BARTLETT GROUP PRACTICE

Monthly NEWSLETTER

AUGUST 2026 / VOL. 036

As we enjoy the summer holidays, we'd like to remind patients to start thinking ahead to September and the return to school. If your child is due any vaccinations, requires medical forms to be completed, or you need to arrange any routine healthcare appointments, please don't leave it until the last minute, as this is one of our busiest times of the year.

We'd also like to let you know that, like many of our patients, some of our staff are taking their well-earned annual leave over the summer period. This means you may not always be able to see your usual GP or clinician, but please be assured that our team will continue to provide the care and support you need.

Thank you for your patience and understanding, and we hope you have a safe and enjoyable summer.

TOP NEWS

- Health Hero Club
- Patient Feedback
- You Said We Did
- Practice Stats



You Said: Visit page 5 to see your feedback

We Did: See what we did!



Did You Know?

Small changes can make a big difference to your health.

Just 10 minutes of brisk walking a day can help improve fitness, boost energy levels, and support heart health.

Why not invite a friend, family member, or neighbour to join you?



YOU SAID, WE DID

Following feedback received through our Friends and Family Test questionnaires, we have recently refreshed the toilet facilities at Frimley Green.





The area has been thoroughly cleaned, redecorated, and repainted, creating a much brighter and more welcoming space for our patients and visitors.

We would like to thank everyone who takes the time to provide feedback. Your comments help us identify trends, recognise what we are doing well, and highlight areas where improvements can be made.

If you receive a post-appointment questionnaire, please be assured that every response is read and considered, and where possible, used to help shape positive changes across the practice.

Medicine Cabinet Check

Summer is a great time for a quick home medicine cabinet review.
Take a few minutes to:
✓ Check expiry dates on medications
✓ Safely dispose of expired medicines via your local pharmacy
✓ Ensure medicines are stored in a cool, dry place
✓ Keep medications out of reach of children
Please do not place unwanted medicines in household waste or flush them down the toilet.



SEASONAL REMINDER:

THINK PHARMACY FIRST

Many common conditions can be treated quickly and conveniently by your local pharmacist, including:

- Sore throats
- Earache
- Sinusitis
- Infected insect bites
- Impetigo
- Uncomplicated urinary tract infections (in eligible patients)

Your pharmacist can provide advice, treatment where appropriate, and help you access the right care.

Kindness Corner

A small act of kindness can brighten someone's day.

This month, why not:

- Check in on a neighbour
- Call a friend you haven't spoken to in a while
- Offer help to someone who may need it
- Share a compliment

Supporting our wellbeing often starts with supporting one another.



Community Wellbeing Challenge - The August 30 Minute Move Challenge

This month, we're encouraging everyone to find 30 minutes each day to move more.

Your 30 minutes could include:

- Walking
- Gardening
- Cycling
- Swimming
- Dancing
- An exercise class

Physical activity can help boost mood, improve sleep, reduce stress, and support heart health.

Remember: every little bit counts, and it's never too late to get started.

TOP TIPS

Good health is often about the small things we do every day. Here are some simple tips to help you stay healthy and well:

- Eat a balanced diet with plenty of fruit, vegetables, and wholegrains.
- Enjoy the sunshine safely by wearing sunscreen and seeking shade when needed.
- Take care of your mental wellbeing by making time to relax and connect with others.
- Attend health appointments and screenings when invited.
- Seek support to stop smoking if you're ready to quit.
- Don't ignore persistent symptoms. If you're concerned about your health, seek advice early.

Surrey Liver Health Checks

NHS Royal Surrey NHS Foundation Trust

A free painless scan of your liver to see any fat or scarring with instant results

Eligibility Criteria:

You must be aged between 35-70 and match at least one of these criteria's:

- If your alcohol intake is greater than 14 units per week
- If you have type 2 diabetes or pre- diabetic
- If you have known or suspected fatty liver
- If you are overweight
- If you have a current or have previously had a blood borne virus (Hepatitis B / C)

Please refrain from eating or drinking for 2 hours before your FibroScan procedure. Water is allowed.

Bartlett Group Practice
Wharf Rd, Ash Vale
Aldershot
GU12 5BA

Scan this QR code to book your appointment

MORE INFORMATION:

01483 402679

rsch.surreyliverhealthchecks@nhs.net

https://www.royalsurrey.nhs.uk/surrey-liver-health-checks

July

PATIENT FEEDBACK

We like to collect patient feedback, not just because we have to, but because it helps inform the choices we make when it comes to service provision. It also helps us work out what is working and what maybe could be improved. Patient feedback is very much valued and we have introduced a board at each of our sites where feedback can be left.
Here's some of the feedback we received this month!

You said:	We responded:
Air con in the surgery.	Thank you for your suggestion regarding air conditioning in the surgery. We understand that the warmer temperatures can sometimes make the environment uncomfortable. Unfortunately, installing air conditioning would be a significant expense and is not something we are able to undertake at present. However, we are exploring alternative options, including the use of additional fans, to help improve comfort for both patients and staff during hotter periods.
The seating arrangement at the Frimley surgery could be improved	Thank you for your feedback regarding the seating arrangement at Frimley Green. We have listened to the comments received and have recently reconfigured the seating layout in the waiting room to make the space more comfortable and accessible for patients. We are also exploring options to add additional chairs to increase seating capacity. We appreciate your feedback, as it helps us identify areas where we can improve the patient experience.

We really value all patient feedback. After your appointment, you may receive a text inviting you to share your thoughts. We review these responses regularly to spot common trends and understand what truly matters to patients—not just what we think is best. This helps us shape care around our community's needs!

RECRUITING NEW PPG MEMBERS!

NEW MEMBERS NEEDED FOR PATIENT PARTICIPATION GROUP

Do you care about your health and the health of the wider community?

Do you have views on how the medical practice can provide a better service?

Then join the **Bartlett Group Practice Patient Participation Group**

The Bartlett Group Practice PPG meet quarterly at 2pm and are joined by the Surgery staff

What are the benefits of a Patient Participation Group?

For Patients:

- Improved healthcare
- Higher quality patient focused service and care
- Building strong relationships
- Ability to influence services being delivered and future services

For the Practice:

- A better understanding of what patients want
- Improved reputation through improving patient experience
- Better understanding of current problems
- Informed continuous improvement and re-design of services

What does the PPG do?

We will host several **health related events** to help patients have an overview of today's NHS services and to better understand how patients can help themselves.

We will run patient surveys throughout the year to gather your feedback on our services and help us understand what matters most to you.

We have set up a **PPG Facebook page** to help communication between the medical practice and patients.

We always welcome new faces

(who are registered at the Surgery). Please email us at FRIMLEYICB.BARTLETTGP.ADMIN@NHS.NET if you are interested in joining our group.

If you would initially prefer an informal chat with a member of the PPG to get more information, then please let us know.

Your voice matters! Help shape the future of your surgery.

Waiting Room PUZZLE



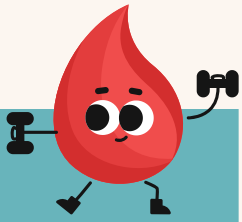
A Day at the Beach

Solve the following puzzle by finding all the hidden words!

E	U	C	U	E	A	M	U	K	R	E	S	B	T	H	V	E	B	W	U	M	S
L	A	B	C	U	S	I	O	I	L	S	A	R	E	M	I	S	W	A	V	E	S
O	I	T	E	A	E	M	K	T	H	L	K	T	U	A	R	B	I	A	H	B	H
U	I	I	I	B	A	D	O	E	S	A	L	S	S	R	C	T	R	S	T	T	O
C	S	U	O	D	P	W	L	T	E	S	W	R	L	L	R	H	A	W	V	L	V
S	S	A	H	D	E	L	N	F	R	I	S	B	E	E	G	S	B	S	E	C	E
B	T	A	G	L	S	C	H	F	M	M	P	C	T	C	M	N	B	A	A	F	L
U	R	S	U	M	M	E	R	S	N	I	A	H	E	B	W	S	L	C	L	A	S
N	E	L	L	S	E	R	U	S	E	S	N	C	C	P	C	E	N	C	I	L	S
N	S	W	I	M	M	I	N	G	G	U	B	D	S	N	N	L	S	A	U	L	B
I	L	E	E	F	T	I	M	C	S	C	W	T	E	B	A	E	E	S	E	B	H
S	E	D	C	L	E	I	B	F	T	U	S	O	H	B	R	O	F	T	N	S	O
U	E	A	N	R	A	G	S	T	U	S	N	E	C	B	O	O	A	L	A	T	E
S	L	E	I	D	A	S	U	R	G	U	M	B	R	E	L	L	A	E	M	E	B
S	A	T	M	E	U	B	F	A	M	L	N	B	L	U	A	C	E	N	R	W	B
S	S	T	A	R	F	I	S	H	R	I	S	C	S	O	C	N	O	E	S	I	E
M	S	E	F	L	N	I	N	I	L	D	G	I	E	S	C	T	U	C	E	C	A
I	A	I	H	M	C	N	P	I	C	N	I	C	I	E	B	K	U	R	E	R	C
S	N	W	S	N	A	C	K	S	C	L	I	S	K	N	G	B	L	N	E	S	S
G	D	W	S	S	R	I	L	I	I	E	T	L	T	M	A	L	S	A	I	R	U

SHELLS	WAVES	KITE	UMBRELLA
TOWEL	SUNBLOCK	PICNIC	SWIMSUIT
BOAT	SUMMER	OCEAN	SURFING
SNACKS	STARFISH	SWIMMING	CRABS
SHOVEL	TIDE	FRISBEE	BEACHBALL
SCUBA	SAND	CASTLE	LIFEGUARD

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BLOOD PRESSURE

Whilst you're waiting for your appointment, why not check your blood pressure on one of our machines in the waiting room? Knowing your numbers is important to ensure your blood pressure is in range, and helps keep you healthy!



KIDS CORNER!

Welcome To The Health Hero Club

Hello Health Heroes!
Welcome to this month's Kids' Corner. Can you complete all three activities?



Dr Detective: The Case of the Tired Tiger

Tommy the Tiger is on summer holiday, but he's feeling tired every day.
Here's what Tommy has been doing:

- Staying up late playing computer games
- Drinking lots of water
- Eating sweets just before bed
- Playing outside with friends
- Watching TV in bed

Can you spot 3 things that might be making Tommy feel tired?

Answers: _____

August Health Hero Challenge

Can you complete this Summer Challenge?

- ☐ Drink water instead of fizzy drinks for one whole day
- ☐ Spend 30 minutes playing outside
- ☐ Try one new fruit or vegetable
- ☐ Help make a healthy snack
- ☐ Get a good night's sleep

I completed my Health Hero Challenge!
Name: _____



Could It Be True?

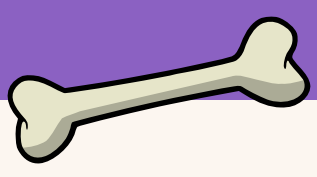
Read the facts below and guess whether they're TRUE or FALSE!

1. Your heart is about the same size as your fist. ☐ True ☐ False
2. Humans have three lungs. ☐ True ☐ False
3. Laughing can make you feel happier. ☐ True ☐ False
4. You blink over 10,000 times a day. ☐ True ☐ False

Answers (don't peek until you've guessed!):
True
False (We have two lungs!)
True
True

Amazing Body Fact!

Did you know?
A child's body has around 300 bones when they are born. As they grow up, some bones join together and adults end up with 206 bones!
Pretty amazing, isn't it?





BGP RECOMMENDS: TURKEY BURGERS

INGREDIENTS

- 450g minced turkey
- 1 small onion, very finely chopped
- 1 carrot, grated
- 50g sweetcorn
- 2 teaspoons dried mixed herbs
- 1 pinch ground black pepper
- 4 standard burger buns, cut in half
- 2 handfuls lettuce leaves
- 8 tomato slices



METHOD

1. Preheat the grill to a medium-high heat. Put the turkey meat, onion, carrot, sweetcorn and herbs into a large bowl. Season with some pepper and mix together – you can do this with your hands if you like.

If your family likes things spicy, add a pinch of chilli powder to the burger mixture.

2. Grill the burgers for 12 to 15 minutes, turning them over once, until browned and cooked through. Remove from the grill and let rest for a couple of minutes.

3. While the cooked burgers are cooling, lightly toast the burger buns under the grill on the cut side only. Put some lettuce on the bottom halves and place the burgers on top. Add 2 slices of tomato onto each one and cover with the top half of the bun.

Use vegetarian mince to make these meat-free.

Beat the heat with fresh, homemade ice lollies.

To make them, use water with fresh fruit and freeze, or blend fruit into a puree and freeze





Bartlett Group Practice

APPOINTMENT DATA FOR JULY (1ST - 31ST)

Want to know what we've been up to? Here's a snapshot:



28,435

Patients currently registered



1441

Nurse and HCA appointments



6715

Patients contacted by the practice via telephone



8927

Repeat medication requests



1655

Patient telephone calls by the clinical team



2434

Face to face appointments with a GP



299

Patients did not attend their scheduled appointment



990

Referrals completed



1439

Blood appointments with a phlebotomist



167

Cervical smear appointments completed