

NHS



OAKLEY HEALTH  
GROUP

**FLU CLINICS:**

**If at all possible please WALK to flu clinics , share transport or be dropped off to keep the onsite parking for those who really need it. THANK YOU**



**DATES:**

**BOOKABLE:** Saturday 22nd Sept & Saturday 13th Oct at Hartley Corner

**WALK-IN:** Saturday 29th Sept & Saturday 3rd November at Yateley Medical Centre.

**PATIENTS:** You can attend for a flu jab at any site (not just your "Home" site)

Staff from all 3 sites will be helping to vaccinate patients on these days. The flu campaign is very complex this year as delivery of the vaccine from Pharmaceutical companies is staggered. This is a NATIONAL programme as there is only ONE supplier for the Over 65 vaccine throughout the UK. **As a result, we have to manage stock levels to ensure we hold sufficient stocks across all our Flu Clinics.** This is why flu clinics are running into early November this year. There are also **WEEKDAY** clinics available to book now at our Monteagle Surgery site and more will be added as the supply of Over 65 vaccine stabilises.



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**DR SOPHIE HULME** Dr Hulme has been a GP Partner (Yateley Medical Centre) since 2002. She has decided that now is the time to reduce her commitments by becoming a Salaried GP in another practice out of the area, from December. Dr Hulme would like to wish all her patients all the best for the future. We are very sad to see her go and are actively looking for a suitable replacement GP. Patients on Dr Hulme's list will be kept informed as things develop. (FYI Dr Hulme's last day will be October 12th as she will be unable to work following a planned knee operation at that time).

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**CAR PARK AT YATELEY MEDICAL CENTRE:** We are told that NHS Properties plan to completely re-vamp the car park this autumn. (This will take two weeks and they have been asked not to schedule this work at Flu Clinic time) The car park will be extended at the back for the use of Clinical Staff, thereby improving availability at the front. **The existing car park will be re-surfaced, re-lined and the lighting improved.** **CAR PARK AT HARTLEY CORNER SITE:**

Please park in the area to the front right-hand side of the building. The left hand side is for Doctors and Clinical Staff. It is marked on the ground "Doctors Only." **Thank you.**

**DONATIONS TO OAKLEY HEALTH PATIENT FUND**

**Yateley & District Lions** kindly gave the practice a very generous donation of **£1,200.00** towards the cost of an up-to-date Defibrillator machine at our Monteagle Surgery site. Defibrillators are life-saving equipment that can be used by staff to help re-start someone's heart if they have collapsed and are unconscious. The GPs and staff would like to thank The Lions very much indeed for this. **The Yateley Lions do a great deal of work within the Community to support local people and causes.** Visit their own website at [www.yateleylions.co.uk](http://www.yateleylions.co.uk) for more details.



## WESTFIELDS INFANTS HEALTHY WEEK

Oakley Health Group supported a campaign run by the staff at **Westfield Infants School** who ran a **Healthy Living Week** in the Spring.

Trisha Goswell (Healthcare Assistant) and Dr Anna Manning attended and talked to the children about being active & eating healthily. They also answered questions about their jobs and how they help look after patients. **It was a great afternoon, much enjoyed by all!**



## NHS 70th BIRTHDAY



On a warm summer's evening on 5th July, staff enjoyed a last-minute get together at Yateley Medical Centre to raise a glass to the **NHS at 70**. (Staff are patients too don't forget!)

Yes, it has its problems, but we should all appreciate what we have and how fragile it is. It was a moment to celebrate what it provides for the many— and to recognise the staff who work so hard in Hospitals and Surgeries across the country. Staff came along (some with their children and dogs) to enjoy a drink and an ice-cream to mark the occasion .

We now have a Facebook page now, where we will post news and information about Oakley Health Group.

[www.facebook.com/oakleyhealth](http://www.facebook.com/oakleyhealth)

Please do visit that page and "Like" or "Follow" it if you would like our posts to appear on your newsfeed. On our Facebook page is a link to the results of a recent GP 2018 Survey.



**ONLINE SERVICE APPOINTMENT AVAILABILITY:** For clarity—what you see available online is your OWN GP's availability and that of the GP Registrars & GP Trainees, plus other services such as blood tests and flu clinics. Different appointment types are always being added.

**If anyone has any "technical" problems** with online services we encourage you to use the Patient Access Support Centre. This is third-party software, so it is down to Patient Access to provide support. If you need a new PIN or have exhausted all other options, then you can ring us & certain members of our team can help you.



## BRITISH RED CROSS:

In order to be able to continue to deliver an effective service across Hampshire, this organisation are reducing the number of locations in order to use their resources wisely and more cost-effectively. **The Service Centre at Yateley Medical Centre will be closing on 2nd November.**

The local branches will then be: Fleet—First Floor, Hart Shopping Centre GU51 3LA or Wokingham (RG40 2AY) **You can contact their Support Team on 0300 456 1914 or email [Crawleyhubadmin@redcross.org.uk](mailto:Crawleyhubadmin@redcross.org.uk)**

## TELEPHONES!

Patients are still telling us how difficult it is getting through on the phones. This is frustrating for all of us and leads to everyone feeling annoyed and upset. It can also lead to wasted resources (where patients cannot get through to cancel an appointment for example). We have been dealing with the phone provider and they have promised to rectify all technical issues by end of September. After that, we will be carrying out some week-long audits to see how long calls take to be answered on different days and at different times. This will help us make improvements where possible.



### PICTURE → PART OF THE HELP HUB→

Situated at Yateley Medical Centre, staffed by Receptionists from all sites on a rota-basis.

Some patient calls are very complex now and can take 5-10 minutes to sort out, so at times a Receptionist can be involved for a long time on one single call.



### PHONES—HOW CAN YOU HELP?

**Patient Online Services**—If you are computer literate **PLEASE sign up!** - order your Prescriptions online, make appointments online, **GET YOUR TEST RESULTS** online! This then reduces the telephone traffic for other patients who cannot use this facility—and means they can get through more quickly on the phones.

- **If not urgent, try to call after 11am or on less busy days (not Mondays/ Fridays)**
- **Think about using the E-consultation service (you don't need to be signed up for Online Services to do that) For more information visit our website [www.oakleyhealth.org](http://www.oakleyhealth.org).** A GP will assess your problem and ask someone to call you back to advise what action needs to be taken, or to arrange an appointment.
- Advice can also be found from your local Pharmacist or visit **Wessex Healthier Together [www.what0-18.nhs.uk](http://www.what0-18.nhs.uk)**

**STAFF NEWS: BABY NEWS:** Dr Charlie Walsh (from Monteagle Surgery) gave birth to her first baby recently—a little girl called Isla. **CONGRATULATIONS!** Dr Walsh will return from maternity leave next Summer.



**SISTER DEARDEN:** Sister Elizabeth Dearden our Nurse Team Manager /Nurse Practitioner will be retiring from the NHS in November 2018, with a move to Cornwall to enjoy life there.

We are actively recruiting for a suitably qualified replacement.



## **FEEDBACK SINCE PATIENT SURVEY ONE YEAR AGO..... By Sam Williams and Anne Strong from our Patient Participation Group**

### **Length of Time to see any GP/own GP**

After the previous merger we indicated that two maternity leaves were a significant factor in making it difficult for patients to get an appointment with GPs and that the situation should improve. **Has it?**



**See Any GP:** Searching today (16th Sept) there was availability across the sites between 19th–24th September. So between 3–7 working days to get a routine appointment—not bad at all.

**See your own GP:** This is where you can expect to wait longer for a routine appointment. Searching today (16th Sept) for a cross section of GPs—it ranged from 19th September, 3 working days (Dr Bhatia) to 12th October, 3.5 weeks (Dr Ahmed). This can be due to many factors—covering sickness and holiday time—GPs being GP Trainers and spending time supervising & training the next generation etc. Important work that cannot be avoided, but reduces availability. (GP List sizes will be reviewed to better reflect individual availability)

### **Abuse of Urgent Care Appointments**

Nationally—people are turning to GPs more and more for every little problem (minor sore throats, coughs, colds, head lice, hayfever, verrucas, athletes foot, dental pain, bites & stings).

Or—because they will not wait for a week or more to see a GP for a more routine matter. This means more GPs needed in Urgent Care = fewer available routine appointments. We can't have both.

The practice are looking to see if they can decrease the number of GPs in Urgent Care and increase the number of Nurse Practitioners (who are perfectly qualified to manage the majority of what presents) leaving the GP free to manage the more serious problems.

Less GPs in Urgent Care means that you should not have to wait so long for a routine appointment with your own GP. **Work in Progress for the practice.**

### **DNAs (Did Not Attend)**

We all have things happen unexpectedly where we cannot be where we need to be—however the practice has a not insignificant number of DNAs each week, leading to significant losses of available clinical time. **Time that could have been used for other patients. Leading to longer waits for all.**

**Please try to plan and call to cancel if you cannot attend—you can also cancel via the Appointment Reminder Text you get.** We understand the difficulties about getting through on the phones—(see elsewhere in Newsletter)

### **STAFF NEWS**

**Vanessa Middleton** : Vanessa has joined us as a Diabetes Specialist Nurse. She was Lead Community Diabetes Specialist Nurse at Frimley Health Foundation Trust for the North East Hampshire area and our Diabetic patients will really benefit from her extensive knowledge and care.



**Tatenda Makcombe**: Tatenda joins us as a Mental Health Practitioner with a wealth of varied experience in this sector. **It is ground**

**-breaking** for a GP Practice to have their own in-house mental health provision and another example of the quality and innovation we can provide ONLY because we have merged.



# WHAT HAS HAPPENED TO THIS SURGERY "SINCE MERGER"??!!

An article by Dr. Mark Hinton, Senior Partner

These days it is hard to avoid media articles about GPs and the NHS. A recent Daily Mail front page headline read **"Is there any point ringing your GP any more?"** Despite all this national press coverage it still seems to be a surprise to many patients that these NHS pressures are affecting us here in Yateley & Blackwater too.

We frequently receive complaints over minor issues and patients regularly waste precious appointment time in informing their chosen GP how long they have had to wait to be seen. A common misconception is that everything that goes wrong is due to the merging of the 3 Practices. This constant low level grumbling is having a detrimental effect on staff morale. Our staff have never worked harder and any gap in provision is not their fault. Primary care has been short changed for far too long and patients should bear in mind that the causes of the current NHS problems do not entirely lie with the doctors, nurses and administrative staff who work their socks off to try and keep the show on the road.

We have explained the position to our Patient Participation Group and they feel we should feed back how we feel to our patients in this article. They want us to "tell it as it is".

The merger has been a good thing. It happened in response to the undeniable and national crisis in funding & recruitment for primary care services that has been present, and deteriorating, for a number of years now. The fact is that we are now more resilient than we were. When staff are sick, on maternity leave, retiring or simply leaving for other reasons, we are better able to manage the workload —until such time as we can recruit a suitably qualified replacement.

There is a fundamental capacity problem. Patients are demanding more appointments than we are able to provide and we have a duty to protect our staff. The solution is to have more staff, especially nurses who are able to manage a lot of health matters that historically would have been the preserve of GPs. Unfortunately, there has been little investment nationally in the training of such nurses and as a result we find it very difficult to recruit, but we do attract staff who recognise that our way of working is the future and want to be part of it.

We have been innovative in piloting new ways of working that have actually resulted in the services at Oakley Health being amongst the best. We have x2 Paramedic Practitioners, our own Community Matron and a dedicated Mental Health Practitioner added to our team supporting our most vulnerable patients.

To some extent we are victims of our own success. Our UCC (Urgent Care Centre) was set-up to address the rising demand for same day appointments from patients who believe their problem to be urgent. This has been very popular, but an increasing minority of patients are so anxious about their health that they consult us repeatedly over minor self-limiting illnesses that often only require a single appointment at the very most. No matter how much we reassure and educate patients the problem just steadily worsens and the demand results in us having to divert GPs from routine surgeries to help in the UCC. This reduces routine appointments and waiting times rise. It is a vicious circle.

GPs are often guilty of failing to tell patients when they feel an appointment was unnecessary, or not urgent, for fear of receiving a complaint.

The number of GPs working in the UK continues to decline despite all efforts to boost numbers. Jeremy Hunt, the former Health Secretary, famously created a 5 year target to increase the number of GP's by 5000 by the year 2020. With a little over 1 year left, the numbers continue to fall, and quite rapidly now as those GPs left are so exhausted they are retiring earlier and earlier.

Changes after mergers do take time to settle down, but please don't think that our merger has been the cause of any failings in our service. It is part of the solution.

**We are well aware that most of our patients are very appreciative of what we do and we are very grateful to them for their support through these challenging times. Together I am confident we will get through this difficult period, but we need patients to bear with us as we really are under considerable and sustained pressure.**

## Community News



**Yateley & Blackwater Neighbourcare** is a registered charity made up of volunteers who help transport local residents to doctors, clinics, hospitals (local & distant), opticians, dentists and other destinations if they have no practical alternative way of getting there. Volunteers act as drivers or Duty Officers who can work from their own home, co-ordinating transport requests. **We are desperate for NEW VOLUNTEERS—(at times to fit in with your own busy lifestyle)** Interested? Please visit [www.yateleyneighbourcare.btck.co.uk](http://www.yateleyneighbourcare.btck.co.uk) or call a Duty Officer on 03000 050505. **(mileage allowance and out of pocket expenses reimbursed ) THANK YOU**

### **FREE COURSES FOR SENIOR CITIZENS IN HART:**

**Yateley School Community Learning have got FREE courses to offer!!**

- **Mindfulness for Seniors.** Starts 17th October 09:30—1:30—Yateley Village Hall
- **Therapeutic Craft**—aimed at adults who would benefit from achieving relaxation through crafting. Starts 5th November—10—12 at The Tythings
- **Getting to know your Tablet Computer.** Starts 5th November 4-6pm at Yateley School.
- **CONTACT:** [info@adultandcommunity.co.uk](mailto:info@adultandcommunity.co.uk) or 01252 877190 or book via website [www.adultandcommunity.co.uk](http://www.adultandcommunity.co.uk). **YOU MUST BOOK IN ADVANCE**

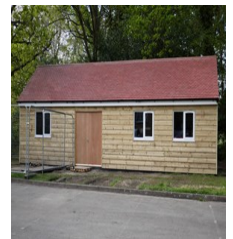
**ST BARNBABAS CHILD HEALTH CLINICS:** Due to reducing attendance, the Health Visitors have informed us that this will be closing. Last Clinic is 10th October 2018. **Alternative Clinics** are Yateley Medical Centre Thursdays 1-2:30pm & at The Harlington Centre, Fleet, Tuesdays 1-2:30pm.

### **YOUNG PERSONS SAFE HAVEN**

The Young Persons Safe Haven will be running workshops for young people as follows  
 One day catch up session **"Why do I worry?"** on Wednesday 26th September  
**"Building Self-Esteem"** course starting 3rd October for 4 weeks  
**"Positive Interactions"** course—starting 21st November for 4 weeks.  
 All courses start at 6:30pm and finish by 8:30pm. No booking necessary.  
**Further information email:** [s.glaister@justwellbeing.org.uk](mailto:s.glaister@justwellbeing.org.uk).

### **YATELEY HAS A MEN'S SHED!**

**(Please note: The Yateley Branch of The Men's Shed is not just for men—all are welcome!)** The Men's Shed Association was founded in Australia as a means of reducing social isolation for men & improving health & wellbeing. **Get together, make friends & create!** Work together and socialise at the same time. The culture is that we like to share, so there is an opportunity to learn from other members or develop new skills & interests. Our motto is "Make friends, make things, make tea". We have a brand new shed, opposite Yateley Village Hall, which is in the process of being fitted out and we are looking for new members For more information see our website at [Yateleymensshed.wordpress.com](http://Yateleymensshed.wordpress.com), where you will find information and contact details. Or call Alan Furness on (07727) 132436



**PPG Committee Members:** **Chairperson:** Anne Strong, **Deputy Chair:** Sam Williams, **Members:** Brian Henley , Julia Wedlock , Judith Tocher, Jeff Palethorpe ,Ken Ostler, Linda Patten, Hazel Bryant , Norman Jenner , Sandra Ogland , Brenda Jenner, Jackie Glover, Karen Poll, Natalie Grimmett and Tony Poll. Recently we have been joined by Rhiannon Baldwin, a young person who will be able to add a different perspective to the group. **To contact us please email:** [NEHFCCG.OakleyHealthGroup-PPG@nhs.net](mailto:NEHFCCG.OakleyHealthGroup-PPG@nhs.net). To Join our "virtual PPG" please send an email to the above address with your name and DOB and confirm that you give us consent to contact you as part of this group and to send you occasional news, health information or surveys. **Thank you!**