



**ODIHAM AND OLD
BASING HEALTH
CENTRES**



Autumn 2024

NEWSLETTER

Odiham and Old Basing Health Centre

www.odihamhealthcentre.co.uk

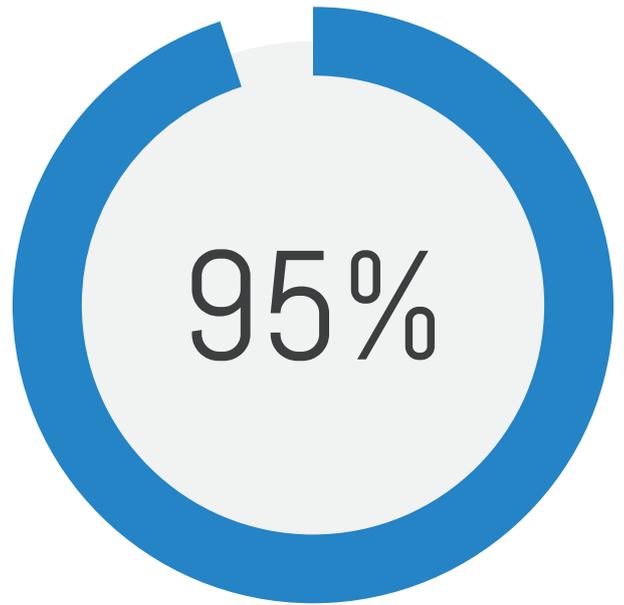
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GPs are On Your Side campaign, Flu and RSV clinic update, Veteran accreditation, Practice figures, Survey results (FFT), Staff update, You said We did, Patient Group, FREE walk and talk counselling service, FREE

Friends and Family Survey

The Friends and Family Test (FFT) named and designed by NHS England is an important feedback tool as it provides valuable information to celebrate positive feedback and identify opportunities to make improvements.

We achieved an average rating of 95% for very good/good over the analysed 12-month period. Thank you for completing the survey, your constructive and positive feedback and suggestions really help us grow as a health centre and boost morale when pressures rise.



Year On Year Practice Figures

	2022	2023	2024
Face to Face	14,134	27,924	29,055
Routine telephone appointment	12,583	19,609	20,205
Econsult	4,852	5,564	6,664
Home visit	991	1,026	*1,021
Did not attend (DNA)	679	1,346	1,311
Triage	9,691	11,545	20,969

We are witnessing an annual increase in the number of patients, and this year, you will see a significant rise in triage. This change is a result of our revised approach to addressing your initial concerns. By implementing triaging, we can prioritise those who need immediate attention, ensuring they receive care as quickly as possible. As always, in an emergency please call 999.

Total Patients (list size)

12,190 12,695 13,050

*Appointments not included in data - Weekly GP home visit to local care home housing 49 residents.

You said, we did...

“Hard to navigate your way around the practice”

Having more clinical staff has highlighted the need for better signage at both centres. This has been planned for early 2025

You said, we did...

“More help for disabled and learning disability patients to access services and the surgery”

We have added a sensory box in the waiting areas and are now in training to become a Learning Disability Friendly GP practice

You said, we did...

“A clock would be useful in the waiting areas”

These have been added and we’ll be adding a clock to each of the clinical rooms as we commence our redecoration programme

Constructive information about what could have been better is used to continuously improve services. The above shows some suggestions we’ve recently taken on board!



A few words from our newly appointed Chairman, Jonathan Brewin for Odiham and Old Basing Patient Participation Group (PPG)

What is a PPG? The Patient Participation Group (PPG) network was established in the UK to foster a collaborative relationship between the patient and the health centre. It serves as a platform for patients to voice their experiences, concerns, and suggestions thereby helping to ensure that the services offered are always patient-centred.

Odiham and Old Basing PPG work closely with the health centre to identify areas for improvement, contribute to the planning and development of new services, and promote health awareness and education within our community. We invite all patients to support the work of the PPG by sharing their insights, and joining together to make our health centres the best they can be.

If you are interested in supporting the work of the PPG and would like to know more please contact me on jpbrewin@gmail.com

A PPG member submitted an Econsult for the first time recently. Here’s how they got on...

“Recently my husband developed worrying symptoms. I called the surgery but there were no appointments. The receptionist advised me to call 111 or fill in an Econsult which she assured me was super easy. She advised me to complete it as soon as possible after 8am the following morning. It did worry me as, being of a certain advanced age, I am not very computer literate, however I attempted it. I logged onto the web site, entered all his information then answered a number of yes/no questions. It really was super easy. By 10.15am we had a call from the Health Care team and the necessary samples taken that day. The following afternoon we had a call to make a future plan. The Health Centre do have written permission from my husband to allow me to access all his medical notes.”

“The NHS is changing and however hard we find, we have to move on. I will be very happy to use the Econsult form again if the need arises.”

Staff Update

Farewell to Dr Harris and Dr Poppe who have left to pursue other interests, we wish them both the best of luck.



NEW GP!! Dr Vicky Nye joins the team

NEW GP!! Dr Helen Duff who specialises in women’s health will be joining this Autumn

NEW TRAINEE GP!! Dr Eno Onuka has joined us for a 6 month work placement

GPs Are On Your Side Campaign

General Practice is collapsing. Every practice across England is struggling to keep its doors open.

We value our patients. We know that most patients value us too, especially when they need us regularly. You know we can deal with most of your health problems, keep you out of hospital, and have your best interests at heart. The problem is with the mismanagement of the NHS.

Your GP is an expert in general medical practice – trained over 10 years to deal with complex problems, spot serious symptoms, and decide when you need specialist help at the hospital.

But did you know that your practice receives just £107.57 per year for each patient, whatever their health needs. That's less than the cost of an annual TV licence.

It's just 30p a day for every patient registered with us – less than the cost of an apple.

GPs want the same things that you do. We believe nobody should struggle to see their family doctor.

General Practice should be as it once was – a familiar family doctor, offering continuity of care in a surgery full of friendly familiar faces within a safe building where you knew you would get the care you needed.

Did you know?



In the last 5 years GP practices have lost funding worth over £660 million.

We're not allowed to use the poor funding we have to recruit more GPs or more practice nurses.



This is why you struggle to see your GP

General Practice is being broken. We know you deserve better than this. GPs Are On Your Side.

We believe general practice deserves a bigger slice of NHS funding so we can train and hire more GPs, deliver the services you require and make it easier for you and your loved ones to get appointments to see your GP and practice team.

Disputing the 2024/25 GP contract changes
GP contractors/partners in England have strongly rejected changes to our contract and we are now in dispute with the NHS.

Keep up to date by signing up to our quarterly newsletter
Head to our website to sign up www.odihamhealthcentre.co.uk



As we approach winter, we would like to remind everyone about the Pharmacy First service, which is now offered at most pharmacies. This service can assist with common conditions, allowing our GPs to focus more on complex health issues.

What is RSV?

Respiratory syncytial virus (RSV) is a frequent culprit behind coughs and colds. While RSV infections typically resolve on their own, they can occasionally pose serious risks for infants and elderly individuals.

RSV vaccinations are available here. We are reaching out to eligible patients via text and phone calls to inform them about our upcoming clinics. **Patients become eligible for the vaccine upon reaching 75 years of age.** Additionally, there is a one-time catch-up program for those aged 75-79 on or after 1st September 2024.

Most pharmacies can help you with **seven common conditions** without needing a GP appointment

Speak to your pharmacist if you suspect you have:

- Sinusitis
- Sore throat
- Earache (children)
- Infected insect bite
- Impetigo
- Shingles
- Urinary tract infection (women)

Visit your Pharmacy First!

NHS
Providing NHS services



UK Health Security Agency

You'll be offered the RSV vaccine once you turn 75

RSV can cause pneumonia and other life-threatening conditions in older adults, with thousands needing hospital care every year.

From Sep 2024 the vaccine will be offered to adults when they turn 75. There will be a one-off catch-up programme for those already aged 75-79.

Flu season

If you've participated in our **Saturday Flu Clinics** before, you already know how perfectly organized they are. The process is smooth, quick, and might we say, quite enjoyable!

As previously, these clinics are for 65's and over plus clinically vulnerable patients. Make an appointment, come together if you like, turn up on the day, whichever works best for you. We'll have a full team of vaccinators on hand and staff members in high-vis jackets to assist with parking and ensure you are seen quickly and efficiently.



ODIHAM FLU CLINIC ON SATURDAY 12TH OCTOBER 9AM-5PM

RC GP Royal College of General Practitioners

NHS

Armed Forces veteran friendly accredited GP practice

We are an Armed Forces veteran friendly accredited GP practice.

This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.

If you are ex-forces, please let your GP know to help ensure you are getting the best possible care.

To find out more, ask your nurse or GP.





Here for Hart
Better together

**Here for Hart
Directory**

For local help, support and information

hereforhartdirectory.org.uk

Local services

Use the Here for Hart Directory to find information about local activities, groups and services, whether you want to improve your health and wellbeing, socialise more, get active, learn something new, find a place to meet or to look for some support.

Walk and Talk Counselling in Nature



About the Walk and Talk Counselling Service

Adults can have up to 10 Counselling sessions on a weekly basis Sessions take place during the day on a Friday in Fleet at Edenbrook Country Park Sessions will always be at the same time and place and with the same Counsellor each week Each Counselling session is 50 minutes long. We **accept self-referrals** and referrals from GP's and other professionals. Sessions are free of charge.



Hart Voluntary Action



A FREE service for Adults aged 18+ in the Hart and Rushmoor Districts and is for people who struggle with anxiety, depression or other mental health concerns and would like to talk to someone.

What is the difference between Counselling and Walk and Talk Counselling?

In Walk and Talk Counselling you and your Counsellor will go for a Walk in the local area to have your Counselling session rather than sitting opposite each other in a Counselling room.

By being out in nature and walking side by side it can facilitate the Counselling process. There is no pressure from having someone looking at you while you are trying to talk or trying to find the right words.

Referrals are now open

Visit <https://www.hartvolaction.org.uk/counselling/walk-and-talk-counselling/walk-and-talk-referral-form/> to make a referral or scan the QR code.

