OAKLEY HEALTH GROUP

Newsletter - October 2025



OAKLEY HEALTH GROUP PATIENT SURVEY 2025

Throughout the month of October we welcome patients registered with the Oakley Health Group to complete our 2025 Patient Survey.

This survey will be sent out to the 463 virtual PPG members, as well as the poster being put on the TV screens, by the check in screens in each reception, a link on our website and added to our Facebook and Instagram pages.

If you are unable to use the QR code on the poster, you may pick up a paper copy in one of the waiting rooms which you can complete and hand in to reception or click on the following link:

https://forms.office.com/e/EvMwXBq0Dx

From the results of our 2024 survey we added a Search button to our website, bought noise cancelling headphones for our reception team and continued to work with Anima to make improvements to their forms.

PATIENT CHARTER

NHS England has published a Patient Charter which sets out the standards a patient can expect from their practice, as outlined in the GP contract. The charter is published on the Oakley Health Group website:

https://www.england.nhs.uk/long-read/you-and-your-general-practice-english/



From the 1st October 2025 practices are required to keep their online consultation tool (Anima) open for the duration of core hours (8am – 6:30pm) for non-urgent appointment requests, medication queries and admin requests.

This will still be subject to necessary safeguards being in place to avoid urgent clinical requests erroneously submitted online. If we have reached capacity for patients who may need a same day appointment, you will be signposted to alternative NHS services such as Pharmacy, NHS 111, Urgent Treatment Centres or A&E.

Whether you make your request by phone, on-line or visiting the practice, it will be submitted via an Anima form and you will be asked to give some details so that we can assess what is best for you based on your clinical need. The practice team will consider your request for an appointment or medical advice and tell you within one working day what will happen next.

Practices will be also be required to ensure the functionality in GP Connect is enabled which:

- allows read only access to patients' care records. This will apply to other NHS commissioned providers for direct patient care and also to providers of private healthcare where the private provider obtains explicit permission from the patient to access their NHS GP care record and they are providing direct care to the patient.

- allows Community Pharmacy registered professionals to send consultation summaries into the GP practice workflow – which will reduce administrative burden for general practice teams.

If you are 16 or older, you can make and go to appointments by yourself. If you are under 16, you can still ask to see a GP without your parent or guardian. The GP will decide if that's appropriate for you.

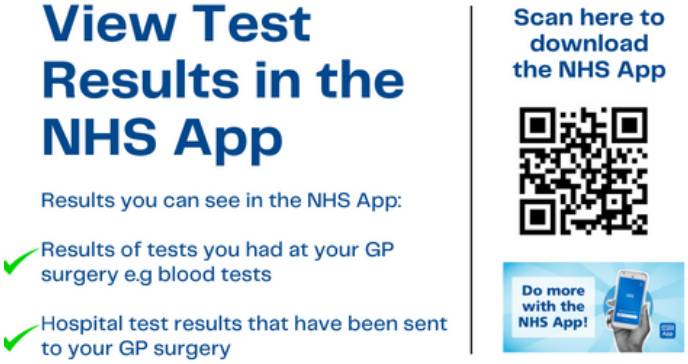
Please note, the Oakley Health Group website is:

www.oakleyhealth.org

HOW CAN YOU HELP YOUR GENERAL PRACTICE?

1. Be prepared: Before an appointment, think about writing down your symptoms, what you are worried about and what you want to talk about.
2. Be on time: Being late for an appointment or being unavailable for a telephone appointment can affect other patients.
3. Cancel if needed: If you can't go to your appointment, tell the practice as soon as you can, so that they can offer it to someone else.
4. Use the NHS App or website: If you're confident using smart phones or computers, you can view and cancel appointments, order repeat prescriptions, and see your test results online.
5. Turn on notifications: If you use the NHS App, turn on notifications so the practice can contact you more easily. Please keep an eye out for messages.
6. Order repeat medicines on time: Make sure you ask for repeat prescriptions on time, so you don't run out, and only order what you need.
7. Join the Patient Participation Group: You practice will have a group of patients who can offer feedback on the services it delivers. Your practice website should explain how you can join.





UNDERSTANDING YOUR TEST RESULTS

A patient's medical record is written to help healthcare professionals treat someone and look after them with their best interests at the core of all that they do. This means that a patient may not understand all that they read in their notes.

It is important that a patient understands what is "normal" for them, particularly if they have a long term illness, as their results will differ to the "normal" reference range noted in general.

It is important to follow the advice of the healthcare professional and always look out for the comments attached to your results.

REFERENCE RANGES

Reference ranges can be found next to your blood results, these are standardised and do not take into account gender, age, ethnicity or health conditions. A blood result may flag as being abnormal but for the patient it is within their "normal" range, always follow the advice of the clinician who interprets the result.

The medical significance of a single result that is slightly high or slightly low may be difficult to determine, so a clinician may ask the patient to repeat a test and review the results from previous tests for a comparison.

A test result that is outside of a reference range may signal your doctor to further investigate your condition, or they may want you to retake the test after a short period of time to see if they resolve on their own.

HOW WILL I BE NOTIFIED OF MY RESULTS?

Most tests are analysed within one week of the sample being sent to the lab, however there are certain tests which require up to several weeks to be analysed. If you have a urine tests, this may take some time to grow the bacteria and see which antibiotics will work.

If your tests have come back as "normal" you will not be contacted by the surgery, we encourage patients to download the NHS App so that they can review their results online. However, if after a week you are still unable to see your results, you may call the surgery for more information.

If your test results require action but it is not urgent, the clinician may contact you in a comment beside the test results to ensure that you follow the next steps, e.g. collect a prescription or book an appointment.

If your test results require urgent action, you will be contacted immediately to discuss what action needs to be taken.

Frimley Health and Care

Open to all

NHS Frimley

Urgent NHS Dental Appointments

The following dental practices are delivering urgent appointments and are able to see patients from anywhere in Frimley Health and Care ICS (East Berkshire, Surrey Heath, Farnham and North East Hampshire).

Damira Dental Practice St Luke's Road, Maidenhead SL6 7AR **01628 540058**	**Westwood Dental** 29 London Road, Langley SL3 7RP **01753 522091**
SC Dental Studio 5 Kingfisher Court, 281 Farnham Road, Slough SL2 1JF **01753 550888**	**Moonlight Dental Surgery** Wentworth Avenue, Slough SL2 2DG **01753 526301**
Warwick House Dental Surgery 104 Moordale Avenue, Bracknell RG42 1SY **01344 860172**	**Coppertop Dental Surgery** 45 Upper Park Road, Camberley GU15 2EF **01276 681011**
Mr JS Kaila 46 Middle Gordon Road, Camberley GU15 2HT **01276 23370**	**Camberley Dental Clinic** 31 The Avenue, Camberley GU15 3LN **01276 63854**
Nightingale Dental & Implant Centre 7 York Way, Sandhurst GU47 9DE **01252 874984**	**Verne Dental Centre** 4 Ridgeway Parade, Fleet GU52 1NY **01252 816555**
Orchard Cottage Dental Practice 82 Guildford Road, Lightwater GU18 5RY **01276 474702**	
Out of hours providers (8am to 8pm):	
Queensmead Dental Practice 74 Queensmead, Farnborough GU14 7SB **01252 544779**	**Aldershot Centre for Health - Farnborough Dental Practice** Hospital Hill, Aldershot GU11 1AY **01252 335757**

Contact NHS111 or telephone the practice direct to be guided through a clinical triage and directed to the most appropriate clinician or service

Bracknell Forest | North East Hampshire and Farnham | Royal Borough of Windsor and Maidenhead | Slough | Surrey Heath



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

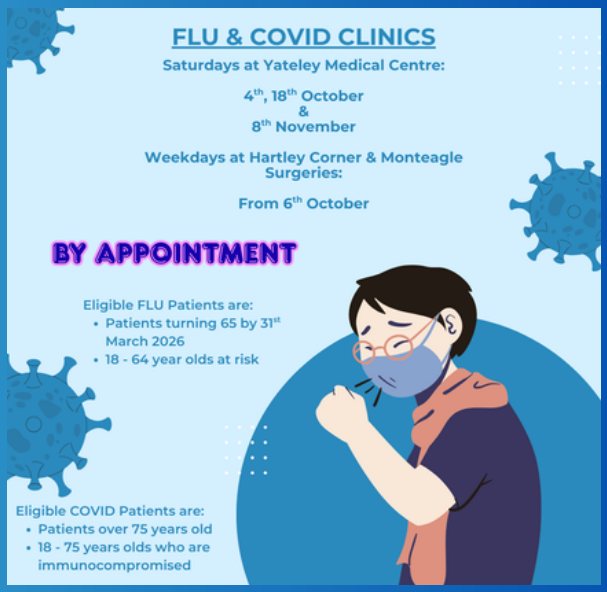
Medicines & Healthcare products Regulatory Agency

MHRA Drug Safety Update

23 September 2025

Paracetamol and pregnancy – reminder that taking paracetamol during pregnancy remains safe

Patients should be reminded and reassured that there is no evidence that taking paracetamol during pregnancy causes autism in children. Paracetamol is recommended as the first-choice pain reliever for pregnant women, used at the lowest dose and for the shortest duration. It also acts as an antipyretic and is therefore used to treat fever. Patients should not stop taking their pain medicines as untreated pain and fever can pose risks to the unborn child.







REPORT FROM THE PATIENT PARTICIPATION GROUP COMMITTEE

WHAT IS A PATIENT PARTICIPATION GROUP (PPG)?

GP practices want to ensure that patients, carers and families are represented and heard. Practice PPGs are a crucial ally and resource for practices whereby it is encouraged to openly discuss the challenges and pressures facing General Practice.

The Oakley Health Group (OHG) PPG Committee consists of volunteers who are patients at the OHG. The Committee liaises between the OHG and the Virtual Patient Participation Group to discuss the services on offer, questions raised and any improvements that can be made for the benefit of patients and the practice alike. The PPG Committee meets regularly with every other meeting having a GP, James Beesley (Business Manager) and Sarah King (Patient Liaison Manager) present.

Since its inception, we have influenced changes to the way Anima has evolved, and is still evolving, flagging up anomalies and reporting back to the OHG. This has resulted in changes that help to make it more user-friendly for patients. We discuss funding on a regular basis to get an insight into how funding is spent and highlight the problems facing GP practices, patients and the NHS in general. We have an input regarding changes to OHG annual surveys plus we instigated the monthly Newsletter which has some very informative articles and news that helps make communication with patients more accessible.

WHAT IS THE VIRTUAL PATIENT PARTICIPATION GROUP (VPPG)?

With 30,000 registered patients it is impossible for everyone at the OHG to be on the Committee, so how do we get what we hear at our meetings out to all patients? The answer is the monthly Newsletter, but this will only go out to those patients who have signed up to the Virtual PPG which gives OHG permission to send the Newsletter electronically. As a member of the VPPG you will be able to contact us with any questions or comments you want answers to, which will then be discussed at the meetings, however, these must not contain complaints, grievances or medical problems.

HOW TO JOIN THE VIRTUAL PATIENT PARTICIPATION GROUP

Patients can join the VPPG 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 VPPG, 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.

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