



NEWSLETTER

Odiham and Old Basing Health Centres

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RECORD BREAKING FIGURES HIT THE PRACTICE

Year On Year Practice Figures

Based on our patient list of 12,695 (an increase of 190 from 2022)

As you can see from the figures below our clinical team have been seeing and consulting with more patients than ever. Face to face appointments represent nearly a 50% increase on last year and as demand continues to grow we are working as hard as we can to increase access and capacity for an ever expanding population.

Sadly we continue to struggle with DNAs (did not attend) and on average this represents over 200hrs of clinical times lost to non attendees. If you cannot attend, please GET IN TOUCH.

	2022	2023
Face to Face	14,134	27,924
Routine Telephone Apt	12,583	19,609
Econsults	4,852	5,564
Home Visits	991	1,026
Did Not Attend (DNA)	679	1,346
Triage	9,691	11,545

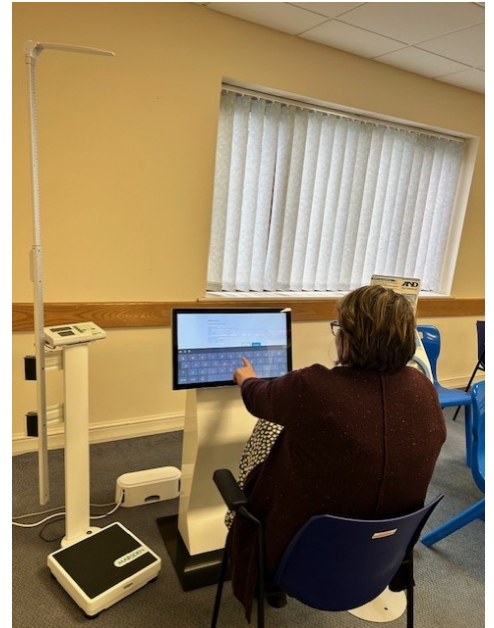
PPG - Patient Participation Group

Our last meeting was held online in September and we welcomed aboard new patients who represent Odiham and Old Basing to the group.

The members visited the waiting areas to feedback on their findings. The Prostate Cancer campaign was excellent and the other boards provided up to date information.

The health hub was well placed but needed clear simple instructions how to use it and more privacy as wouldn't want patients to see their information. This has been fed back to the health centre to promote the machine and screen off for patients.

Our next meeting will be via Teams on Thursday 25th January, if you would like to be involved please get in touch with reception initially.



Above: Using the health hub at Odiham Health Centre

Health Hub

As highlighted by our PPG members, the health hub needs to be promoted. The handy machine offers over 18 health checks from contraceptive pill checks to blood pressure monitoring! This machine is available 8am-6pm Monday to Friday for you to pop in and utilise saving you a face to face appointment. In the new year we'll be showcasing the hub in our waiting areas, making it a little more private to use and we'll have a digital champion on hand to show you the services available, go on, give it a go!

"I wanted to thank you and feedback what a positive experience we've had in the last couple of weeks. We've had multiple interactions with doctors over a two-week period and appreciate the speed, thoroughness and follow up that we've received. The receptionists have been great too. Thank you, it means a lot and we appreciate it".



Patient from Odiham & Old Basing Health Centre, December 2023

What is meant by "Triage" ?

Triage is the assessment of patients to determine the urgency of treatment.





As we head towards the end of 2023 we would like to wish every one of our patients a peaceful and healthy 2024.



What's in store for 2024?

After reviewing nurse data we have recently purchased a piece of equipment to reduce doppler appointment times from 1 hour to just 20 minutes to enable us to increase patient access to clinicians moving forward. We also have a new clinician room we have built in Odiham which will be used from January and we have more staff on board! If you'd like to join us please get in touch and speak with our Practice Managers, Amy or Nicky.

Snippets from 2023



Old Basing Village Show (below)

Supporting Wear It Pink day for Breast Cancer Awareness



(Above) Attending a sunny Odiham Village Fete, raising awareness on cancer, answering questions and providing information!

(Left) Coffee Mornings hosted by our Social Prescribers



(Far left) Charity 10 mile run to raise funds for an ECG machine

