

NEWSLETTER - MAY 2024

If you would like to give the Patient Participation Group (PPG) your feedback, email frimleyicb.ohg.communications@nhs.net

MAKE THE RIGHT CHOICE

To help with demand and save GP appointments in order to help create more accessibility to routine GP appointments, take the following steps:

1. **SELF-CARE:** Stock up your medicine cabinets and take care of all minor ailments such as minor cuts, grazes, bruises, sprains, coughs and colds, diarrhoea and vomiting, general aches and pains. There are many Apps you can use to help with self-care such as Healthier Together, Getubetter and the NHS App.

• Minor cuts and grazes • Minor sprains
• Minor bruises • Coughs and colds

Self Care



2. **PHARMACY:** If you have tried self-care and the problem has persisted, before you contact the GP surgery, try Pharmacy First - Community pharmacies offer a more convenient way to access healthcare and that includes the following 7 conditions that pharmacists can treat: Ear infections in children, impetigo, infected insect bites, shingles in adults, sinusitis, sore throats and uncomplicated urinary tract infections in adult women.

• Minor illnesses • Stomach upsets
• Headaches • Bites and stings

Pharmacy



3. **URGENT TREATMENT CENTRE:** For breaks and sprains, cuts and bruises that can't be treated at home, stomach pain, skin infections and rashes, fever, mental health concerns, chest infections, mild allergic reactions, visit your local urgent treatment centre/walk-in clinic: Aldershot Urgent Care Centre, Bracknell Urgent Care Centre - Remember, the GP surgery does not have an X-ray machine.

• Breaks and sprains • Cuts and grazes
• X-rays • Fever and rashes

Urgent Treatment
Centre



4. **NHS 111:** If you need urgent medical advice outside of GP surgery hours (evenings and weekends), or you are feeling generally unwell and want some advice, contact the NHS 111 service.

• Feeling unwell? • Anxious?
• Unsure? • Need help?

NHS 111



5. **GP SURGERY:** Contact your GP if you have persistent symptoms that have not been treated by trying the options above, you are in chronic pain, for long term conditions and for prescriptions.

• Persistent symptoms • Chronic pain
• Long term conditions • New prescriptions

GP Advice



6. **A&E or 999:** This option should only be used in an emergency, for critical illness or severe injury - Chest pains/heart attack, choking, seizures, serious blood loss, stroke, mental health crisis (suicidal, self-harm), car accidents, assault, sepsis.

• Choking • Blacking out
• Chest pain • Serious blood loss • Stroke

A&E or 999



Please note - **DENTIST:** Please contact your registered NHS dentist or contact NHS 111 if you require urgent dental care. Dental care will not be treated at a pharmacy, NHS urgent treatment centre or GP surgery.



DEMENTIA ACTION WEEK

Andover Mind carer support and dementia advice service for Hampshire are participating in a range of events for Dementia Action Week (13th - 19th May), providing information and respite to those living with dementia and their carers.

They will be hosting a Yateley Carer Group on 14th May 2024
10.30am - 12pm
Yateley Industrial, Mill Lane, GU46 7TF

HELPLINE - 01264 332 297

PATIENT PARTICIPATION WEEK

31st May - 6th June

Did you know that in the past year, the Patient Participation Group (PPG) have represented our patients & helped the Oakley Health Group make changes and try to improve the services provided by the surgery.

They meet with members of the Oakley Health Group team on a regular basis and provide us with constructive feedback.

What have they done?

Helped create the monthly newsletter, feedback on the launch of Anima, volunteer at vaccination clinics, actively supported men's health month by putting up posters in local venues, B12 injections can be booked online thanks to PPG feedback.



NURSES DAY - 12th MAY

We would like to thank all our nurses and healthcare assistants at the Oakley Health Group for all the hard work they have put in over the last year.

Matron Bott, Sister Cavalier, Sister Davis, Charge Fenby, Sister Childs, Sister Middleton, Sister Jackson, Sister Eason, Sister Robinson, Sister Parsons, Sister Auger, Sister Hughes, Sister Naish, Sister Floyd, Sister Breadman, Sister Dyer, Sister Leach, Mandy, Cherrelle, Lydia, Sarah, Carla, Ashlie, Caroline, Karlie, Lia, Jake, Katie and Rosie.

BANK HOLIDAYS & TRAINING

The practice will be **CLOSED**

from **12.30pm - 6.30pm** on
Tuesday 14th May

for essential staff training organised by Frimley ICB

&

ALL DAY on
Monday 6th May
Monday 27th May

