

## NEWSLETTER - AUGUST 2024



### SELF CARE - A PATIENT'S RESPONSIBILITY

The NHS Constitution states that 'You have the right to be involved in discussions and decisions about your healthcare, and to be given information to enable you to do this.'

People practice self-care every day when we brush our teeth, choose to exercise, or eat healthily. However, self-care is also understanding how to self-treat common ailments, manage long term conditions and reduce the risk of illnesses such as diabetes, heart disease and some cancers.

Patients can play a significant role in managing their health using digital Apps and websites that provide safe, reliable advice so that they can make the best health decision for them. This will potentially free up critical services for those who need to seek clinical support for critical diagnoses and referrals. Community pharmacists can also be key in preventing illness and where possible patients should utilise their wealth of knowledge to treat minor ailments.

Self-care includes booking annual health check-ups, completing vaccination programmes and attending screening tests (eg. cervical screening tests). It's about building healthy habits, noticing if something's not right, knowing how to take care of yourself and knowing when to see a health professional.

1. Active Involvement: Patients should be active in their care, treatment, and support.
2. Patient Autonomy: Patients must take responsibility for their health.
3. Control and Expectations: People appreciate having better control over their health.
4. Shared Responsibility: The NHS is moving toward shared responsibility for health.

In summary, patients' active involvement and responsibility contribute to better health outcomes and a more personalized approach to care.

#### KNOW YOUR NUMBERS:

Patients should find out what numbers are in the normal range for them personally, this includes Blood Pressure and Blood Test Results. Patients will not be contacted by the GP surgery if their results are considered "normal" or "stable" and we encourage everyone who can to look at their record in the NHS App for this information.

# Oakley Health Group Patient Survey 2024

01 Aug 2024

Please support us in improving our service -  
We value your feedback and invite you to complete our patient survey regarding access to our services and communication.



## PATIENT SURVEY 2024

Please take the time to complete our Patient Survey, it will be available to fill out during the month of August.

Use the QR code on the poster or click on the link below

Paper copies are available in the waiting areas at Yateley Medical Centre, Hartley Corner Surgery and Monteagle Surgery.

<https://forms.office.com/e/93QiMVFfAP>

## FEEL GOOD FESTIVAL

21<sup>st</sup> September 2024, 11am - 4pm, Yateley Green

The festival will be divided into zones based on 4 themes and there will be lots of fun activities for all the family, including a Colour Run!

- Eat Well- focussing on healthy eating.
- Live Well- sustainable living.
- Move Well- fun movement for a healthy body.
- Be Well- activities for a healthy mind.

The Oakley Health Group will have a stall in the Be Well section.

[Feel Good Fest \(feelgoodfestival.org.uk\)](https://feelgoodfestival.org.uk) <https://feelgoodfestival.org.uk/>

Free Entry!

Feel Good Festival 2024

11:00-16:00 21st September  
Yateley Green

Circus Skills	Facepainting
Taster Sports Sessions	Food stalls
Yoga & Pilates	Raffle
Colour Run	And more!

## Join our course MOVE TO IMPROVE

supporting people who struggle to be physically active

Physical Activity can help you lead a healthier life, boosting self-esteem, mood, sleep quality, and energy.

This course is NOT.....

- .....the same as all the other courses.
- .....a bootcamp with shouting.
- .....where you need expensive trainers.

This course IS.....

.....a friendly, supportive course focusing on you as an individual, listening to your story and wishes for your future.



[talkplus.org.uk](http://talkplus.org.uk)  
01252 533355

Please write course name in your referral details

14th, 21st, 28th Aug, and 4th, 11th Sept 2024  
5:15-6:45pm Online via video call

Measuring a baby's head circumference can discover hydrocephalus.



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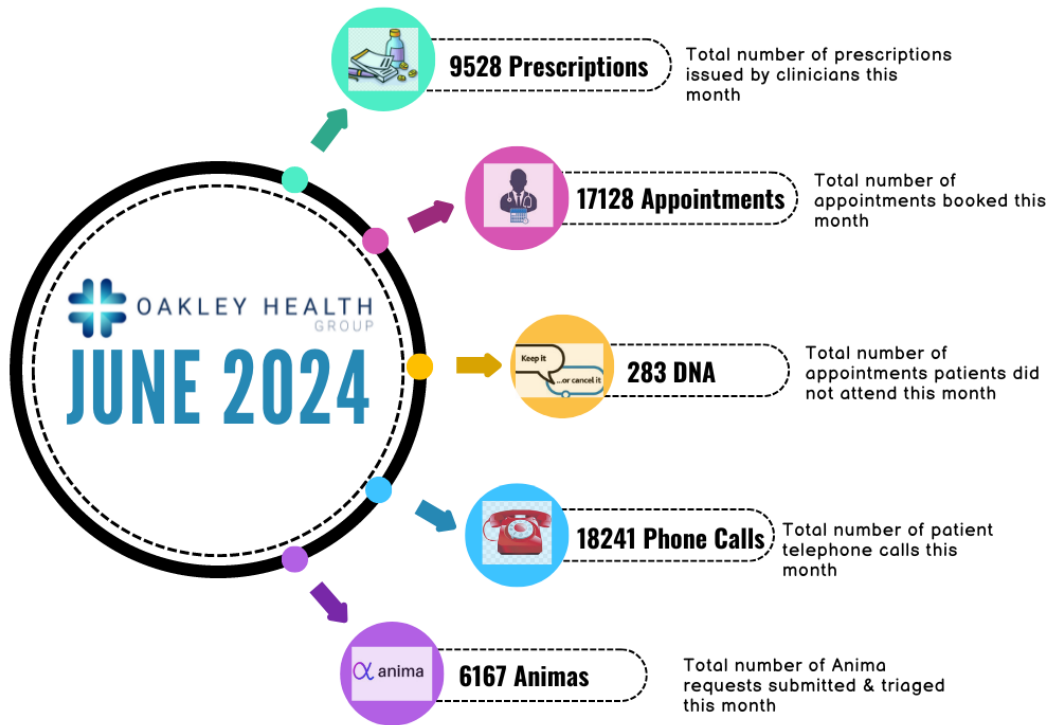
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# OAKLEY HEALTH GROUP PATIENT INFORMATION



You said	We did
Patients could hear other conversations whilst on the phone to reception	We have invested in noise cancelling headsets for our reception team
Help for those who struggle to use Anima	Reception can fill forms on patients' behalf. One to one tutorials available.
How can the newsletter reach more people?	Laminated newsletters will be put up on council notice boards from August.

We value all feedback that we receive and endeavour to use this to improve our services. If you have any suggestions please use the feedback form on the website or hand in any ideas to the reception team.

# PATIENT PARTICIPATION GROUP UPDATES

The PPG Committee met in July at the new Royal Oak Wellbeing Hub in Yateley. We were joined by Dr Fiona Salkeld, Dr Annabel Love and Zach White from Anima over Zoom link. Zach informed us that several changes were soon taking place on Anima which should speed up the form filling out process. We felt that a direct question with 'Yes or No' answer should have a 'Don't Know' box. There is no box to reflect 'occasional' alcohol drinking and the sliding rating scales for 'effect on daily life' and 'how worried are you' do not always work.

We asked what happens when an Anima request is sent in by a patient? Dr Salkeld explained that when an Anima request comes in, it is seen by the Duty Doctor and assigned to the appropriate area. Senior Receptionists are being trained alongside the Duty Doctor through a thorough training and capability pathway and will be able to assign Anima requests to the correct destination. They will not be involved in any medical decisions. This will speed up the process and cut down on GP time.

Dr Love answered our questions: She has been with OHG for 17 years. Her speciality is complex elderly, and adult and children safeguarding. Her 12-hour day consists of a variety of face-to-face and phone appointments as well as many Anima requests and other patient administrative duties fulfilled, such as prescription requests, lab results and clinical letters.

Minor Procedures: OHG is commissioned to undertake a variety of procedures including cryotherapy, wound care, smear tests and stitch/clip removal. The funding for ear syringing has been removed and can be accessed directly at Specsavers or Essentials Ear Care, Yateley. Severe nose bleeds that are continuous and don't stop must go to A&E for Acute Nasal Cauterisation or be referred to ENT if it is an ongoing condition. The surgery is unable to complete this procedure.

We would like to express our grateful thanks to Dr Salkeld and Dr Love for their time, help and information.

Please feel free to contact any member of the PPG committee if you have a question. 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.



If you would like to give the Patient Participation Group (PPG) your feedback, email [frimleyicb.ohg.communications@nhs.net](mailto:frimleyicb.ohg.communications@nhs.net) & include the title "PPG"