

## MONTHLY NEWSLETTER

OCTOBER 2023 / VOL . 002



### TOP NEWS

- You Said, We Did
- Positive Feedback
- BGP Recommends

### A MASSIVE THANK YOU!

We'd like to thank one of our patients for their amazing donation bestowed to Bartlett Group. They have provided a brand new Doppler Machine which will help to halve the current appointment time for this procedure, making for more available clinic time for nurses and speedier appointments for patients.

We are very grateful for this kind donation and hope it will help the community and our services significantly.



### Patient Participation Group

The PPG met for the second time in September. We are hoping to work together on some great ideas, and welcome feedback from them as the voices of the community. We are looking forward to working with them and organising some patient surveys and workshops to help with our community engagement.

**YOU SAID**

**WE DID**

You said: It can be hard to book a telephone appointment online.

We did: We have now changed the availability of our online bookable telephone calls. This will be staggered in their release so appointments are available sooner as well as ahead of time.

## Positive Feedback

We love knowing we've helped you, and wanted to share some of the positive comments we've received this month:



"Happy with appointments. Everyone is nice and polite to us and we get good care. Thank you."



"Practice very helpful and understanding."



"Reception very helpful and sorted problem quickly."



"Reception and medical staff always very helpful and courteous."



"Friendly helpful receptionist, listened to what I was saying and tried hard to help."



"Helpful either by coming into surgery or on the phone."



"You've been so lovely, kind and thorough. The nurses in the treatment room are all lovely also."



## ASHES GOOD NEIGHBOUR SCHEME

The Ashes is a group of local volunteers who will help older residents of Ash and Ash Vale get to their doctor or hospital appointments, or maybe take someone to the hairdressers or to the shops.

Over the last year they have been recruiting volunteers who are happy to be drivers or duty officers, and who will take the phone requests for assistance.

They are due to launch the service again shortly, so more information to follow in our next edition of the patient newsletter.

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**This month we've expanded our team to include some new faces:**

1 Advanced  
Nurse  
Practitioner

4  
Receptionists

2 Clinical  
Pharmacists

7 GP  
Trainees



## TOP *tips*

With Halloween just around the corner, there's likely to be lots of sweet treats around, but you don't have to miss out because of diabetes. Here's some tips to help out:

1. Try not to eat all the treats whilst out and about—why not bring them back and share them out.
2. Testing—keep an eye on your blood glucose levels. You can see how different foods affect you.
3. Make sure you're still enjoying a healthy, balanced diet. Wholegrain starchy carbohydrates like granary bread, wholemeal pasta or brown rice are great for long-lasting energy.
4. Be prepared. Make sure you've got something with you to treat a hypo.
5. Avoid sugary drinks, or opt for sugar free.

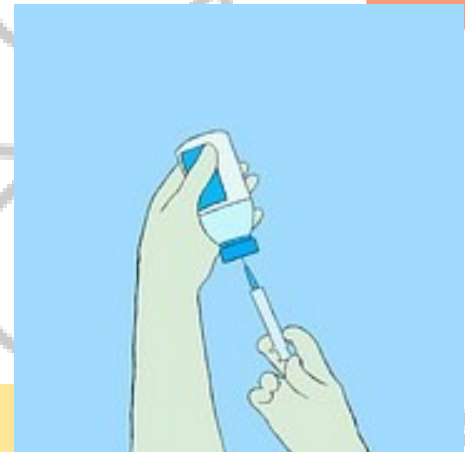
# VACCINATIONS



We've had lots of positive feedback about our flu clinics that have been running so far! It's been great to hear patients having a good experience and we love hearing about it. We're still booking for flu vaccines so if you're eligible and not yet booked in, contact us!

## COVID VACCINATIONS

### *Autumn Campaign*



The Autumn campaign for covid vaccinations has started up.

We are currently offering vaccination at Camberley Health Centre, but please contact us at Bartlett or use the text ink sent to you to book.

You are eligible for the booster if you are aged 65+, or in a clinical risk group.

#### **Why should I get an autumn booster?**

Vaccines help to protect against severe illness, hospitalisations and deaths from Covid.

People who received an autumn booster vaccine last year were around 53% less likely to go to the hospital with Covid in the two to four weeks after getting vaccinated, compared to those who didn't get a booster.

Last year's autumn booster programme saw almost 84% of over-80s vaccinated and more than 73% of 65-70-year-olds, protecting the most vulnerable and helping us to live with Covid.

# FLU VACCINATIONS

(Yes, it is that time of year again!)

We are currently taking bookings for our flu vaccination clinics. If you are eligible you will receive an invite either by text or letter from us.

To be eligible you must be aged 65+ (or 65 before the end of March 2024), or under 65 but clinically at risk.

We are running clinics from both of our sites in Frimley Green and Ash Vale.

If you're not sure if you're eligible, take a look at the criteria below:

- all those aged 65 years and over
- those aged 6 months to under 65 years in clinical risk groups \*
- pregnant women
- those in long-stay residential care homes
- carers, those in receipt of carer's allowance or main carer of an older or disabled person
- household contacts of immunocompromised individuals
- frontline health and social care staff

\* Clinical risk groups included are: Chronic respiratory disease (asthma only that requires repeated use of steroids), COPD, Chronic heart disease and vascular disease, Chronic kidney disease, Chronic liver disease, Chronic neurological disease, Diabetes and adrenal insufficiency, Immunosuppression, Asplenia or dysfunction of the spleen, Pregnancy, Morbid obesity (BMI of >40kg).

## PREVENT THE SPREAD OF THE FLU

Besides getting vaccinated, the CDC recommends taking these steps:



■ **Avoid contact** with sick people.



■ If you have flu-like symptoms, **stay home** until 24 hours after the symptoms disappear.



■ Disinfect surfaces and **wash your hands** often with soap and water.



■ **Avoid touching** your eyes, nose and mouth, as germs spread faster that way.



■ **INSTEAD**, cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue away.



## Bartlett Group Recommends..... Chilli Con Carne

### Ingredients

300g extra-lean minced beef  
1 large onion, finely chopped  
2 garlic cloves, finely chopped  
400g chopped tomatoes  
2 tablespoons tomato purée  
2 teaspoons chilli powder  
1 teaspoon ground cumin  
1 red pepper, deseeded and chopped  
2 handfuls of cup or button mushrooms, sliced  
410g red kidney beans, drained  
150ml reduced-salt vegetable or chicken stock  
300g easy-cook white or brown rice  
1 pinch ground black pepper



### Method

1. Heat a large saucepan and add the minced beef, a handful at a time, cooking it until browned. Add the onion and garlic, then cook for another 2 to 3 minutes.

Information:

Turkey mince also makes an excellent chilli – and it's lower in fat too. If you want to keep things vegetarian, substitute the minced beef with vegetarian mince, or try our tasty veggie chilli recipe.

2. Add the chopped tomatoes, tomato purée, spices, red pepper, mushrooms, kidney beans and stock. Stir well, bring to the boil, then lower the heat and simmer gently for 15 to 20 minutes.

3. Meanwhile, cook the rice according to pack instructions.

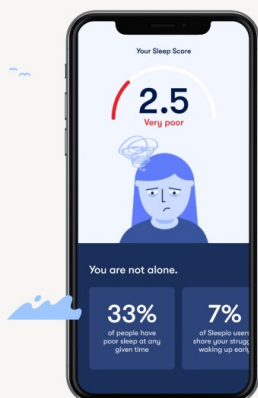
4. Season the chilli with pepper and serve with the boiled rice.

Information:

Chilli makes a really versatile topping or filling, and is also great for reheating leftovers. So instead of rice, try serving with baked potatoes, topped with a spoonful of low-fat plain yoghurt and some chopped cucumber and tomatoes – or in a wholewheat wrap.

## How Sleepio works

*It's clinically proven*



### 1. Discover your Sleep Score

Take our questionnaire to identify your sleep problems

### 2. Build your treatment program

### 3. Incorporate expert techniques

### 4. Track your improvement

## Sleepio

Sleepio is a six-week clinically proven program used to treat insomnia, at no cost to you.

Poor sleep is typically triggered by stressful events. For some, that experience may develop into unhelpful thoughts and behaviours that further worsen sleep problems. CBT helps people learn techniques to break this cycle.

Sleepio is available online or through their app.

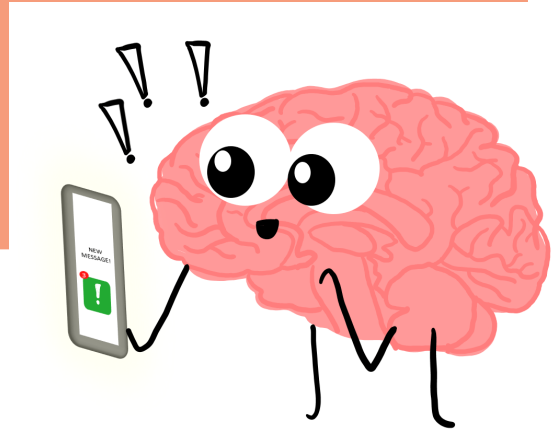
## Appointment Reminders via Text

We are aware that texts to confirm booked appointments are going to patients saying to expect a call from 07:30. We'd like to advise that all our calls are after 08:00 and not before this time.

This is known issue with the text service provider we use and is unfortunately not currently alterable. We have been liaising with them to try to rectify this to make it clearer for patients, but currently this is not possible.

If you have requested a certain timeframe, this will still be in place.

We apologise for any confusion this may cause you.



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## We're on Facebook!

Why not give us a like or a follow?

We post helpful and up to date information about what's going on in the practice as well as useful links to helpful websites and apps.

You can find us by searching  
[@BartlettGroupPractice](#)



## Practice Stats

Over the month of September (1st—29th) we have had:

**21,206** phone calls into the practice

**8833** medication requests

**281** people did not attend their booked appointment

We also have:

**28,262** patients registered with us

**17,742** patients using online access

**2142** Flu vaccines given