OAKLEY HEALTH GROUP

Newsletter - October 2026

ANDI, OUR NEW A.I. RECEPTIONIST

Recently we have received many negative comments about our long telephone wait times, the time it takes to speak to a receptionist. This is because our reception team is completing over 1,000 Animas over the telephone every month, taking between 10-20 minutes per form.

To reduce the pressure on our phone lines and help those patients who need to speak to a member of our team, from mid October we will be introducing our new automated receptionist, Andi, to help patients complete an Anima form over the telephone.

We ask that those patients who can complete their own Animas should continue to do so, this line should be used by patients and carers who are unable to use the Anima system online.

When you call the surgery, instead of waiting in a call queue, we ask you to press 1 to complete an Anima and you will speak to Andi. Andi will talk you through your request and pass it on to the right team, helping us get you the care or information you need, faster and more efficiently.

If you continue to hold and speak to a member of the reception team and then ask to complete an Anima, you will be asked to call back and press 1 so that the phone queues remain short for those who need to speak to someone.

Andi does not have a robotic sounding voice, he sounds quite natural. This may feel a bit unusual at first and you may think you are speaking to a real person but rest assured Andi will benefit everyone.

Benefits for patients:

- 📞 Reduced phone queues – less time waiting to speak to someone.
- ☎️ Easier to submit a request by phone – no need to go online if that's not convenient.
- 🎯 Faster routing – your request goes directly to the right team.

Benefits for the surgery:

- 🕒 Frees up staff time to focus on patient care.
- ⚙️ Improves efficiency in managing patient requests.
- ☎️ Reduces waiting times and eases pressure on phone lines.



Please note, the Oakley Health Group website is:

www.oakleyhealth.org

NHS APP ELECTRONIC REFERRAL NOTIFICATIONS

Patients referred through the NHS Electronic Referral System (e-RS) will now receive automated NHS App notifications when their referral has been received, and when it has been accepted by the receiving provider.

The messages are designed to provide patients with greater visibility of their referral and may help reduce routine queries about their referral status.

Patients will receive a message in the Messages area of the NHS App when:

1. their referral has been sent through e-RS for the hospital service to review and is being processed
2. the hospital service has accepted the referral

Patients do not receive a message for:

- referrals made through other routes including email, online referral portals, letters or self-referrals
- appointments booked directly with hospitals
- rejected referrals as not every referral will be accepted

If a patient does not have the NHS App, or their notifications are disabled, they will be sent an email. If the email is not delivered successfully, then they will be sent a text message after another 48 hours.

Patients who do not have the NHS App or an email address will receive a text message.

Patients who cannot access digital channels will receive this information through existing communication methods.

<u>Messages about referrals do not guarantee an appointment</u>

Important: A referral acceptance message does not mean an appointment has been booked. Patients will be contacted separately by the receiving service with details of any appointments or next steps.



FLU & COVID CLINICS

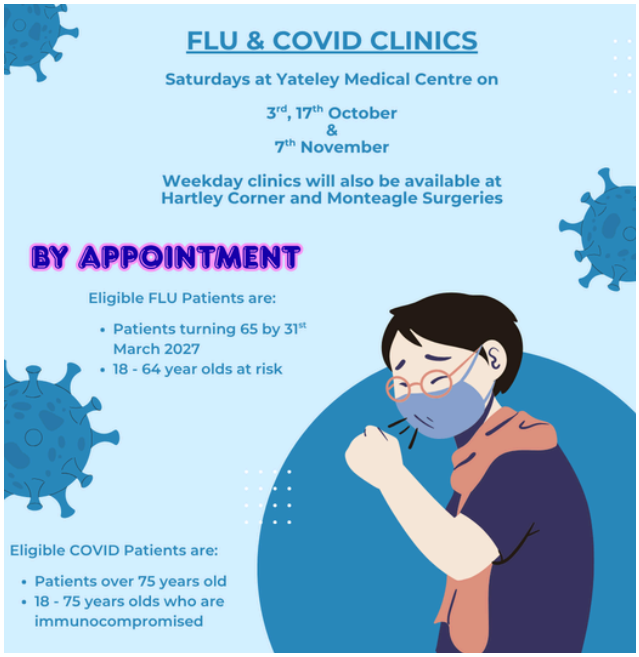
If you are eligible for a Flu vaccination and/or a Covid booster, you will be invited to book an appointment at one of our dedicated clinics.

Our Saturday clinics will be held at Yateley Medical Centre from 8am - 2pm on
Saturday 3rd October - Flu and Covid
Saturday 17th October - Flu only
Saturday 7th November - Flu only

Weekday clinics at Hartley Corner Surgery and Monteagle Surgery will be added soon.

If you have an appointment for any Saturday, please park in the Yateley Manor School car park and walk up to the surgery. This will free up the surgery car park for those patients who are disabled or have mobility issues.

We advise all Yateley residents to please be aware that the traffic in Yateley will be very busy, so we suggest you allow extra time for your journey. Walking to the clinic or car sharing is encouraged and patients must only attend if they have been invited and have booked an appointment.



Starting school in September

2027



If your child is 4 or will turn 4 before 1 September 2027, they can start school in September 2027

Applications open for Hampshire residents on **1 November 2026**

THE NATIONAL CLOSING DATE FOR APPLICATIONS IS **FRIDAY 15 JANUARY 2027** DON'T MISS IT!

BEST START IN LIFE

For more information go to www.hants.gov.uk/admissions

Hampshire County Council

hants.gov.uk

Healthier Together

Improving the health of babies, children and young people throughout Frimley

NHS



'Healthier Together'

Download the Healthier Together app for access to a mini doctor right there in your pocket!

Frimley-HealthierTogether.nhs.uk

Ascot | Bracknell | Farnham | Maidenhead | North East Hampshire | Slough | Surrey Heath | Windsor

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Aged 40-74?
Find out about our **FREE** NHS Health Check

Even though you might be feeling great, if you're over **40** you may be at risk of heart disease, stroke, kidney disease, diabetes or dementia.

A **FREE** NHS Health Check can help you reduce these risks and make sure that you stay healthy.



NHS HEALTH CHECK

Helping you prevent
- diabetes
- heart disease
- kidney disease
- stroke & dementia

www.nhs.uk/nhshealthcheck

Produced by Public Health England

OHG Data - August 2026

6,798 F2F 6,430 TEL Appointments	434 DNA Appointments	8,417 Reception Calls Received	5,977 Animas Completed
29,594 Patients	5,412 Same Day Appointments	10,481 Prescriptions Issued*	242 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



Goodbye British Summer Time!

Don't forget to set your clocks back one hour on Sunday 25th October at 2.00am as BST ends and we return to GMT.

NHS

It's not a 999 emergency, but you need medical help fast.



For more information visit www.nhs.uk/111

STOPTOBER

NHS

STOPPING STARTS TODAY

Join millions of people who have quit smoking with Stoptober. Let's quit smoking together.

Scan for free support

REPORT FROM THE PATIENT PARTICIPATION GROUP COMMITTEE

In the PPG Patient Only meeting in August we discussed multiple topics, and will be requesting further clarification and answers at the next full meeting in October.

GP REFERRALS AND HOSPITAL REFERRAL SYSTEM

We revisited questions raised at our previous OHG meetings regarding what happens when a GP seeks advise from a Consultant and the patient subsequently receives no response.

- **What should a patient do if they have not heard anything following a referral or request for specialist advice?**
- **Does the responsibility remain with the GP, the hospital Consultant or the patient?**
- **How many referrals to Frimley Park are returned to the GP for further management?**
- **Can referrals become effectively 'lost' within the system?**

PATIENTS AND THIER NAMED GP

One of our members reported difficulties in obtaining an appointment with the first available GP even though Anima appears to provide an option to request either the patient's own GP or any GP. Reception staff had advised them that routine appointments must be with their own GP unless the matter is urgent.

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

DNA (did not attend) APPOINTMENTS

The PPG discussed patients who do not attend booked appointments.

- **What is the practice's procedure dealing with patients who DNA?**
- **Ask the practice whether it records reasons for DNAs and whether follow up contact with patients could help identify ways of reducing missed appointments.**

MENOPAUSE SUPPORT

- **We would like to ask if there is a specific nurse or doctor identified as a menopause specialist as we understand that currently there is no specialist or lead.**
- **Would there be potential benefits of having a designated clinician to support women experiencing menopause, including patients starting HRT, monitoring treatment, reviewing medication and advising other GPs?**

NHS AND FRIMLEY PARK APPS

- **Which App receives particular information?**
- **How do the systems connect?**
- **Which App should patients check when they are referred?**

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.

