BARTLETT GROUP PRACTICE

Monthly NEWSLETTER

JULY 2026 / VOL. 035

As we move into the summer months, we wanted to share a few updates and helpful reminders to support your health and wellbeing.

With longer days and warmer weather, it's a great time to get outside, stay active, and enjoy time with family and friends. We've included some tips in this issue to help you stay safe in the sun and make the most of the season.

We also kindly ask that you continue to help us by planning ahead where possible—whether that's ordering repeat prescriptions in good time or cancelling appointments if you're unable to attend, so they can be offered to someone else.

We hope you find this newsletter useful and wish you a happy, healthy start to the summer.

TOP NEWS

- Kids Corner
- BGP Recommends
- Summer Preparation
- June Patient Feedback



You Said: Visit page 5 to see your feedback

We Did: See what we did!



Alcohol Awareness Week
6th - 12th July

This Alcohol Awareness Week, is a chance to think about how alcohol can affect our health and wellbeing. Even small changes, such as having a few alcohol-free days each week, can improve sleep, boost energy levels and support overall health.

If you're concerned about your drinking, or would like advice and support, please speak to a member of our team.

A Summer Reminder

As we head into the summer months, we'd like to gently remind our patients that our doctors and staff have families too and may take some time off to rest, recharge, and spend time with loved ones. Taking regular breaks helps them stay well and continue providing the best possible care for you.

We do our very best to maintain appointment availability throughout the holiday period and ensure cover is in place. However, we kindly ask for your understanding and patience at busier times — our team are human too and benefit from time to recharge.

Thank you, as always, for your continued support.

Looking After Your Mental Health

This month is a good reminder that mental health matters for everyone. If you've been feeling low, anxious, or overwhelmed, you're not alone. Talking to someone you trust or reaching out for support can really help—please contact us if you need advice or support.

Know Your Body

Some health conditions can be harder to spot, so it's important to pay attention to any changes in your body. If you notice anything unusual that doesn't go away, it's always best to get it checked. Early advice can make a big difference.

Self-Care Matters

Taking care of yourself doesn't have to be complicated. Small steps like getting enough sleep, eating well, staying active, and taking time to relax can all help improve your wellbeing. Make time for yourself—you deserve it.

Stay Safe in the Sun

With the warmer weather, it's important to take care in the sun. Try to use sunscreen (SPF 30 or higher), wear a hat and sunglasses, and stay in the shade during the hottest part of the day (11am–3pm). Don't forget to drink plenty of water to stay hydrated.

Are You Going Away?

If you're planning a trip abroad this summer, a little preparation can help keep you safe and well while you're away.

Before You Travel, Remember:

Are your travel vaccinations up to date?

- Some destinations require specific vaccinations. Please check well in advance of your trip, as some vaccines need time to take effect.

Have you applied for your free GHIC?

- A Global Health Insurance Card (GHIC) gives you access to state healthcare in many European countries at a reduced cost or sometimes for free. It's quick to apply online and is completely free.

Do you have travel insurance?

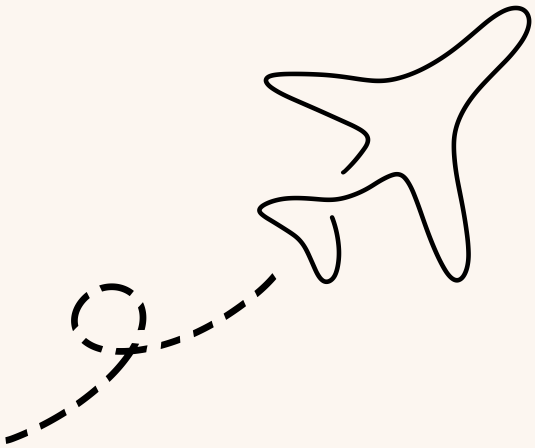
- A GHIC is not a substitute for travel insurance. Make sure you have appropriate cover for medical care, cancellations, and emergencies while abroad.

Do you have enough medication?

- Order repeat prescriptions in good time and take enough with you for your whole trip.

Top Tip: Plan ahead early to avoid last-minute stress and ensure you're fully prepared to enjoy your holiday.





TOP TIPS

For Keeping Cool in Hot Weather

1. Stay hydrated. Drink plenty of water throughout the day, even if you don't feel thirsty.
2. Cool down with ice treats. Try homemade ice lollies – use water with fresh fruit and freeze, or puree fruit and freeze.
3. Keep your home cool. Close curtains or blinds during the day and open windows in the evening when it's cooler.
4. Avoid the hottest part of the day. Stay in the shade between 11am and 3pm when the sun is strongest.
5. Use sun protection. Apply sunscreen regularly and wear a hat when outdoors.

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

June

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:
Put air conditioning in all rooms in Practice	Whilst we appreciate the suggestion and would of course like to be able to offer this, unfortunately it isn't something we can implement in practice. There are significant costs associated not only with installing air conditioning but also with its ongoing maintenance. In addition, we do not own the Ash Vale building, which means we are limited in the changes we can make to the premises. For these reasons, it is not something we can take forward at this time.
If there are any no-shows, can you try to get ahead on the schedule and add an extra urgent appointment online—ideally around an hour after the missed slot.	Thank you for the suggestion. Unfortunately, this isn't something we're able to implement. Missed appointments are a significant issue for the NHS, with a no-show GP appointment costing on average around £30. However, in practice, it's very difficult to recover this time in a meaningful way. We usually only know a patient hasn't attended at the point their appointment is due, which doesn't give us enough time to safely offer that slot to someone else. In addition, our clinics are already fully booked and we don't have the capacity to absorb extra appointments. Creating additional urgent slots would mean adding an extra 10–15 minutes per patient into an already full day, which simply isn't feasible. We don't have spare time within the schedule, and unfortunately we can't extend the working day to accommodate more appointments. While we absolutely recognise the impact of no-shows, at present we're not in a position to create additional appointments around them.

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.

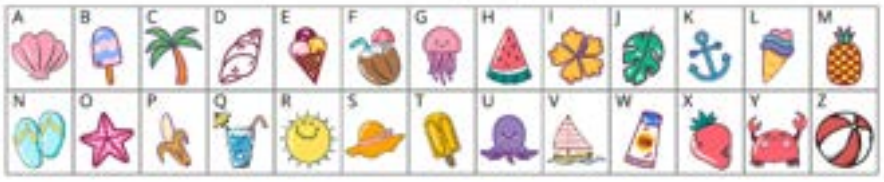
If you would initially prefer an informal chat with a member of the PPG to get more information, then please let us know.

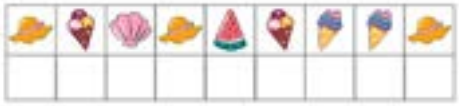
Your voice matters! Help shape the future of your surgery.

Waiting Room PUZZLE

Summer Cryptogram

Can you find the words by using the key below?



1. 

2. 

3. 

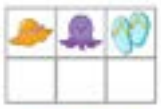
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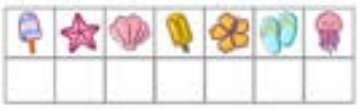
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9. 

10. 

11. 

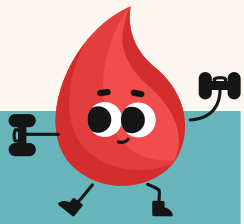


12. 

13. 

14. 

LetsDoPuzzles.com - For personal use only



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!

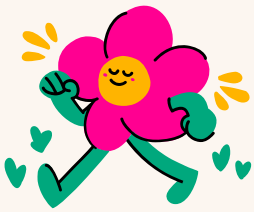
Stay Healthy This Summer!

Summer is a great time to get outside, play, and have fun—but it's also important to look after your health! Here are some easy ways you can stay happy and healthy over the holidays:



Drink Plenty of Water

When it's warm, your body needs more water. Try to drink regularly throughout the day—even if you don't feel super thirsty!



Keep Moving

Whether it's running around in the park, riding your bike, dancing, or playing football—being active helps keep your body strong and your mind happy.



Sun Safety Matters!

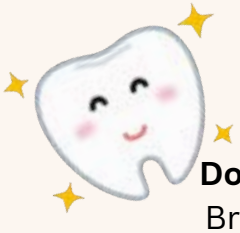
If you're out in the sun, don't forget:

- Sunscreen (SPF 30 or higher)
- A hat
- Take breaks in the shade



Eat the Rainbow

Try to eat lots of different fruits and vegetables—different colours help your body in different ways!



Rest and Recharge

Make sure you're getting enough sleep, even during the holidays. Your brain and body need time to rest and grow.



Don't Forget Your Teeth!

Brush your teeth twice a day for two minutes—morning and night—and keep those smiles shining bright!



Challenge of the Month:
Can you drink 6–8 glasses of water a day and try 3 different fruits or vegetables this week? See if you can beat your family!



BGP RECOMMENDS: CARIBBEAN CHICKEN SALAD

INGREDIENTS

- 150g easy-cook long grain white rice
- 150g pineapple pieces in natural juice, drained
- 2 bananas, sliced
- 100g red or green seedless grapes
- 25g sultanas
- 1 tablespoon lemon juice
- 4 tablespoons low-fat natural yoghurt
- 1 teaspoon reduced-fat mayonnaise
- 250g cooked chicken, chopped
- 1 pinch ground black pepper
- 1 handful lettuce leaves, shredded



METHOD

1. Cook the rice in a saucepan of gently boiling water for about 15 minutes, until tender. Drain and rinse under cold water to cool quickly, then drain again.

2. Mix together the rice, pineapple, bananas, grapes, sultanas or raisins and lemon juice.

3. In a large bowl, mix together the yoghurt and mayonnaise. Add the rice mixture and chicken. Season with pepper and mix well.

4. Arrange the lettuce on 4 serving plates and share the chicken mixture between them. Serve at once.





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 JUNE (1ST - 30TH)

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



28,421

Patients currently registered



6602

Patients contacted by the practice via telephone



1720

Patient telephone calls by the clinical team



309

Patients did not attend their scheduled appointment



1420

Blood appointments with a phlebotomist



1368

Nurse and HCA appointments



8715

Repeat medication requests



2647

Face to face appointments with a GP



982

Referrals completed



152

Cervical smear appointments completed