

NEWSLETTER

Odiham and Old Basing Health Centre

www.odihamhealthcentre.co.uk

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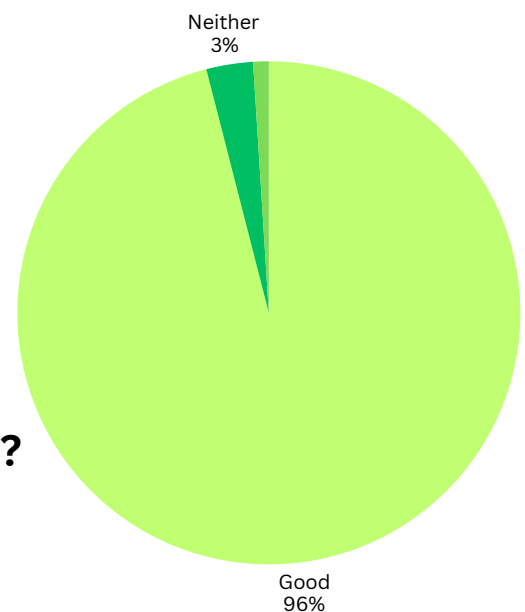
Friends and Family Test Results

279 patients completed the survey for June, and we are thrilled with the feedback of 96%. Thank you for taking the time to participate! Every suggestion and comment is carefully shared with our team, and we strive to implement changes whenever possible.

Good 268, poor 4 and Neither good nor bad 7.

Why is it called the Friends and Family Test?

When the Friends and Family Test was launched by the NHS in 2013, it asked people to think about whether they would recommend the service to their friends or family members.



Following a review, in April 2020 changes were made to the FFT to make it easier to respond to and for staff to make better use of the feedback. As a result, it no longer asks this question about friends and family members, but it is still called the Friends and Family Test.

You Said We Did!

We received feedback from the Friends & Family Survey that our Health Kiosk screen in the waiting areas was visible to other patients. To address this, we have moved it creating a more discreet and confidential space.

We encourage you to use the kiosk, which records blood pressure, weight, conducts pill checks, and offers mental health and anxiety surveys, among other features. If you require assistance, please ask at reception.



Above: Health Kiosk at Odiham Health Centre

What's on!

We'll be at the **All Saints Fete in Odiham** again this year on **Saturday 12th July** so pop over and say hello! Or come and see us at the **Old Basing Village Show** on **Sunday, 7th September** and grab your free copy of "Heart Matters" magazine!

The Odiham and Old Basing Patient Participation Group (PPG) is an assembly of patients and practice staff whose mutual goal is to improve positive patient outcomes and healthcare services, support the practice and drive health-related events to benefit the local community.

If you are interested in joining or have any questions, please get in touch with the PPG by visiting www.odihamhealthcentre.co.uk

Understanding High Blood Pressure

The PPG's focus is hypertension this year as one in three adults in the UK suffer from high blood pressure. Many remain unaware as it often presents no symptoms. Therefore, it is crucial for all adults to have their blood pressure checked.

High blood pressure does not usually cause any symptoms. Many people have it without realising it.

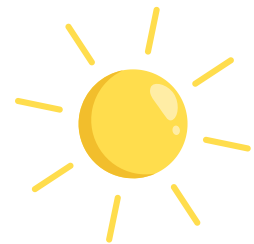
Rarely, high blood pressure can cause symptoms such as:

- headaches
- blurred vision
- chest pain

But the only way to find out if you have high blood pressure is to get your blood pressure checked.

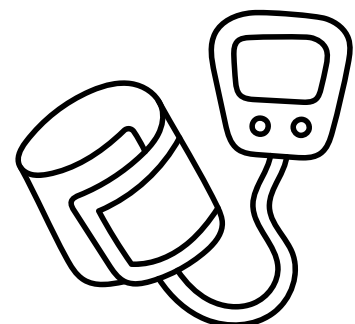
The Practice covers an annual fee for the health kiosks located at each waiting area so let's make sure we use them. These machines offer a variety of checks and surveys as well as measuring blood pressure.

Why not buy a home blood pressure monitor of your own? Our research shows average prices start from £15.00.



Download your blood pressure diary by typing "diary" into the search bar at

www.odihamhealthcentre.co.uk



Building improvements at Odiham

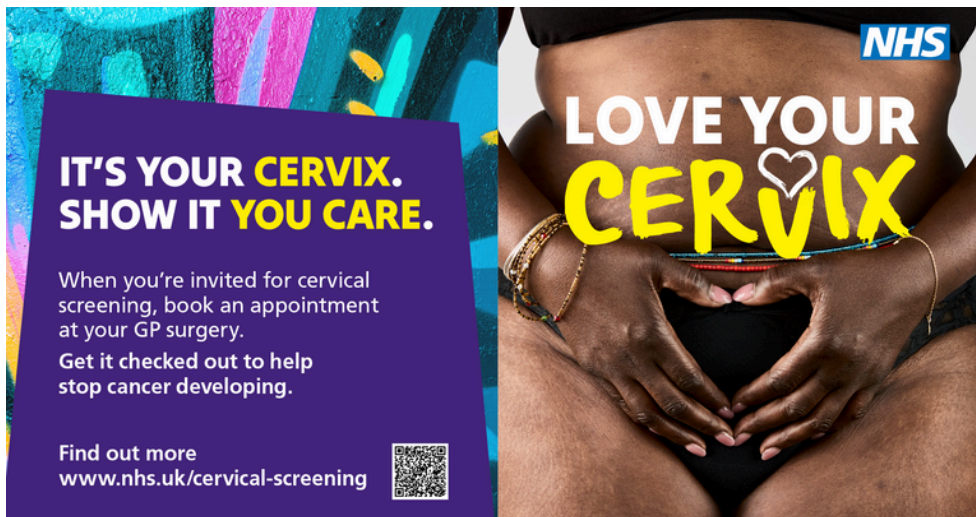
We are thrilled to announce the successful redecoration of two more additional clinical rooms, bringing the total to four completed. These spaces have undergone a much-needed makeover, now featuring height-adjustable medical couches, medical storage, regulation sinks, new flooring, and freshly painted walls. We are very pleased with the outcome and hope our patients will appreciate the improvements as well.

Team Updates

We bid farewell to Sitara our Physician Associate who will be dearly missed along with Fortunate, our Mental Health Nurse, we wish them well in their future endeavours.

A ****HUGE**** welcome to Dr. Fergus Shanahan, who will be joining us in September! We are also pleased to introduce Erin, our Mental Health Nurse, who is part of our Primary Care Network (PCN) and will be with us on Fridays.

Additionally, we have also expanded our reception team to better accommodate the growing demand.



Changed your details?
Let us know

www.odihamhealthcentre.co.uk

June 2025 DNAs

When a patient misses their appointment, it is referred to as a 'Did Not Attend' (DNA). Last month out of 7,810 booked appointments, 78 patients did not attend. This is 13 hours of clinicians time wasted which could have gone to someone else in need.

It doesn't take long to cancel and there are a variety of options to choose.

- email hiowicb-hsi-odihamhealthcentre-reception@nhs.net
- call
- use the NHS App
- contact us page on our website
- pop in

You can also get a text reminder of your appointment, and you can reply to this to cancel if necessary.

Please help us to ensure clinical time is used effectively.

Do we have the right mobile number?

Weight loss jabs. What's the latest?

"In Hampshire and the Isle of Wight around 1,000 people currently qualify for the medication based on national eligibility criteria – we are working to set up services quickly however this it will not be available locally until later this year (Autumn) – **so please don't contact your GP just yet as they're unable to help currently.**" Taken from Hampshire & Isle of Wight ICB website.

Follow this website for updates:
www.hantsiow.icb.nhs.uk/weight-loss-support



Download the free 12 week NHS Weight Loss Plan app to help you start healthier eating habits, be more active, and start losing weight.



Mounjaro

We understand the media is reporting that Mounjaro is now available under the NHS, however this is **ONLY to a limited group of patients.**

- ✓ You must be over 18, with a BMI of 40+, or 37.5+ if you're from a Black, Asian or other minority ethnic background.
- ✓ You must also have four or more weight-related health conditions, such as type II diabetes, hypertension and heart disease.

We cannot offer any weight loss drug for cosmetic or general weight loss.



- Please keep our lines and request forms free for those in medical need.

NHS App Corner

How to order your repeat prescription



Order repeat prescriptions on the NHS App



- 📍 easily choose where your prescriptions are sent
- 🕒 order at a time that suits you
- ℹ️ need help? Access support in the app or visit nhs.uk/helpmeapp



Step 1, login to the NHS App on your smartphone or via your web browser.

Step 2, from the main home menu, select 'request repeat prescriptions'

TOP TIP! You can also find this in "Services"

Step 3, you can change your pharmacy here where you wish to collect your medication from by clicking on "change your chosen pharmacy" or select 'Continue' at the bottom of the page.

Step 4, select the repeat medicines you need

Step 5, select continue

Step 6, Select confirm and send

Has the schedule recently changed for child immunisations? Patient, Odiham

Yes! You can find the new plan in our waiting rooms or online by going to our website and searching for "child immunisations"

Why aren't you open 24 hours?

Via Friends and family feedback.

Primary care is. When we finish, 111 is available until we open again.

Why has cervical screening changed from 3 to 5 years? Patient in waiting room.

The Human Papillomavirus (HPV) causes nearly all cervical cancers. We now use a test which is more sensitive and accurate than the previous method (smear test) to look for HPV in your sample. This helps us find out who is at higher risk of developing the cervical cell changes that over time, which, if left untreated, could lead to cervical cancer.

This change from 3 to 5 yearly screening is backed by robust scientific evidence – studies have shown that if you test negative for HPV you are extremely unlikely to go on to develop cervical cancer within the next 10 years.

So now we have this better test, you don't need to be screened as often if you don't have HPV.

I use the NHS App to check my blood test results

Your NHS, your way
Download the NHS App 😊



Your questions answered



I live in Basing, can I go to either surgery?

Yes. Our 13,283 patients have the choice of either surgery. All staff work across both sites, we'll always try and get you booked in where most convenient but sometimes an earlier appointment may be available so we'll offer you this too.

I recently had an appointment at 8.20am and had to wait 10 minutes, I can't understand how you can be behind at that time in the morning? Patient, Basing.

Patient telephone calls can over run, the patient before you may have mentioned an additional symptom or needed to talk, calls to consultants and hospitals, urgent prescriptions, colleague advice, the list goes on, a lot happens here prior to 8am!

How do I see my blood test results using the app? Patient during drop in digital session at Odiham

Okay, Step 1, login to the NHS App on your smartphone or via your web browser.

Step 2, from the main menu, select 'GP health record'

TOP TIP HERE! - You can also access GP health record from the 'Your health' tab at the bottom of the app.

Step 3, there will be a 'sensitive information' warning, please read the information and select 'Continue' at the bottom of the page.

Step 4, select 'Test results' from the menu.

Step 5, view your results - Here you will see all information and related comments to tests you may be awaiting results on including any previous tests you may have had.