

# NEWSLETTER

## Odiham and Old Basing Health Centre

[www.odihamhealthcentre.co.uk](http://www.odihamhealthcentre.co.uk)

hiowicb-hsi.odihamhealthcentre-reception@nhs.net 01256 702371

Triage Centre, Friends/Family Test (FFT), Check Your Details! Practice figures, Patient Group update, Coffee morning, Self-referrals

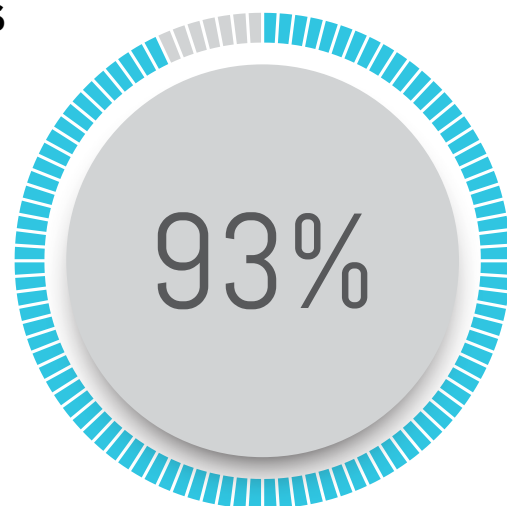
### FEBRUARY FRIENDS AND FAMILY SURVEY RESULTS

While 93% is strong, it remains slightly lower than results observed in the Autumn, largely due to ongoing pressures from the winter season. Last month, we encountered staff illnesses that led to the cancellation of clinics and delays in appointments. To alleviate these challenges, we have recruited a locum GP, Dr Bell, who has joined us for a few months to get us through the end of winter pressures on the Practice.

All responses collected from the Friends and Family survey are entirely anonymous so we are unable to respond individually. If you have a specific concern please get in touch with our Practice Manager so we can listen, resolve and improve if necessary.

	Jan - Mar 2024	Jan - Mar 2025
Face to Face	7,709	7,561
Routine phone appointment	5,321	4,332
Triage	<b>4,204</b>	<b>7,011</b>
Did not attend	296	271
Home visit*	209	235
Patient size	<b>12,801</b>	<b>13,218</b>

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



### PRACTICE FIGURES (left)

The figures clearly illustrate how we have adapted the way we work as the demand for services has increased. We are now triaging more than ever, enabling us to work more efficiently by responding and actioning patient requests and needs on the same day.

By comparing the total number of booked appointments and factoring in a 417 increase in patient size, we are currently providing an average of 1.7 appointments per patient, up from 1.6 during the same period last year.

## PPG STEPS UP TO THE COUCH!

The PPG is creating a fund-raising arm to support the Health Centre by purchasing urgently required clinical equipment which is not provided for within their budget from Government.

We are urgently looking for funds to replace ten medical couches for the patient treatment rooms. The current non-height adjustable, narrow and very old medical couches need to be replaced with hydraulic height adjustable, wider medical couches to enable the Health Centre to offer examinations and procedures to every patient regardless of their mobility.



Old versus New!

The new couches are £1,560 per unit and we are therefore looking to raise £15,600 for the Health Centres. Should you wish to donate, please email [samantha.taylor102@nhs.net](mailto:samantha.taylor102@nhs.net) for our bank details.



If something in your body  
doesn't feel right speak  
to your GP Practice.  
Don't carry the  
worry of cancer  
with you.

Know the Signs

[cancermatterswessex.nhs.uk/know-the-signs](http://cancermatterswessex.nhs.uk/know-the-signs)



## PPG CONFIRMS PRACTICE TO SIGN UP TO BECOME A SAFE SURGERY

Odiham and Old Basing Health Centres strive to ensure that nobody in the community is excluded.

This means that they are committed to providing equal access to their services for everyone in their practice area, regardless of immigration status. This is in line with their duties under NHS England guidelines for GP registration and informed by their knowledge of the barriers to healthcare faced by migrants in vulnerable circumstances.

The practice will follow a seven step plan to help ensure that everyone in their community can access the healthcare they're entitled to.

We look forward to seeing the Safe Surgery Posters on display in the waiting areas in due course.

Your support with this request would be much appreciated.

**Odiham and Old Basing  
Health Centres  
Patient Participation  
Group**

# OUR MEDICAL COUCHES BEGIN A NEW LIFE ABROAD!



As we upgrade the first two of our medical couches we will be donating our old ones to **Medical Aid International**, the total healthcare solutions provider for low resource environments.

They work to improve healthcare across the developing world through supplying medical equipment, accessories, training and biomedical support.

If your organisation has a Corporate Social Responsibility budget, why not have a chat with them as they have many projects which need support. [www.medaid.co.uk](http://www.medaid.co.uk)



## STAFF UPDATE

**NEW TRAINEE GP!!** We'll be supporting Dr Misbah Shafique who has joined us for her 6 month work placement

**LOCUM GP!!** Dr Edward Bell is helping to relieve the winter pressures we have experienced by joining us 1 day a week for the next couple of months

## A NEW WAY TO GET IN TOUCH

Since we replaced the eConsult system with the patient triage form, patients have expressed that the service feels responsive, and GPs have reported positive outcomes as well. We've received excellent feedback and now have a Triage Centre, enabling a dedicated GP and Receptionist to handle these requests as they come in.

As always, we are assessing the effectiveness of this approach and we remain committed to supporting those who cannot access online services. Our reception team is available to complete the form on behalf of anyone who needs assistance, ensuring that no one is left at a disadvantage.



“ That was easy! I found the new triage system simply excellent. Really straightforward, easy to complete and received a reply the same day.  
Thank you



# COVID-19 SPRING BOOSTER BEGINS

Preparing for a successful spring 2025 COVID-19 vaccination programme

The aim of the COVID-19 immunisation programme is to prevent serious disease (hospitalisation and/or mortality) arising from COVID-19.

Eligible groups to be offered COVID-19 vaccination in spring 2025 will be:

- Adults aged 75 years and over
- Residents in a care home for older adults
- Immunosuppressed patients

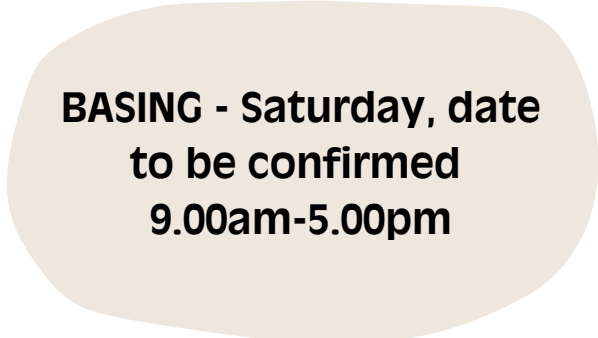


## How to Book

Eligible patients will be invited by us or you can book online by going to: <https://www.nhs.uk/nhs-services/vaccination-and-booking-services/book-covid-19-vaccination/>

## When?

Appointments begin on **April 1st 2025** and we will holding a Saturday Booster Clinic at Odiham and Old Basing.



## SELF-REFER THIS SPRING

Did you know that there are some free NHS health services you can access without needing an appointment with your GP? This is called self-referral and could help you find the care you need quicker and more easily than going through your surgery.

For example, let's take a look at **NHS Talking Therapies**. This service provides free psychological treatments for individuals experiencing common mental health issues such as anxiety and depression. It's available without a referral from a GP, you simply contact NHS Talking therapies (used to be iTalk) and someone from the service will get in touch, usually with a few weeks to recommend a therapy for you.

While you wait for your assessment or therapy to start, you can even access expert advice and practical tips on the Every Mind Matters website.

If you have any questions or need help with referring on line, you can reach them on 023 8038 3920 or email [info@italk.org.uk](mailto:info@italk.org.uk).




**NHS Talking Therapies can help**



Other self-refer links can be found on our website under 'Patient Info'.

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

 Providing NHS services

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!**



We are one of the official Odiham Poppy Drop places for your knitted poppies!



In partnership with 

**1 in 8 men will get prostate cancer**

Check your risk in 30 seconds

**PROSTATE CANCER UK**  
Men, we are with you



  
ODIHAM AND OLD BASING HEALTH CENTRES

# COFFEE & CHAT THURSDAYS

HOSTED BY THE SOCIAL PRESCRIBERS OF ODIHAM AND OLD BASING HEALTH CENTRE

APRIL - 10TH, 24TH  
MAY - 8TH, 22ND  
JUNE - 5TH, 19TH

10.00AM UNTIL 12.00PM  
All Saints Church, Odiham RG29 1LZ

POP ALONG FOR A CHAT. FREE ENTRY, HOT DRINK & BISCUIT

ALL WELCOME (INCLUDING DOGS!)



111.nhs.uk

If you change any of your contact details



**PLEASE LET US KNOW**



Sign up for our newsletter [www.odiamhealthcentre.co.uk](http://www.odiamhealthcentre.co.uk)



Armed Forces veteran friendly accredited GP practice