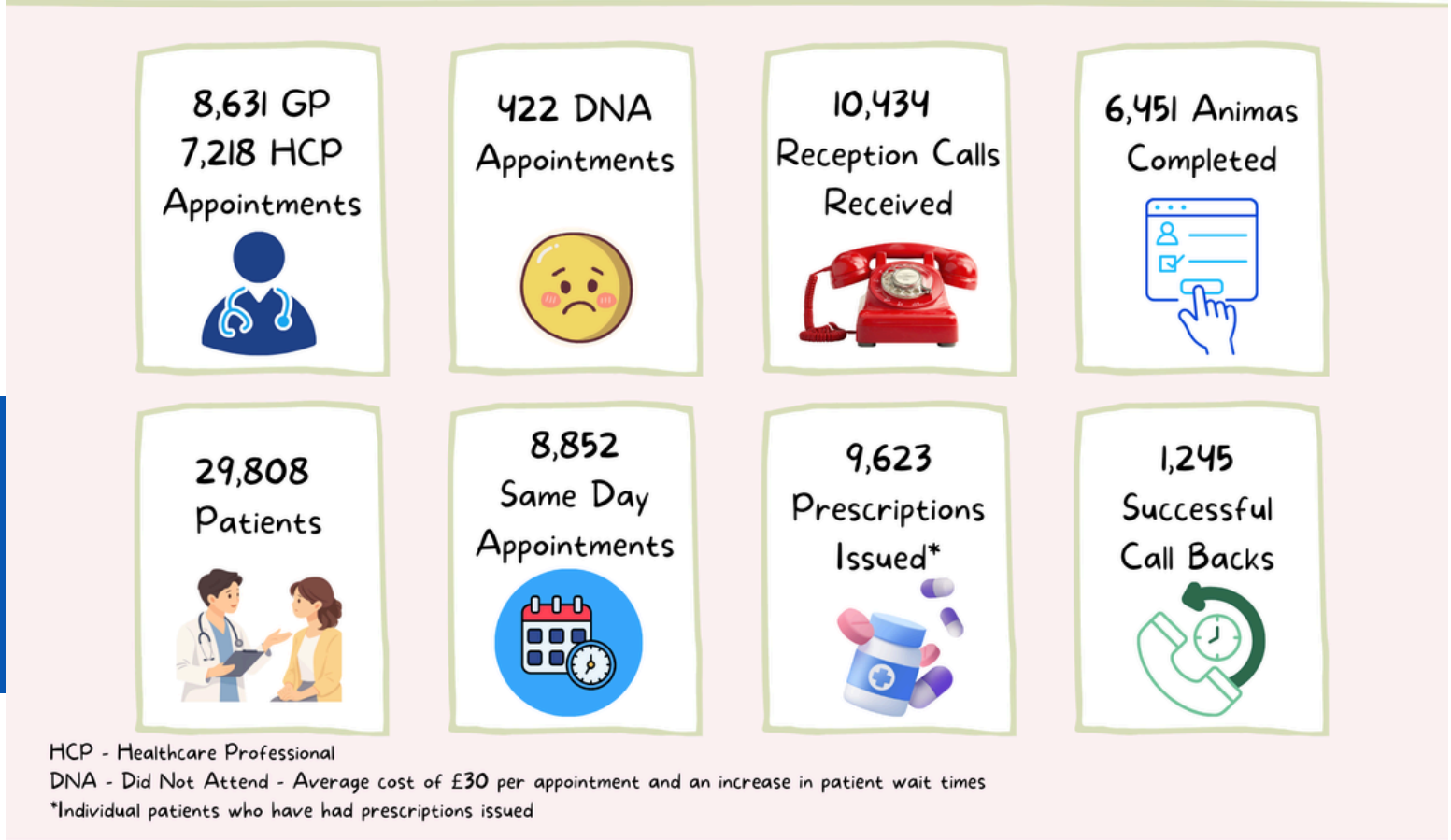
OAKLEY HEALTH GROUP

Newsletter - May 2026

OHG Data - March 2026



HCP - Healthcare Professional
DNA - Did Not Attend - Average cost of £30 per appointment and an increase in patient wait times
*Individual patients who have had prescriptions issued

Did Not Attend (DNA) APPOINTMENTS

Missed appointments, also known as DNAs (Did Not Attend) continue to place unnecessary strain on the NHS.

Each missed appointment represents lost time, a potential delay for another patient, and unnecessary financial strain. With each GP surgery DNA costing the NHS around £30 on average and hospital DNA costing £120 on average (NHS 2024 data), this impact quickly adds up.

Our reception team feels the impact of DNAs on capacity, as they try to fit patients in to scarce appointments. However, sometimes a GP might challenge the assertion that all DNAs represent 'waste' as this time can be filled with other work, particularly when the DNA occurs late in a surgery session.

DNAs can also be an indicator of patient risk, for example, they could serve as a pointer to possible neglect of a child repeatedly not brought to appointments. There are also vulnerable patients, for whom a missed appointment may trigger a proactive check on their welfare.

If you are unable to attend your appointment, please cancel as early as possible. This allows us to reallocate the slot to someone else who needs the care.

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

ROYAL OAK WELLBEING HUB



New to the Royal Oak Wellbeing Hub - Safe Haven NEHF.

Safe Haven North East Hampshire & Farnham offers young people (10-17 years old) a safe space to talk to trained youth workers about how they are feeling and what they are going through.

Youth workers are available to support with anything that might be affecting their mental health or wellbeing such as managing self-harm or suicidal thoughts, low mood and self-esteem, anxiety or simply needing help in accessing further support.

Patients do not need to book or refer to attend an open-access session. However, if they need to talk to a youth worker privately, Safe Have can offer up to four pre-booked one-to-one sessions.

Open Access Sessions (simply turn up):
Monday & Thursday
3.30pm - 4.30pm
Royal Oak Wellbeing Hub, Royal Oak Close, Yateley, GU46 7UD

https://nolimitshelp.org.uk/mental-health-and-wellbeing/safe-haven-nehf/

SCREENTIME

Young children's brains are over-stimulated more easily than adults', so they need specifically tailored content.

- Choose content with simple stories and clear, slow speech, so emotions are easy to follow.
- Use parental controls to block inappropriate, harmful material.
- Social media should be avoided.

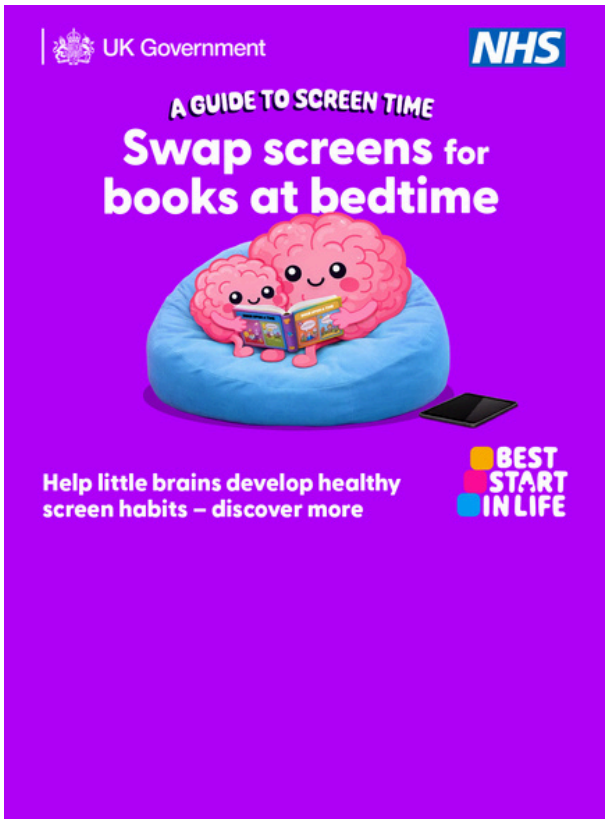
Children's brains are like sponges, they will copy their parent's screen use habits. Be mindful of how often you use screens around your child.

Under 2 years - Avoid screen time except shared activities with family that encourage bonding and interaction.

2 - 5 years - Try to keep to 1 hour a day, less if possible.

Safe screen swaps:

- Mealtimes - swap screens for music, games or conversation. Make it social.
- Bedtimes - swap screens for bedtime stories 1 hour before sleep.



NHS AGE OF CONSENT



Anyone aged 16 or over is entitled to consent to their own treatment. Like adults, young people (16 or 17) are presumed to have sufficient capacity to decide on their own medical treatment, unless there is significant evidence to suggest otherwise.

Patients over the age of 16 should ensure that their contact details are up to date, so that we do not continue to contact your parent/guardian on your behalf. If you complete an Anima make sure to inform the team that you want your information to remain confidential, and advise us of which phone number to call and which email to respond to.

16 year olds can also download the NHS App and remove parental proxy access, to obtain confidential access to their medical records, prescriptions and appointment details.



DO YOU KNOW THE SIGNS OF TYPE 1 DIABETES?

TOILET
THIRSTY
TIRED
THINNER

We call them the 4Ts. If you or your child are weeing more often, constantly thirsty, more tired than usual, or losing weight for no reason, it could be a symptom of type 1 diabetes. If left undiagnosed, type 1 diabetes can be fatal. If you're experiencing any of the 4Ts, ask your doctor for a test immediately.

Scan the QR code or visit diabetes.org.uk/the4Ts

OAKLEY HEALTH GROUP

THE OAKLEY HEALTH GROUP WILL BE CLOSED

ALL DAY
MONDAY 4TH & 25TH MAY 2026
(BANK HOLIDAYS)
&
12.30PM - 6.30PM
THURSDAY 14TH MAY 2026
(ESSENTIAL TRAINING)

WE ARE SORRY FOR THE INCONVENIENCE

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.

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

FEATURING







Bar • Music • Raffle

TICKETS £15

Yateley Industries est 1935

login lounge

AN EVENING OF

Sax, Rock & Soul

TUESDAY 26TH MAY 2026

THE LOGIN LOUNGE, CAMBERLEY

Tickets available to purchase on our website
www.yateleyindustries.org/event-details/an-evening-of-sax-rock-soul

All proceeds will go to Yateley Industries for the Disabled. Registered Charity no. 229571.

SILVER SPONSOR

Blackbushe Airport

BRONZE SPONSORS

Ethical Supplies™

YATELEY MOTOR SPARES
115 Reading Road Yateley GU46 7LN

REPORT FROM THE PATIENT PARTICIPATION GROUP COMMITTEE

At our March 2026 meeting we welcomed two new members to the committee.

In our full meeting in April we were joined by Dr Robinson, James Beesley and Sarah King. We would like to thank Dr Robinson for his time explaining some meeting queries in detail.

Anima:
From the 1st April 2026 Anima will remain open from 8.30am to 6.30pm, Monday to Friday. This means OHG can no longer turn off Anima requests, but the impact may have an affect on the triage system which could mean a longer waiting time for patients to receive an answer, and they may still be signposted to alternative NHS services due to capacity constraints.

Changes to GP Referrals:
Backed by £80 million, a new scheme called 'Advice and Guidance' is being rolled out. GPs will no longer be able to refer patients direct, but will now work more closely with specialists to access expert advice. The Health Minister Karin Smyth said the scheme would "save time and stop masses of people having to head to hospital for unnecessary appointments". The expanded scheme is part of the government's plan to cut long NHS waiting lists and create extra appointments for patients. Further information can be found here:
BBC News - Plan for GPs to keep millions out of hospital

Reviewing Repeat Prescriptions:
We asked the question 'what is the process is for reviewing repeat prescriptions'. Dr Robinson explained that there is a pop up action box on a patient's record that prompts a GP to review a particular medication. For example, underactive thyroid needs to be checked regularly so therefore, when prompted, a GP will send out a request for the patient to make an appointment for a blood test. It was reassuring to know that medications are reviewed frequently.

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.