OAKLEY HEALTH GROUP

# Newsletter - March 2026

## CHARITY UPDATE

**In January 2025 the team at the Oakley Health Group made the decision to fundraise throughout the year for three local charities:**

The Daisy Chain Café

Yateley Industries

Sebastian's Action Trust

**Fundraising events took place during 2025,including the following:**

*** Raffle * Swap & Shop * Pack up & Pimms * Charity Walk * Christmas Jumper/Glitter Day**

**We are delighted to announce that we were able to raise the target of £1,500.00 which has been divided equally between the three groups.**

"Thank you so much for your kind and very generous donation to our charity." - **Lesley, Daisy Chain Café**

"Very many thanks for the recent confirmation regarding the donation for Daisy Chain, Bravo to you all. All of our donations are used to support those that are registered users who are most grateful for the support and socialisation that we offer to them." - **Julia, Daisy Chain Café**

"Yateley Industries would like to thank The Oakley Health Group team, their patients, and the local community. This £500 donation will help us continue our vital work, making a difference in the lives of the disabled people we support." - **Maria, Yateley Industries**

"Thank you for your email and for your support of £500 — we really appreciate it." - **Susan, Sebastian's Action Trust**




**Please note, the Oakley Health Group website is:**

**www.oakleyhealth.org**

## LONDON MARATHON

Anita Gallop, a member of our reception team at the Oakley Health Group is raising money for Breast Cancer Now, by running in the London Marathon on the 26th April 2026.

BREAST CANCER NOW The research & support charity

## ANITA'S STORY



In 2022 I had two different breast cancers which after several surgeries, chemotherapy and radiotherapy, culminated in having a bilateral mastectomy in November of that year. It was a very difficult and upsetting journey, as it is for all those affected by this distressing disease.

I am running the London Marathon on 26th April this year to raise funds for Breast Cancer Now who are a charity that support so many during this awful journey, and also post surgery/during ongoing treatment for many years. In order to run for this charity I need to raise a minimum of £2,500.

Any donations would be appreciated:

Scan this QR code to donate

Anita's Page

## OPEN GARDENS 2026

Love your garden? Share your beautiful space with others to raise vital funds for Phyllis Tuckwell's patients and families in our community.

Whether you have a country garden, a charming cottage plot or a small courtyard full of pots and baskets, opening your garden to visitors is a lovely way to support local Hospice Care and share your passion for gardening with others.

- You can open your garden to the public or family & friends only on a date that suits you.
- Meet other garden enthusiasts and enjoy a friendly community event.
- Phyllis Tuckwell will provide guidance and materials to help you prepare and promote your day.
- Help raise funds for Phyllis Tuckwell's hospice care across West Surrey and North East Hampshire.

As a charity, only 25% of our costs are usually covered by the Government/NHS, which means we have to raise over £25,000 every single day to continue our care free of charge for patients and their families, so we rely so heavily on our community for their support.

- If you'd like to find out more, please contact Helena at helena.burke@pth.org.uk / 01252 729446







## SPRING FAIR

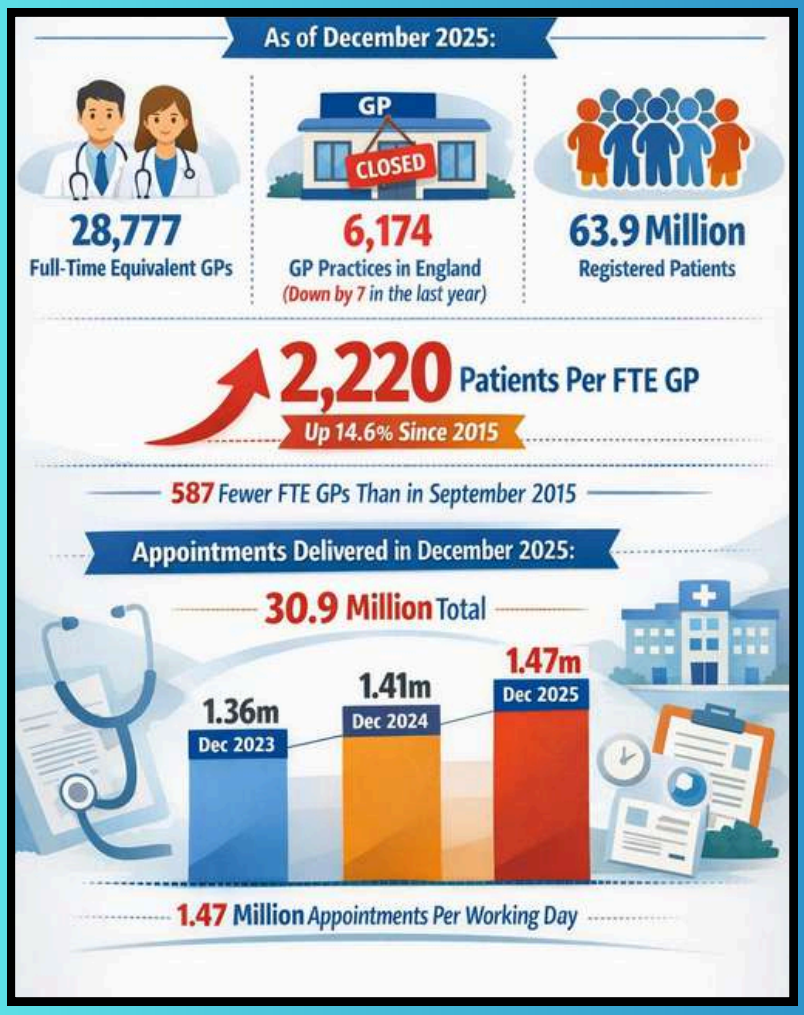
Join Yateley Industries for their indoor Spring Fair on Sunday 29th March from 11am-3pm

* FREE ENTRY * Gift & Craft Stalls * Food & Drink

Held across the Great Hall and Factory, the fair will feature a range of stalls from local craft makers and businesses. The Community Café will be open throughout the day, serving a selection of hot and cold food.

🚗 Parking: Limited parking is available on site, with overflow parking at Yateley Manor School, located opposite on Reading Road.

https://www.yateleyindustries.org/event-details/yateley-industries-spring-fair-2026


As of December 2025:
GP
CLOSED
28,777
Full-Time Equivalent GPs
6,174
GP Practices in England
(Down by 7 in the last year)
63.9 Million
Registered Patients
2,220 Patients Per FTE GP
Up 14.6% Since 2015
587 Fewer FTE GPs Than in September 2015
Appointments Delivered in December 2025:
30.9 Million Total
1.36m
Dec 2023
1.41m
Dec 2024
1.47m
Dec 2025
1.47 Million Appointments Per Working Day


NHS
Have you done your bowel cancer screening test?
If you're 50 to 74, you'll receive an NHS bowel cancer screening kit every two years.
Returning your home kit reduces your chances of getting seriously ill from bowel cancer.
So if you receive a kit in the post, put it by the loo.
Don't put it off.
nhs.uk/bowel


OAKLEY HEALTH
THE OAKLEY HEALTH GROUP WILL BE CLOSED
FROM
12.30PM – 6.30PM
ON
WEDNESDAY 25TH MARCH
FOR
ESSENTIAL TRAINING
WE ARE SORRY FOR THE INCONVENIENCE
oakleyhealth.org
Local doctors & nurses will be working, if you need urgent medical advice when we are closed call the NHS 111 service.
Urgent treatment, walk-in and minor injury centres will be open.
A&E or 999 only for those who are seriously injured or critically ill.


Spring Forward
Set your clock forward one hour
2am on Sunday 29th March 2026


Remember,
you are never alone
Samaritans are here to listen 24/7.
You can call them any time for free on
116 123
SAMARITANS
A registered charity


NHS
What do I do if I've been sexually assaulted?
If you've ever been raped, sexually assaulted or abused
Turn to us
We are here
Sexual assault referral centres 'SARCs' provide a safe space, specialist care and support 24/7
Go to nhs.uk/SARCs

# REPORT FROM THE PATIENT PARTICIPATION GROUP COMMITTEE

## I can't get an appointment with my GP yet the waiting room is empty, why?

**This is a frequent misconception and can be explained:**

- **Some GPs will have sessions triaging Anima requests and telephone appointments**
- **In between appointments GPs may be doing more admin – eg: referrals, prescriptions etc.**
- **GP face-to-face appointments are 15 minutes long for new medical conditions, routine check ups and follow ups**
- **Face-to-face appointments are not all at the same time therefore creating an ebb and flow**
- **Alternative ways to get treatment may also contribute to less patients in the waiting room**
- **Appointments tend to be between 8.30am - 1pm & 2.30pm and 6pm with half hour breaks at 10.30am and 4pm**

**The safe rate of appointments per healthcare professionals is 25 per day.**

## When a GP refers a patient to a consultant, how does the patient know this has been processed ?

- **Sometimes a referral is not processed immediately**
- **Some referrals may be rejected by the hospital triaging system, or the hospital may request more information and will send the referral back to GP**
- **The triage of a referral may take some time to process**
- **Most referrals are sent through the Electronic Referral System (ERS) which is cloud based and held until they are accessed for triage. They do not get uploaded to the hospital system until they are triaged**
- **The NHS app will show the data on a patient's GP record**
- **Once the referral has been triaged it will be visible through the MyFrimleyHealth App**
- **Waiting lists are very long, including triage, but the referral clock starts from the date it is processed by a GP**
- **It is the responsibility of the patient to chase a referral and they should receive a notification which has all the contact information on it**
- **There is a central booking department that can help with patient queries**

**GPs may be able to expediate an appointment if a patient's symptoms deteriorate or dramatically change, they can update the original referral sent to the consultant.**

## Do I have a face to face or telephone appointment?

**For those who use internet technology a patient usually receives a text from the Oakley Health Group asking them to click on the link to book an appointment.**

***Recently a patient booked a follow up appointment using the text link. The appointment said "In Person". There is also an option to add the appointment to their phone calendar. A confirmation text would then be sent and a further reminder text. On arriving at the surgery the patient was told it was a telephone appointment and not face to face.***

**When making an appointment for a patient the clinician needs to click on telephone appointment (if that is what they decide) when they send it via Accurx*. There is a glitch in the system which reverts to "In Person" as a preferred appointment type, but the patient will not know which option the clinician has decided. However it is recorded correctly on the appointment booking type in the NHS App.**

**PLEASE: Check your appointment status through the NHS App as this will give the correct appointment type as either telephone or face-to-face. If you are still not sure, then either pop in or telephone to speak to reception who can access your records and let you know.**

***Accurx is the system the surgery uses to test patients and send links to book appointments.***

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 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