. The SARC service provides survivors of all ages and all genders with a full assessment, they can offer emergency contraception, Hep B and PEP and can support with signposting for the client to specifically tailored physical and psychological support services, in a safe, non-judgmental environment.

Individuals can self-refer; it is not necessary to go through the police. They also accept third party referrals with the client's consent. Any children accessing the service have safeguarding referrals completed for them, and anyone under the age of 13 will be seen with a paediatrician. For those who are unsure about reporting an assault to the police, the centre offers a unique solution. Forensic samples can be stored securely for up to two years, (or two years post twenty-first birthday) giving survivors the time and space to make their decision.

They are open every day of the year, twenty-four hours a day. The SARC is staffed by highly trained clinicians who conduct the forensic medical examinations and crisis workers who provide immediate support for both recent and historical assaults. The SARC's option of self-referral empowers individuals to take control of their recovery on their own terms.

https://hiowhealthcare.nhs.uk/sarc

MELANOMA

Know the Types of Skin Cancer:

- Basal Cell Carcinoma (BCC). Usually appears as a small, shiny bump or a sore that does not heal
- Squamous Cell Carcinoma (SCC). Often looks like a firm, red nodule or a flat lesion with a scaly, crusted surface.
- Melanoma. Can develop from an existing mole or appear suddenly as a new dark spot.

Conducting a Self Exam:

- Choose a well-lit area and stand in front of a mirror.
- Examine your skin. Check all parts of your body, including hard to see areas (scalp, between toes, under nails).
- Use a hand mirror for areas that are difficult to see.
- Check moles and spots, look for new growths, changes in existing moles, or sores that do not heal.

When to see a Doctor:

- If you notice any suspicious changes in your skin or if something does not look right.
- Regular monitoring is key to early detection and prevention.
- Submit an Anima, with photos of the mole/lesion and provide information on changes/bleeding/pain.

https://melanomauk.org.uk/



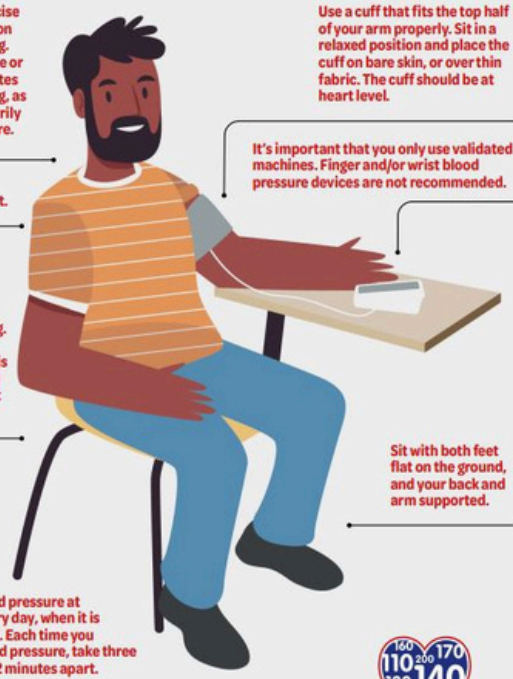
UPDATES TO THE NHS APP



On the new home screen, you will find services and all your health information placed together in clearer categories. There is no longer a GP health record section, but all the information is still in the App. Consultations and events are now described as Appointment notes and other updates and these are found in Appointments. You can find everything by selecting the relevant option on the new home screen:

- prescriptions
- appointments
- test results
- vaccinations
- health conditions
- documents

Checking your blood pressure at home



Avoid eating, exercise or taking medication before your reading. Don't drink caffeine or smoke for 30 minutes before your reading, as these can temporarily raise blood pressure.

Use a cuff that fits the top half of your arm properly. Sit in a relaxed position and place the cuff on bare skin, or over thin fabric. The cuff should be at heart level.

It's important that you only use validated machines. Finger and/or wrist blood pressure devices are not recommended.

Empty bladder first.

Sit quietly for 5 minutes before taking your reading. Be still and silent whilst the reading is taken – talking and moving both affect accuracy.

Sit with both feet flat on the ground, and your back and arm supported.

Measure your blood pressure at the same time every day, when it is convenient for you. Each time you measure your blood pressure, take three measurements, 1-2 minutes apart.

Learn more at
bloodpressureuk.org
#KnowYourNumbers

Blood Pressure UK
Helping you to lower your blood pressure

Blood Pressure UK is an operating name of the Blood Pressure Association. Charity Registration No. 1058944

Sands





Sands is here to save babies' lives and support anyone affected by pregnancy loss or the death of a baby.

We provide support

We improve bereavement care

We save babies' lives

To learn more, get support or find out how you can get involved, visit sands.org.uk

Please encourage patients to return their empty medication blisters for recycling. Participating pharmacies include Superdrug and Boots.

Please note: Boots, Village Way does not accept blister packs, as they don't have room to store them.

Kindly sponsored by KEBUR GARDEN MATERIALS

Phyllis Tuckwell Hospice Care ...because every day is precious

2026 open GARDENS

in aid of Phyllis Tuckwell

Come and explore our Open Gardens!

Local garden owners are swinging open their garden gates this spring and summer to support Hospice Care in our community.

Visit our website

Scan me!

www.pth.org.uk/open-gardens

Phyllis Tuckwell, Waverley Lane, Farnham, Surrey GU9 8BL

Phyllis Tuckwell Memorial Hospice Ltd. Registered Number 1063033. Registered Charity Number 264501.

Registered with FUNDRAISING REGULATOR

Urgent Treatment Centres

What they can and can't treat:

- ✓ Sprains and strains
- ✓ Suspected broken bones
- ✓ Musculoskeletal injuries
- ✓ Dislocation of fingers and toes
- ✓ Soft tissue injuries and bruising
- ✓ Minor burns and scalds
- ✓ Removal of foreign bodies in ear
- ✓ Minor allergic reactions
- ✓ Infections and fevers
- ✓ Vomiting and diarrhoea
- ✓ Wounds, including cuts and grazes
- ✓ Urinary tract infections in men, under 16s and over 64s.
- ✓ Minor Illnesses

- ✗ Injuries more than two weeks old
- ✗ Ongoing chronic and minor illness
- ✗ Pregnancy-related problems
- ✗ Severe abdominal pain
- ✗ Alcohol or drug-related problems
- ✗ X-rays for under 2s
- ✗ Breathing difficulties
- ✗ Severely unwell children
- ✗ Severe chest pain
- ✗ Spinal injuries
- ✗ Overdoses
- ✗ Major trauma
- ✗ Dental problems
- ✗ Conditions under the care of your GP or hospital specialist

Pharmacies can treat:

- ✓ Children with minor illnesses
- ✓ Stomach aches
- ✓ Rashes
- ✓ Skin infections
- ✓ Minor eye injuries / issues
- ✓ Uncomplicated urinary tract infections in women aged 16-64
- ✓ Infected insect bites
- ✓ Earaches in children 1-17
- ✓ Sinusitis (12+)
- ✓ Impetigo (1+)
- ✓ Shingles (18+)
- ✓ Sore throats
- ✓ Minor Illnesses
- ✓ Vaginal thrush

Find out more about how pharmacies can help

REPORT FROM THE PATIENT PARTICIPATION GROUP COMMITTEE

The PPG maintains good communication and a healthy relationship between patients and the OHG team, flagging up various things we feel should be brought to their attention which in turn may help to improve services.

Although we cover a wide range of subjects, we are not a forum for people who want to use it to:

- make complaints
- seek medical advice outside of a GP appointment
- request changes based on their opinion alone

We are all volunteers and would like to encourage a more diverse representation of patients, so if you are interested in joining the PPG and feel you can make a difference to the way your surgery provides its services, then please get in touch.



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.