

## ODIHAM AND OLD BASING HEALTH CENTRE NEWSLETTER

**Welcome to our Year-End Newsletter!** Inside, you'll find minutes from the last PPG meeting, Tips for staying healthy this winter, a summary of the 2025 survey, a Healthy Choice quiz launched by the NHS and details of a free 6 week mental health and suicide prevention programme for young people.

### NOVEMBER Friends and Family Test (FFT) Results

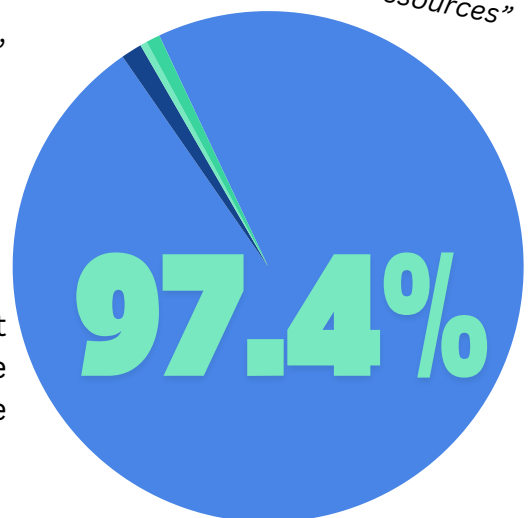
We are pleased to report a 97.4% satisfaction rate this month! Thank you for taking the time to share your feedback. 227 patients completed our survey last month, breakdown below.

- 195 Very good
- 26 Good
- 3 Neither good nor poor
- 1 Poor
- 2 Very Poor

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience.

**"10/10!"**

*"Lovely and clean, nice and quiet environment. Good welcoming selection of posters and resources"*



During the period from November 2024 to November 2025, we gathered 3,762 responses from our Friends and Family survey. 95% of patients expressed that they would recommend our services, while 3% did not know, and 2% would not recommend. Many patients praised the exceptional quality of our staff; however, negative feedback primarily came from cancelled or delayed appointments. Unfortunately, such issues can arise, particularly during the winter months due to staff illness. All feedback is displayed to our team members and is shared with the Team Leads, who then discuss the comments with their respective teams. Reading the positive reviews brings a smile to us all!

#### FEEDBACK - We're Listening and Here's What We're Doing

We have recruited two GP assistants. Their role will involve handling various clinical tasks and administrative duties for our clinicians. This will help free up valuable GP time and provide coverage during periods of sickness, ultimately aiming to reduce clinic cancellations.



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.

## PPG Meeting at Odiham Health Centre on 19th November, 2025

Here's a brief overview of our recent meeting at the Practice. If you're interested in learning a little more about your health centre then why not become a PPG member? If you'd like to find out more or have any questions, send an email for the attention of the PPG to - [hiowicb-hsi.odihamhealthcentre-reception@nhs.net](mailto:hiowicb-hsi.odihamhealthcentre-reception@nhs.net) or speak to reception.

- Minutes of last meeting – Accepted and subsequent corrections/updates noted
- Practice is performing well and has good staff complement including nurses, a paramedic and a new Social Prescriber
- New Social Prescriber was present and provided a good insight into her role
- Confirmed 2026 PPG Action Plan
- Agreement to place a PPG letterbox in the waiting room to enable patients to contact the PPG directly
- Cautious that we are, of course, approaching Flu Season and viruses are ramping up
- Practice has amended working practice to meet Government directive (Total Triage)
- Some patients do not have digital access, Practice reception staff are taking calls and populating the on-line contact form on their behalf, ensuring equitable access for all
- Practice Resilience Scheme was discussed – this focused on three components – home visits, proactivity and same day access
- We learnt about Pharm boxes, or automated prescription collection points, are designed to streamline the process of collecting medications from patients. These services offer 24/7 access, allowing patients to pick up their prescriptions at their convenience
- Next PPG meeting will be Wednesday, 18th February 2026 at Odiham

**SAY YOU  
SERVED**

**Tell your GP practice if you've ever served in the UK Armed Forces.**

It could be relevant to your health and means you'll get the support that's right for you.  
Find out more at [nhs.uk/veterans](http://nhs.uk/veterans)



We are pleased to introduce Jenny, our Social Prescriber who recently joined us. Jenny will be connecting patients with various activities, groups, and services in our community, addressing the practical, social, and emotional needs that affect our health and well-being. If you would like to arrange a chat with Jenny, please contact Reception.

Recently, we welcomed two General Practice Assistants (GPAs), Anne and Lynsey, who will help ensure the smooth operation of our clinics. They will take on a range of routine administrative and clinical tasks and procedures for our nursing team, allowing them to focus more on patient care.

We are also pleased to introduce Pradnyesh Katte, our new First Contact Physiotherapist. He provides patients with rapid assessments, tailored advice, and personalised exercise plans right from their first appointment. Pradnyesh will be based at Old Basing and will be treating patients aged 16 and over.

Mohammad Azhar has joined our team as the Lead Clinical Pharmacist. He will lead the Pharmacy team, conduct medication reviews, manage hypertension clinics, respond to acute medicine requests, prescribe medications, and oversee long-term condition management.

## Did Not Attend (DNA) **NOVEMBER** Appointment Results

4.4% of patients did not attend FACE TO FACE appointments in November, which equates to 9.17 hours of wasted clinicians time.

## NHS Hampshire and Isle of Wight

### “Help us to help you this winter”



We can all play our part to ensure we stay well this winter and support services to manage by following these five simple steps:

1. **Think Pharmacy First for minor illness.** Join the tens of thousands of people using their community pharmacy as a source of expert advice and treatment for minor illness. They can also now offer prescription medicine for seven common conditions (where appropriate) without the need to see a GP.
2. **Get a flu jab as soon as possible** to protect yourself and your loved ones. This year, flu cases are already surging more than a month earlier than usual so don't delay getting your protection. You can find out if you're eligible for a free NHS flu or COVID-19 vaccination at: [nhs.uk/vaccinations](https://nhs.uk/vaccinations)
3. **Prepare for times** when you may not feel your best by keeping basic supplies and remedies at home – seek timely medical advice from your GP, pharmacist, or NHS 111 to help avoid hospital admission.
4. **Only attend the emergency department (ED)** if your condition is urgent and poses a risk to life or limb. Please seek care from alternative healthcare providers whenever possible, allowing your emergency team to concentrate on delivering critical, life-saving treatment to those in greatest need.
5. **Actively support hospital discharge plans** when loved ones are ready to return home. Helping patients back to familiar surroundings not only benefits them but also frees up beds for those in urgent need of care.

# How Healthy is Your Life?

We are supporting the Department of Health and Social Care and the NHS on a new campaign encouraging all adults to take the Healthy Choices Quiz.

This health and wellbeing quiz aims to empower adults to take control of their health by making small changes day to day. Taking around 5 minutes to complete, it asks questions about your lifestyle in the areas of eating, movement, alcohol consumption, smoking and vaping, mental health and sleep. You'll receive an overall score based on your answers. This score indicates how your lifestyle could be affecting your health and wellbeing. You'll also be directed to guidance and advice for areas you could improve including a range of free NHS apps and tools.

From a 9-week running programme for absolute beginners, to an anxiety reducing email programme, the NHS has a range of support on offer. Whether you want to eat better, move more or sleep deeper, the Healthy Choices Quiz can be your first step towards a healthier you.

Take the free NHS Healthy Choices Quiz today:  
<https://www.nhs.uk/hcquiz>

Better  
Health  
Let's  
do this

NHS

## No wrong answers, just the right start.

Search

**Healthy Choices Quiz**



## *New Service for Young People from Inclusion*



**"WHEN WE START  
HAVING OPEN  
CONVERSATIONS ABOUT  
MENTAL HEALTH, WE'RE  
REDUCING STIGMA AND  
BUILDING  
UNDERSTANDING."  
PROJECT IRIS.**

## Project Iris : Growing Hope



After being awarded National Lottery Community funding, Project Iris relaunched in September. Project Iris offers a free 6 week mental health awareness and suicide prevention programme for young people aged 11 - 25 which combines mental health education with therapeutic activities.

The programme is designed to support young people who may be engaging in self-harm, experiencing mental health challenges, feelings of loneliness and isolation, or would benefit from a safe and supportive environment where mental health is open discussed and strategies explored.

If you, or a young person you know, would like to know more or need an application form for a referral, please contact the team at [projectIris@inclusioneducation.org.uk](mailto:projectIris@inclusioneducation.org.uk)



# Gift Idea! Blood Pressure Monitor

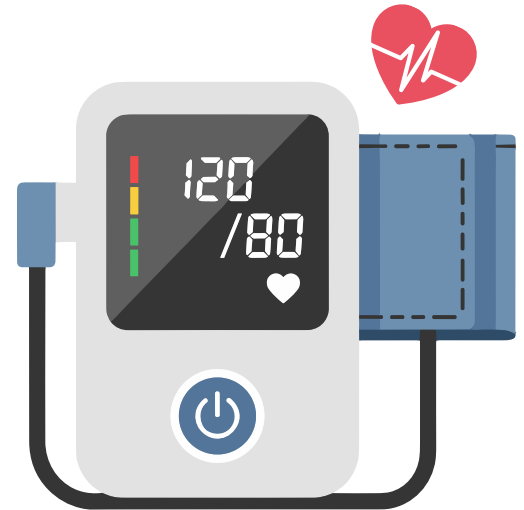
**Why?** Having high blood pressure (also known as hypertension) increases your risk of a heart attack or stroke. As many as 5 million adults in the UK have undiagnosed high blood pressure, so won't be receiving effective treatment. The only way to know if you have it, is to measure it. Checking your blood pressure at home with your own monitor is quick and easy and saves you having to make an appointment with your GP.

**Where?** There are a number of places you can purchase a blood pressure monitor including the [British Heart Foundation online shop](#).

## How Much?

Prices start from £19.00.

You can download and print a **blood pressure monitoring diary** from our website, just go to [www.odihamhealthcentre.co.uk](http://www.odihamhealthcentre.co.uk) and search "blood pressure diary" into the search function.



## NHS App Corner

*"My App isn't working!"*

- Use the contact form on the **NHS website** to reach the support team, as there is no phone number or online chat service for assistance <https://help.login.nhs.uk/contact>
- Access the help button in the **top right corner of the NHS app** for immediate support.
- Visit the **NHS app help and support page** for more information on using the app - <https://help.login.nhs.uk/>
- Come and see us! **Pop into Odiham Health Centre** on a Monday or Tuesday 10am-3pm and ask for the Digital Champion (or call ahead and arrange a convenient time).



# Walk & Talk Into the New Year!

Walk and Talk Counselling involves you and a Counsellor going outdoors 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 really help the process. There is no pressure from having someone looking at you while you are trying to talk or trying to find the right words.

They offer:

- Up to 10 counselling sessions on a weekly basis FREE of charge
- Sessions take place on a Friday in Fleet between 10:00 and 13:00hrs
- Sessions will always be at the same time and place and with the same counsellor each week
- Each counselling session is 50 minutes long

Find out more  
or self refer  
here



[www.hartvolaction.org.uk](http://www.hartvolaction.org.uk)

## Step into January with Hart Health Walks

**Hart Health Walks** are an excellent way to enjoy gentle exercise in a social and welcoming environment. The walks take place throughout the year except for the week(s) between Christmas and New Year and on Bank Holidays.

- **Mondays** in Hook: 10.30 – St John the Evangelist Church, London Road, Hook RG27 9EG
- **Tuesdays** in Crookham Village: 10.30 – Crookham Street Social Club, The Street, Crookham Village, Fleet GU51 5SJ – Short walk
- **Thursdays** in Odiham: 13.45 The Old School (Vine Church), London Road, Odiham, RG29 1AJ
- **Fridays** in Hartley Wintney: 10.30 – St John's Church Centre, Fleet Road/Green Lane, Hartley Wintney, RG27 8ED

Hart Health Walks

01252 815652

[healthwalks@hartvolaction.org.uk](mailto:healthwalks@hartvolaction.org.uk)

[www.hartvolaction.org.uk/community-services/hart-health-walks](http://www.hartvolaction.org.uk/community-services/hart-health-walks)



## Need urgent help for a mental health crisis?



call 111 and select the  
mental health option

It's not...

...Your fault, ever.

@RefugeCharity

Domestic abuse is a crime. It's not your fault, and it's not something you have to go through alone. The National Domestic Abuse Helpline at Refuge is available 24/7 on **0808 2000 247** or visit [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)

## Local Community Christmas Gift Appeal

Hook Christmas Gift Appeal were back this year again to make sure that every child in our community had a gift to unwrap this Christmas.

Staff at Odiham and Old Basing Health Centres came together and donated this lovely lot of presents!



## 2026 at a glance

### JANUARY

Start your New Year off with **Dry January** and go alcohol free for 31 days. For daily motivational emails download the Try Dry® app.

### FEBRUARY

**PPG meeting**, Wednesday 18<sup>th</sup> February - if you are a patient at Odiham and Old Basing and wish to attend please email the PPG [hiowicb-hsi.odihamhealthcentre-reception@nhs.net](mailto:hiowicb-hsi.odihamhealthcentre-reception@nhs.net)

### MARCH

**Ovarian Cancer Awareness Month**

**Learning Disability Health Reviews** - Anyone aged 14 or over who is on their doctor's Learning Disability register can have a free annual health check once a year. You can ask to go on this register if you think you have a learning disability. Check with reception if you or the person you care for is on the register.



**WISHING ALL OUR PATIENTS, FRIENDS AND FAMILIES A HEALTHY & PEACEFUL CHRISTMAS AND NEW YEAR**



**Odiham and Old Basing Health Centres.**