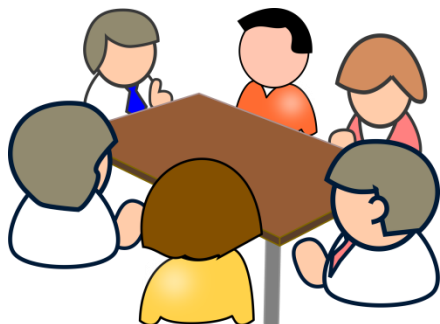


OAKLEY HEALTH GROUP PPG NEWSLETTER

AUGUST 2016 ISSUE 1



Welcome to the first newsletter from the new Oakley Health Group Patients Participation Group (PPG) Committee.

Following on from the merger of Yateley Medical Centre and Hartley Corner Practice to form the Oakley Health Group we now have a group of patients from both surgeries working together as the new face to face PPG Committee.

Current Committee members from Hartley Corner remain and have been joined by colleagues from Yateley which had previously run their PPG in a different format. We still have the "Virtual PPG Group" as well of patients who are happy to complete surveys or get involved on a more ad hoc basis.

The Patient Participation Group exists as a means of representing patient views, and putting them to the people that matter. The group consists of patients from within the practice and representatives from practice staff, and our aim is promote the services provided by the practice, improve two way communication, and encourage, influence and participate in the development and quality of Healthcare services locally.

To enable us to represent our fellow patients successfully we need to know how you feel about the services provided, and any constructive ideas you may have about how things can be improved. For example, what is being done well, what could be done differently and suggestions of what you would like to see introduced if possible? Forms are available in both practices and on the website to enable you to get in touch with us. We are not however a forum for complaints, which should be dealt with in the usual manner, by speaking or writing to the Business Manager or Practice Manager.

The PPG newsletter is produced quarterly, and usually has a good variety of content. We try and keep you updated with what is going on within the Practice, new services, current healthcare topics, such as the upcoming Flu season, or Sun awareness, and in the past have done such things as "a day in the life of..." various roles within the practice, so that we have a better understanding of what the role actually entails. If there is anything in particular you feel would be helpful please let us know.

Anne Strong
OHG PPG Chairman

Committee Members:

Chairperson: Anne Strong (email: amstrong@sky.com)

Secretary: Karen Toms (Practice Manager - contact through Oakley Health at Hartley Corner)

Treasurer: Hugh Lambert & Gill Lambert (email: mimi.lambert@ntlworld.com)

Members: Brian Henley (brian.henley@ntlworld.com) Louise Parratt (louiseparratt@outlook.com), Penny Funnell (Penny_funnell@btopenworld.com), Julia Wedlock (walshs@ntlworld.com), Judith Tocher (jatocher@yahoo.co.uk), Jeff Palethorpe (jeff.palethorpe@btinternet.com), Ken Ostler (kenostler@btinternet.com), Linda Patten (le.patten@hotmail.com), Hazel Bryant (luckylady47@talktalk.net), Norman Jenner (Norman@jennerations.co.uk), Sandra Ogland (sandra.ogland@gmail.com), Brenda Jenner (Brenda@jennerations.co.uk), Sam Williams (samwilliams@talktalk.net), Colin Broadley colinbroadleyg@gmail.com

Merger

Time has flown! It is just over 3 months now since Hartley Corner and Yateley Medical Centre merged together to become Oakley Health Group. As you can imagine there has been an awful lot of work to do, which is still ongoing. We have joined our clinical systems into one and have experienced some unforeseen IT problems - but we are getting there. Clinical Staff, Reception and Admin staff have been getting to know each other and where possible are starting to work across both sites and sort out processes that work across both surgeries whilst still doing the day job! **This obviously takes time and thank you for your patience and understanding.**

There will be a new telephone system installed over the summer months and we will be creating a new "Help Hub" area at Yateley Medical Centre where the receptionists from both sites will be answering the telephones. They will be able to make you the relevant appointment for both sites.

There will still be Receptionists and clinicians working at the Hartley Corner site and you will be able to make appointments at the main desk.

This will eventually make Hartley Corner the *quieter* surgery, where more of the admin functions will then take place. There will also be some other work to the Yateley Medical Centre premises over the summer/early autumn- including the conversion and refurbishment of a separate area for Urgent Care to take place. We will update you further in due course.

We are also recruiting more new members of staff to the team - more receptionists (this is an ongoing recruitment programme), another secretary, another Healthcare Assistant, a new GP to cover maternity leave and hopefully increasing our nursing team.

DATES FOR YOUR DIARY - FLU CLINICS

There will initially be four large clinic days for our At Risk Patients:



Saturday 24th September - HARTLEY CORNER - by appointment ONLY (due to premises design)

Saturday 1st October - YATELEY MEDICAL CENTRE - Walk in Clinic (no appointment necessary)

Saturday 8th October - HARTLEY CORNER - by appointment ONLY (due to premises design)

Saturday 15th October - YATELEY MEDICAL CENTRE - Walk in Clinic (no appointment necessary)

Whichever site you attend, where possible, please try to walk to the surgery to avoid car parking problems. Clinics will be put on the system to book in the next few weeks. Thank you.



NEW DEVELOPMENTS

There are lots of new exciting developments in the pipeline. You will have heard about Health & Social Care starting to work more closely together and this is happening in our locality. **Integrated Care** means improving links between GPs, Social Care, Community Services, Mental Health, Pharmacists, Health Visitors to provide a more joined up approach to patient care.

Dr Gareth Robinson is the Yateley Locality Lead GP on this project and he and Jennie Taylor our Business Manager, are working hard to get integration up and running in our area, along with our colleagues at Monteagle Surgery. For example, we have a new Locality Pharmacist - Freya Pullan - who will be available to help our surgeries with medication queries, hospital initiated changes, medication reviews etc and she will be working across the 3 surgeries. A very welcome addition.



Asking the Reason for your Visit to the GP



The GPs require the receptionists to ask for the reason for your visit to the GP or Nurse - this is so that patients are sign posted to the most appropriate person to deal with their concern, helping the practice use all its resources effectively. This is particularly important for Urgent Appointments on the Day. Cont/....

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Yateley Medical Centre Oaklands, Yateley GU46 7LS Tel: 01252 872333 Fax: 01252 890084

www.oakleyhealth.org

Asking the Reason for your Visit to the GP Continued

Some patients are reluctant to give this information, but if you needed the 111 Service or 999, you would need to explain the reason for your call. Please treat our receptionists respectfully when they make this request.

We do understand that it is sometimes difficult at the front reception desk to give this information - so a patient suggested we have a "courtesy form" so that the patient can simply write this down, without speaking out loud. These are available if you ask reception.

New Website

Our old website addresses will divert you automatically to our new website landing page at www.oakleyhealthgroup.org Or - simply type Oakley Health Group into google and we should come up. There is a great deal of useful information on there and in the autumn we hope to upload staff photos so you can see who we all are!



The Patient Participation Group has its own section on the Home Page under "Have your Say & Get Involved".

ONLINE SERVICES

If you haven't done so already - please think about signing up for Online Services:

Requesting prescriptions Online: This is a much more sophisticated system which sends your request directly to your GP electronically - no printing out and manual entry by Receptionists. Errors are therefore significantly lower and Reception time is saved (more time to answer the phone more quickly!)

This online system also allows you to **book appointments online** and have **access online to your medical record**. This means, amongst other things, you can check tests results yourself, check details about your consultations and bring up your medical details if you are taken ill away from home or on holiday.

To register for this system, please bring some photo ID and proof of address to Reception, who will ask you to complete a form (this is available on our website to download). You will receive Logon details and a secure PIN

Register for Online Patient Services

A decision has been made to phase out the older prescription request system (used at Yateley Medical Centre) but we have been operating both to allow patients plenty of time to register for Patient Services Online. **We are aiming for everyone to have been switched over by 1st September 2016. After this date, the older system will have to be withdrawn.**



Repeat Prescription Ordering

The time-frame for requesting repeat medication is **72 hours (3 working days)** in line with other local surgeries. We normally turn prescriptions around faster than that but this time-frame means that GPs have some contingency for when they are away on a training course or work part-time.

This was discussed at a Patient Participation Group meeting on 27th June and agreed with the members. We will advertise this via our newsletters & TV Displays and on the website.

Patients can also help by monitoring their medication supplies and requesting prescriptions in plenty of time, not on the day they run out.

REMINDER: Have you signed up for the Electronic Prescription Service (EPS) with your chosen local pharmacy? Let us know your wishes. This will save you a trip to the surgery! **Many thanks**

TWIDDLE MUFFS

DO YOU KNIT? HOW YOU CAN HELP SUPPORT PATIENTS WITH DEMENTIA BY KNITTING A HAND MUFF (see picture over) **NB DONATIONS OF SPARE WOOL GRATEFULLY RECEIVED AS WE HAVE KEEN KNITTERS READY TO MAKE MORE. (DROP IN AT RECEPTION)**

Have you heard of Twiddle Muffs? They are a knitted muff with a variety of items attached, so that a patient with Dementia can "Twiddle" the items in their hands. Twiddle muffs are proving to be helpful in calming patients and reducing some of their anxiety, which can lead to better conversations with those caring for them. People with Dementia often have restless hands, and like to have something to keep their hands occupied, and it has been found that having a twiddle muff is an excellent way of helping to calm some of the agitation that they may experience. In addition they are also a really good source of visual, tactile and sensory stimulation, as well as keeping their hands warm. Some patients are given a twiddle muff to keep whilst in hospital, but we thought that patients living within this area who have not been in hospital lately may also benefit if those of us who enjoy knitting and have some spare time would make some.

The soft, knitted muffs contain things such as textured ribbons, beads, various fabrics, buttons and artificial flowers sewn to both the inside and outside. Various examples can be seen on the Internet.



How to knit a Twiddle Muff (this pattern comes from The Royal Devon and Exeter Hospital)

Materials :

A pair of 6.5mm knitting needles, or 8mm circular needle

This pattern is ideal for using up odd balls and oddments of various wool

Directions:

Cuff - Cast on 45 stitches using 2 strands of double knitting wool together, or 1 strand of chunky wool (one plain colour works best, but it depends on what you have available)

Work in stocking stitch (knit a row, purl a row) for 11 inches

Muff body: Continue with stocking stitch, but use up oddments of various textures of wool such as chunky, mohair, ribbon etc until the work measures 23 inches (eg two strands of double knit for two rows each gives lovely assortment of colours). Cast off

Finishing:

If working with straight needles, lightly iron the long strip then neatly join the sides together using edge to edge stitch (with the knit side facing out)

Turn inside out and push the one colour cuff up inside the muff body.

Sew the two ends together, using an edge to edge stitch

Decorating:

Decorate the muff, inside and out, with a variety of different textured items, such as buttons of varying sizes, ribbons, beads, pompoms, artificial flowers. Use your imagination, but make sure they are not sharp edged and are securely attached.

Please bring the completed Twiddle Muffs in to the Surgery Receptions, where there will be a box to collect them. Many thanks.

Anne

PPG Chair



TWIDDLE MUFFS

We have already received 3 beautifully knitted Twiddle Muffs – thank you Judy Cleary, Gillian Stewart and Janet Smith! 😊

If anyone has any spare wool, please drop into reception as we have keen knitters happy to knit more.

THIS EDITIONS HEALTHY EATING RECIPE

TOMATO AND BALSAMIC PASTA

Serves 4
Freezer friendly
Vegetarian
Ready in 30 mins



2 Courgettes sliced
1 yellow pepper deseeded and sliced
1 medium red onion peeled and cut into wedges
Salt and freshly ground black pepper
Low calorie cooking spray
1 medium white onion peeled and finely chopped
1 large garlic clove, peeled and finely chopped
1 red chilli deseeded and finely chopped (optional)
2 x 400g cans chopped tomatoes
3 large carrots peeled and finely diced
2 level tbsp tomato puree
500g pack pasta shapes eg tortiglioni or shells
1 tsp balsamic vinegar
 $\frac{1}{2}$ tsp artificial sweetener
Rocket salad to serve



1. Preheat oven to 190C/Gas 5. Place the courgettes, pepper and red onion in a roasting tin and lightly season. Roast in the oven for 25-30 mins, until tender, shaking occasionally.
2. Heat a large saucepan and spray with low calorie cooking spray. Cook the white onion, garlic and chilli(if using) for 2 mins, stirring constantly, over a medium high heat to soften them.
3. Add the tomatoes, carrots and tomato puree. Cover with a lid and cook over a fairly high heat for 10 mins
4. Meanwhile cook the pasta in a large saucepan of lightly salted boiling water for 9 mins.
5. Blitz the sauce with a hand blender until smooth, add the balsamic vinegar, sweetener and some seasoning.
6. When the pasta is cooked, drain and put back in the saucepan with the sauce, mix well and serve with the roasted vegetables and rocket salad.

Recipe courtesy of Slimming World

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