



NEWSLETTER

Odiham and Old Basing Health Centre

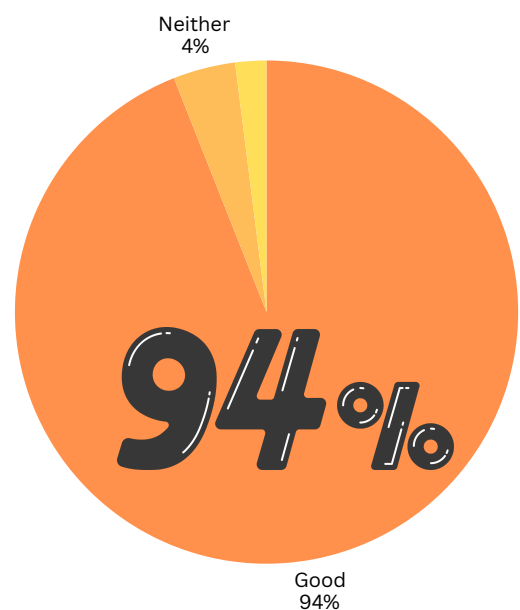
www.odihamhealthcentre.co.uk

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

Friends and Family Test Results (FFT)

In August, a total of 239 patients participated in the survey, revealing that 94% reported a very good or good experience with us last month.

We sincerely thank everyone who provided constructive feedback and some lovely words; your insights are invaluable and contribute to our improvement. However, comments such as “work, not just sit around drinking tea and coffee” are unnecessary.



Good 225
Poor 5
Neither 9

Figure
breakdown
(left)

“Busiest July on record for general practice teams”

Extract (right) taken from
Primary Care NHS England
Newsletter

General practice teams in the NHS have delivered a record 33.6 million appointments in July 2025, up 4.3% on the year before and up nearly a quarter on the same period pre-pandemic (24.3% increase since 2019). GP teams also carried out high numbers of care home visits this July, with 127,112 carried out, the second highest on record.



Staff Update

We are delighted to welcome Dr. Fergus Shanahan to our team! Dr. Shanahan has been a GP locally since 2017. He has a particular interest in musculoskeletal medicine and specialises in joint and soft tissue injections.

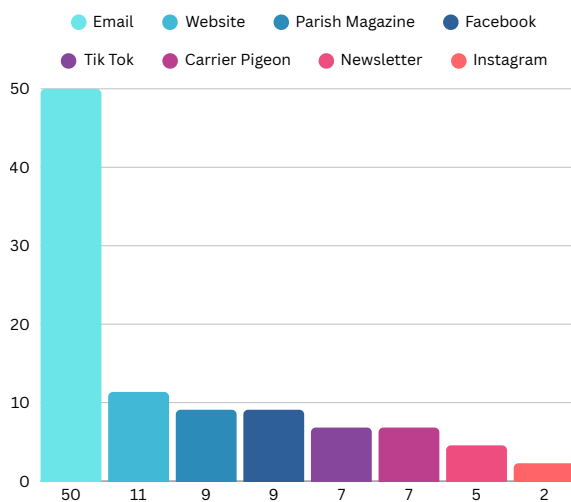
The Odiham and Old Basing Patient Participation Group (PPG) is an assembly of patients and Practice staff whose mutual goal is to improve positive patient outcomes and healthcare services, support the practice and drive health-related events to benefit the local community.

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

All Saints Fête in Odiham: A Sunny Success!

The All Saints Fête in Odiham, held on Saturday, July 12th, was a great success under the sun. This year, the Patient Group focus was on hypertension, distributing free copies of *Heart Matter* magazines and *Understanding High Blood Pressure* booklets.

They also created a survey that enabled participants to cast their votes with gold coins on the question, "How would you like the Health Centre to keep you informed?" The focus was on communication relating to campaigns, events, and news, rather than clinical needs, and offered a variety of options ranging from TikTok to a Carrier Pigeon!



Results are presented as percentages obtained from a survey of 88 patients conducted at the summer fete at Hatchwood House. Email emerged as a clear favourite, receiving 50% of the votes, followed by our website. Facebook and the Parish or Community magazine tied for third place.

These results will be shared and discussed with the Health Centre at the next PPG meeting.



Far Left and Left: Our PPG Stand – Thank you to everyone who stopped by!



THANK YOU



PATHFINDERS FOR PATIENTS!

We are incredibly grateful to Pathfinders for Patients for generously donating a new bariatric chair costing £550 for Odiham Health Centre!

Importance of Bariatric Chairs in GP Surgeries

A general practice surgery must provide bariatric chairs when catering to larger patients. These chairs are specifically engineered to support heavier users, prioritising both comfort and safety.

They play a vital role in our waiting areas for patients with larger frames and must meet the standards set by the CQC.

If you'd like to support or donate towards a bariatric chair for our Basing waiting area, please do get in touch!



Book your jab with your NHS app!

Flu and COVID Vaccine Season begins 1st October!

Changes in Vaccine Eligibility for This Campaign.

This year's campaign differs slightly from previous ones due to updates in the eligible groups for the COVID vaccine.

This Autumn:

- **Patients aged 75 and older** are eligible for both the COVID and Flu vaccines based on their age.
- **Patients aged 65 to 74** are eligible for the Flu vaccine only, based on their age.
- **Patients who are severely immunocompromised** will qualify for both the Flu and COVID vaccines. This group is quite small and is clearly defined by NHS England.
- Patients who are **pregnant**.

Children age 2-3 will continue to be eligible for their nasal flu vaccine and these appointments.

Children aged 6m - 17yrs that are *clinically eligible* will also be able to have their flu vaccine here at the surgery.

School age children (Year R-Year 11) that are not clinically eligible will receive their flu vaccine at school.

We'll be holding a weekend vaccination clinic in October, date TBC.



Staff raise money for **BREAST CANCER NOW!**

This year Odiham and Old Basing Health Centre supported the Afternoon Tea campaign again by setting up a cake stall throughout the week for staff. Cakes included the classic Victoria Sandwich, Chocolate cakes, a Bakewell tart, Lemon Drizzle, Brownies, Flapjacks, Gingerbread and even a Persian Love Cake! A **grand total of £135.80** was raised for Breast Cancer Now. Well done all. www.breastcancernow.org



IN THE SPOTLIGHT

Clinical Pharmacists

Are highly qualified experts in medicines and can help people in a range of ways.



Meet Anna Nadaj! Since joining Odiham and Old Basing Health Centre as a Clinical Pharmacist, Anna:

- Has ensured more patients have a medication review, and reduced prescription queries.
- Offers telephone and face to face consultations for patients with medicine related questions.
- Conducts medication reviews for people on multiple medicines or with long term conditions.
- Works closely with the frailty team and provides a care home prescription management service for 50 residents.

IMPORTANT

POLITE NOTICE



Please do not park in the designated staff spaces at our Health Centres, staff arrive throughout the day and the spaces are always needed.

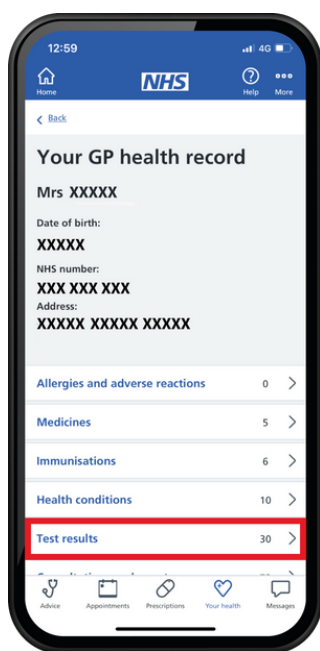
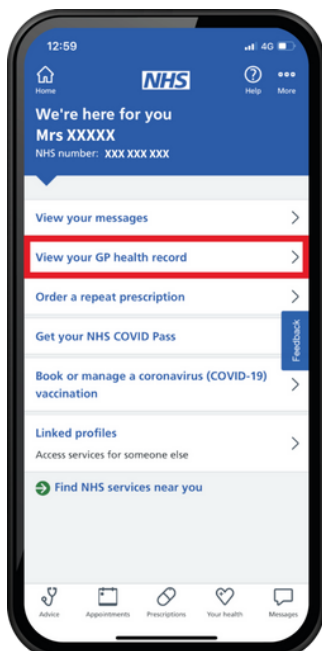
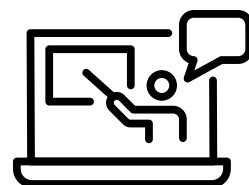
Know Your Numbers! Week

This important annual campaign encourages all of us to take our blood pressure and understand the reading.

We are passionate about promoting preventative health measures and have blood pressure machines permanently available in both of our waiting areas. Feel free to pop in, Monday to Friday, from 8.00am to 6.30pm.

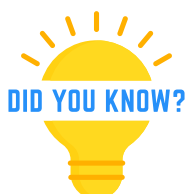
NHS App Corner

How to view your test results



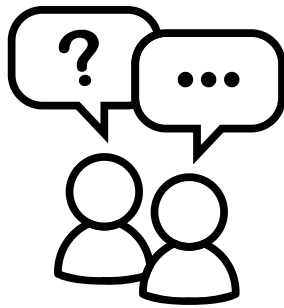
- **Login** to the NHS App on your smartphone or via your web browser.
- From the main home menu, select '**GP Health record**'
- Select '**Continue**'
- Select '**Test results**'

A GP will review results from a test before uploading to your health record. This means that if results are sensitive, the GP will try to speak to you before uploading onto your health record.



If your results show "normal" the GP will file them and you will NOT be contacted. GO TO THE APP to see your results.

Your questions answered



How many people work across Odiham and Basing surgery?

Patient in waiting area, Odiham

All our staff work at both Odiham and Basing, some are part time, some are full time. In total we have a team of 49 plus vaccinators who help us over the winter months.

How can I see the waiting times for my referral?

Patient to our Medical Secretarial Team

The website below takes you to **Hampshire Hospitals NHS Foundation Trust**, then you select the specialty you have been referred to or are under the care of. The times are updated weekly and so provide the best idea of how long you'll need to wait for your first outpatient appointment and the current average wait time for treatment.

<https://www.myplannedcare.nhs.uk/seast/hampshire/>

You can also learn more about services, appointments, or for general enquiries by calling the numbers below -

- Andover War Memorial Hospital on 01962 863 535
- Basingstoke and North Hampshire Hospital on 01256 473 202
- Royal County Hampshire Hospital (Winchester) on 01962 863 535

When should I get my flu jab?

Patient, Odiham



The vaccine is offered from 1st October because flu typically peaks in December or January, and getting vaccinated from October will provide optimal protection during the highest risk period.

The best time to get your flu jab is in the autumn or early winter, before flu starts circulating widely. However, if you miss this window, it's still beneficial to get vaccinated later in the season as we can see late flu activity.

How long from putting a prescription in does it take to be available from the chemist?

Patient at front desk, Basing

Please allow 5 working days before collecting your prescription from the pharmacy.

Why does a PMA take so long?

Phone call from a patient

This is a private service that General Practitioners (GPs) must provide outside of regular hours. Although we indicate a turnaround time of **six weeks**, we strive to expedite the process when possible.

Some **Private Medical Administration (PMA)** work needs medical examinations, which require scheduling a 45-minute appointment prior to a report being completed. Additionally, certain requests may involve GPs reviewing several years of patient records.

It's also important to note that PMAs are processed based on the order in which they are received, rather than the specific task requested.