OAKLEY HEALTH GROUP

Newsletter - November 2026

PATIENT SURVEY 2026 - RESULTS

Our Patient Survey 2026 was open throughout the month of September and we received 203 responses, less than 2025 (354) and 2023 (251) but more than 2024 (173). 109 patients added comments, of which 33 were very positive, 18 neutral and 58 were critical. These will be used for us to continue to make improvements and refine our processes and procedures.

Key Comments for review by the Oakley Health Group:
-Face-to-face appointments.
-Anima triage, diagnosis by photo or problem summary, medication prescribed without examination.
-Difficult to get through on the telephone.
-Anima response times are sometimes long.
-Telephone appointment times are too vague.
-Why can only one Anima be submitted at a time and why does it close?

2026 Vs 2025:

Survey Questions	2025	2026
Patients who use the NHS App	86%	89%
Patients who find the OHG website useful	45%	54%
Patients who follow our Facebook page	29%	35%
Patients who find our reception team helpful	72%	81%
Patients' confidence in the clinician they saw	80%	85%
Overall positive experience at OHG	63%	73%
More than 2 days to respond to Anima	20%	22%

THANK YOU

At our recent Flu Vaccination Clinic, held on the 17th October, we asked patients to donate to the Yateley Industries Community Pantry, and we would like to say a big "THANK YOU" to all those patients who brought something along.

We were overwhelmed with the generosity of our patients, and Yateley Industries were amazed when they came to collect the items:

"A very huge thank you to Oakley Health Group for organising this collection for us. A very huge thank you to everyone who went for their flu jab and donated. What an amazing Community we have here in Yateley and around."

For more information about the Yateley Industries Community Pantry:

https://www.yateleyindustries.org/community/pantry

We will be asking for donations for both the Community Pantry and Hart Food Bank at our next Flu Vaccination Clinic which will be held on the 7th November at Yateley Medical Centre. Should you wish to donate at any time throughout the year, we will accept donations at any site, but remember, these should have a long shelf life and preferred items are - Tinned soups, Tinned vegetables, Tinned fruits, Tea bags, Pasta, Rice, Shower gel, Washing up liquid, Toothpaste etc.



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

CHECK-IN SCREENS

On Monday 9th November our Check-in Screens at Yateley Medical Centre, Hartley Corner Surgery and Monteagle Surgery are going to be updated. You may need to check in with a receptionist whilst these changes take place.

We have taken the opportunity to get the Check-in Screen at Monteagle Surgery to be moved from the small reception area to the waiting room, which should be more convenient for our patients.

Please bear with us whilst these changes are made and we apologise in advance for any inconvenience caused whilst we make these updates.



A.I. RECEPTIONIST, ANDI - FEEDBACK

Andi was launched on Monday 12th October and on that day he completed 86 Animas on behalf of the reception team, freeing up the telephone lines for other enquiries.

The great news was that our telephone wait time went from an average of 12.5mins on Monday 5th October to an average of 5mins on Monday 12th October.

As Andi can speak up to 45 languages, one Anima was completed in Hungarian, and we received 52 positive reviews on Andi's first day.



YATELEY CHRISTMAS MARKET

The Yateley Christmas Market which is held on the Church End Green by the Dog & Partridge Pub in Yateley, has been scheduled by the Yateley & District Lions Club for Saturday 28th November.

Please be advised that the Yateley Medical Centre will be closed on this date, and all our appointments will be held at the Hartley Corner Surgery site instead.

For more information about the Christmas Market and the Yateley & District Lions Club:

https://yateleylions.co.uk/

Yateley & District Lions Club will also be hosting the Yateley Fireworks on Saturday 7th November at Westfields Junior School.

Gates open at 5:30pm
Fireworks start at 7:00pm

Ticket numbers are limited for insurance reasons and so there may not be tickets for sale on the gate. You are advised to purchase in tickets in advance.

WE SERVE
LIONS INTERNATIONAL
YATELEY & DISTRICT LIONS
ENGLAND
105-SC
WE ARE VOLUNTEERS

TalkPlus can help you

If you've been feeling;

- Irritable or restless
- Struggling to Sleep
- Unmotivated or stuck
- Stressed or overwhelmed

You don't have to face it alone.

Contact TalkPlus for free NHS Talking Therapies.

Because support is just a conversation away.



TalkPlus NHS Talking Therapies
talkplus.org.uk
01252 533355

OAKLEY HEALTH GROUP

THE OAKLEY HEALTH GROUP WILL BE CLOSED

FROM

12.30PM - 6.30PM

ON

TUESDAY 24TH NOVEMBER

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.

NHS

Keep A&E and 999 FREE for serious emergencies only



Think pharmacy, GP and NHS 111 online first

HERE TO HELP

TIME 2 TALK

SUNSHINE AND SHOWERS ANXIETY AND DEPRESSION SUPPORT GROUP

Support groups for adults who are struggling with anxiety and depression to come together in a safe and confidential space.

HART VOLUNTARY ACTION

Groups of up to 6 people
Each group is run by a facilitator and co-facilitator
Sessions available on a Tuesday or Wednesday evening from 19:00 - 20:30

Sessions run at Odiham Cottage Hospital

https://hartvolaction.org.uk/community-services/counselling/sunshine-showers-support-groups

REMEMBRANCE DAY

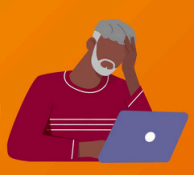
Lest We Forget

11th NOVEMBER

111 Help us help you

NHS

Need urgent help for your mental health?



Call 111 and select the mental health option

DO YOU KNOW THE FIRE RISKS OF EMOLLIENTS?

NHS Hampshire and Isle of Wight

Hampshire & Isle of Wight Fire & Rescue Service

Check out our Emollients Safety webpage for more information.

Scan the QR code or type bit.ly/Emollients26-DS into your browser.

REPORT FROM THE PATIENT PARTICIPATION GROUP COMMITTEE

James Beasley (Business Manager), Sarah King (Patient Liaison Manager) and Dr Forster (GP Partner) joined us at our recent PPG meeting. James explained in detail regarding the new AI Receptionist, Andi which will help reduce telephone queue waiting.

GP REFERRALS AND HOSPITAL REFERRAL SYSTEM

What should a patient do if they have not heard anything following a referral or request for specialist advice?

-If your referral has been processed and you have heard from the hospital, contact them for further information and next steps.
-If a referral has been sent but the patient has not heard back from the hospital it is the patient's responsibility to follow up.

PATIENTS AND THIER NAMED GP

Raise the practice policy on GP choice and seek clarification on whether patients can request the first available routine appointment with any GP.

-Routine appointments are booked with the patient's nominated GP for a continuity of care.
-Patients who prefer to see a female GP for women's issues, or a male GP for men's issues can be accommodated.
-Patients who wish to change their nominated GP need to provide a reason. OHG will try to accommodate the choice of new GP but will offer to change to a GP who has capacity on their patient list.

DNA (did not attend) APPOINTMENTS

What is the practice procedure for dealing with patients who DNA?

-This depends on the clinician involved. Vulnerable patients may be contacted to see why they did not attend. A reason will be added to the patent's history if it is relevant medically. Follow up appointments can be booked if the clinician feels it appropriate, this may apply to patients with Dementia, Learning Disabilities, Homelessness, Serious Mental Illness.

MENOPAUSE SUPPORT

-Within the Oakley Health Group they have a Women's Health Lead, as well as other GP Leads, who have specialist interests such as Mental Health, Cardiology, Diabetes etc. These GPs offer support and guidance to their colleagues within the practice and on occasion will consult with patients on more complex cases.

NHS AND FRIMLEY PARK APPS

-The NHS App connects to GP systems. It is run by NHS England, not the surgery.
-The Frimley Park App is hospital information only.

HOW TO JOIN THE NEWSLETTER GROUP

Patients can join the Newsletter Group by using the QR code on the various posters dotted on noticeboards around Yateley (Waitrose is probably the easiest to find). There is also a link on the OHG website or ask for a paper registration form to hand in at reception. Once your email permission is given, and you have signed up to the Newsletter Group, the Newsletter will be sent out electronically monthly. For those who are not able to receive it electronically, paper copies can be provided. It is also available on the OHG website.

https://oakleyhealth.org/patientgroup

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 complaints – these should be dealt with OHG directly.

