BARTLETT GROUP PRACTICE

Monthly NEWSLETTER

NOVEMBER 2026 / VOL. 039



TOP NEWS

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



You Said: Visit page 5 to see your feedback

We Did: See what we did!



Did You Know?

Your local pharmacy can treat 7 common conditions through NHS Pharmacy First, often without needing a GP appointment.

These include sore throat, sinusitis, earache, impetigo, infected insect bites, shingles and some UTIs. *

💊 Your pharmacy could be your first stop!

*Age and eligibility criteria apply.

REMEMBRANCE DAY & SUPPORT FOR VETERANS

As Remembrance Day approaches, we take time to honour and remember the bravery, service and sacrifice of members of the Armed Forces community, past and present.

As a Veteran Friendly GP Practice, we are committed to supporting veterans, serving personnel and their families. If you have served in the UK Armed Forces, please let a member of our team know so this can be recorded on your medical record. This helps us ensure you receive the support and services available to the veteran community.

There is a range of dedicated support available for veterans, including Op COURAGE, the NHS mental health and wellbeing service for military veterans, service leavers and reservists. Whether you're struggling with your mental health, adjusting to civilian life, or simply need someone to talk to, help is available.

This Remembrance Day, we proudly stand with our Armed Forces community and thank all those who have served.

Lest We Forget. 🌺

📋 Don't Put It Off!

Have you been asked to send us information such as your height, weight or blood pressure, or to book in for a blood test?

If so, please make every effort to get it done.

This information is often needed as part of your annual review, helping your doctor or nurse check that your condition is being managed appropriately and that everything is still on track. Missing information can make it harder for us to review your health and ensure you're receiving the best possible care.

✅ Complete your readings
✅ Book any requested blood tests
✅ Send the information back to us promptly

A few minutes now can help us keep you healthy and may avoid delays in your care. Thank you for helping us help you! 💙

SEASONAL REMINDER:

NOVEMBER WELLBEING: STAYING HEALTHY AS WINTER APPROACHES

As the days become shorter and colder, it's important to look after both your physical and mental wellbeing. A few simple habits can help you stay healthy throughout November:

- Get outside during daylight hours whenever possible
- Keep active, even if it's just a short walk
- Eat a balanced diet with plenty of seasonal fruit and vegetables
- Stay warm and dress appropriately for the weather
- Make time to relax and recharge

Small everyday choices can help us feel our best as we head towards winter.

Kindness Corner

Spread a Little Warmth This November - the colder months can be a difficult time for some people. Small acts of kindness can make a real difference.

Why not:

- Check in with a colleague or friend
- Offer to make someone a hot drink
- Thank someone for their hard work
- Share a positive comment or compliment
- Offer support to someone who may be struggling
- Invite someone to join you for a walk or lunch break

Community Wellbeing Challenge - The November Fresh Air Challenge

This month we're encouraging everyone to make the most of daylight hours and keep moving despite the colder weather.

Your challenge could include:

- Taking a brisk walk during your lunch break
- Going for a weekend countryside walk
- Exploring a local park or nature trail
- Walking instead of driving for short journeys
- Spending 10 minutes outdoors each day
- Enjoying the autumn colours before winter arrives

Every little bit of movement counts. Wrap up warm and get some fresh air whenever you can.

TOP TIPS

Good health is built through small daily habits. This month's tips are:

✅ Make the most of natural daylight.
✅ Keep moving regularly throughout the day.
✅ Stay hydrated, even when it's cold.
✅ Aim for good quality sleep.
✅ Reach out to friends, family or colleagues if you're feeling stressed.
✅ Be kind to yourself as well as others.

Small healthy habits today can help you feel happier and healthier all winter long.

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

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

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)

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

October

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:
If you can't get through to the patient, leave a message in a text message or voice message. ?	As a practice, we generally do not leave voicemail messages unless we have your specific consent recorded on our system. This is to protect patient confidentiality and comply with data protection requirements. We must consider situations where someone else may have access to a patient's phone or voicemail, or where leaving a message could unintentionally disclose information. This is particularly important where there may be safeguarding or domestic abuse concerns. If you would like us to leave voicemail messages for you in future, please let us know and we can record your preference on your medical record. Thank you for your understanding.
I can see adults books by reception why not consider some children books that parents can read to their kids whiles waiting	We would love to offer a wider range of books in our waiting rooms, however we rely on kind donations from patients to stock our book shelves. If anyone has good-quality children's books they no longer need, we would be very grateful to receive them. In the meantime, we do have activities available in our waiting rooms that children can enjoy with their parents while they wait, so younger visitors aren't left out.
More appointments, it took a while to get this one!	We understand that waiting for an appointment can be frustrating. While we work hard to provide as many appointments as possible, demand can be particularly high during holiday periods and at certain times of the year. Unfortunately, appointments can also be lost when patients do not attend or cancel at short notice, which impacts availability for others. We also need to balance staffing levels, manage sickness absence, and ensure our team can take well-deserved annual leave. In addition, we are limited by the size of our buildings and the number of clinicians and staff we can safely accommodate at any one time. Please be assured that we continually review our appointment capacity and do our best to make as many appointments available as possible for our patients. Thank you for your understanding.

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.

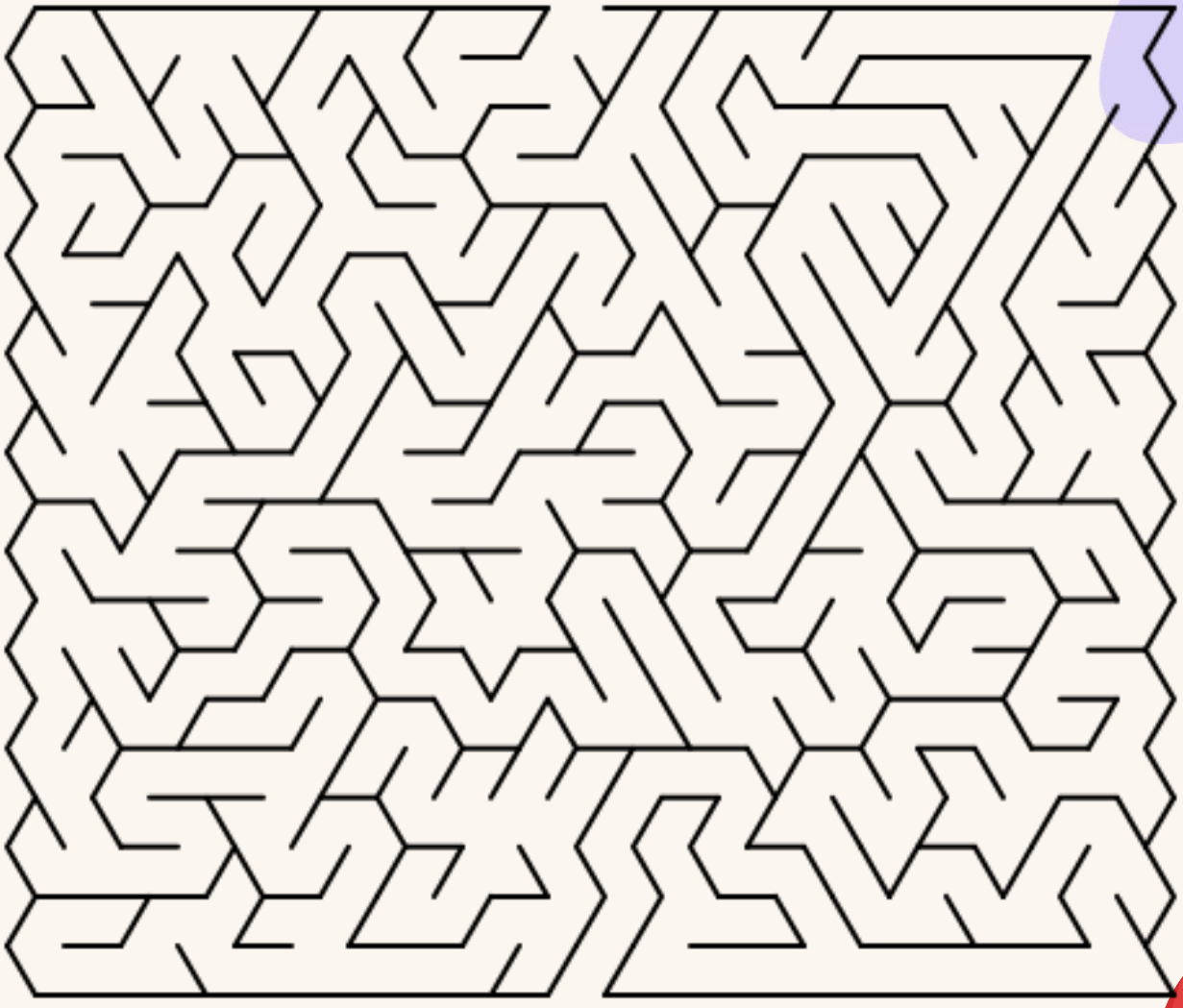
Your voice matters! Help shape the future of your surgery.

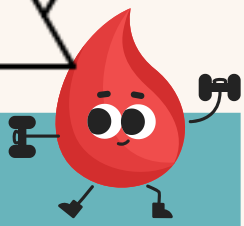
Waiting Room PUZZLE

Keep Your Brain Active This Winter! 🧠

Just a few minutes each day spent on puzzles can be a fun way to challenge your mind and pass the time.

Happy puzzling! 😊





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

🎃 HALLOWEEN TREATS AND HEALTHY SMILES

Did you receive lots of sweets this Halloween? It's okay to enjoy a treat now and then, but don't forget to look after your teeth and your health too!

🦷 Remember to brush your teeth twice a day, especially before bed.

🍎 Try to balance sweet treats with plenty of fruit, vegetables and healthy meals.

💧 Drink water throughout the day instead of sugary drinks.

🎃 If you have lots of sweets left over, try enjoying them a little at a time rather than all at once.

😁 Looking after your teeth now helps keep your smile healthy and bright for the future!

Enjoy your Halloween treats, but don't forget your healthy habits too! 🎃🦷🍏

NOVEMBER CHALLENGE

CAN YOU COMPLETE THESE THIS WEEK?

- EAT ONE PIECE OF FRUIT EVERY DAY
- GO FOR A FAMILY WALK
- DRINK PLENTY OF WATER
- HELP SOMEONE AT HOME
- SPEND TIME PLAYING OUTSIDE
- READ A BOOK FOR 10 MINUTES

HOW MANY CAN YOU TICK OFF?

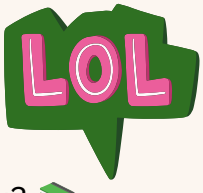


🩺 DON'T BE SCARED OF THE DOCTOR!

It's normal to feel a little nervous about visiting the doctor or nurse, but we're here to help!

⭐ Ask questions if you're not sure about something.
⭐ Tell us if you're feeling worried.
⭐ Bring a parent or trusted adult with you.
⭐ Remember, we're here to help you stay healthy and feel your best.

Your healthcare team is friendly, helpful, and always on your side! 😊💙🩺



Why did the student eat their homework? 📚
Because the teacher said it was a piece of cake!



BGP RECOMMENDS: CARROT SOUP

INGREDIENTS

- 1 large onion, chopped
- 8 carrots (about 500g), washed and chopped
- 1.2 litres reduced-salt vegetable stock
- 100g lower-fat soft cheese
- 1 pinch ground black pepper (optional)
- small bunch of fresh coriander, chopped (optional)

METHOD

1. Put the onion and carrots into a large saucepan with the stock, and bring to a boil.

This recipe works well with more or less any root veg – so instead of carrots, try butternut squash, swede, sweet potato or parsnip.

2. Reduce the heat and simmer, partially covered, for 20 to 25 minutes, or until the vegetables are tender.

3. Blend the soup to a purée using a handheld stick blender – or transfer to a food processor or blender and whizz until smooth. Add most of the soft cheese and blend again until it is thoroughly mixed in.

4. Reheat gently, then serve, garnished with the remaining cheese, a little black pepper and some scattered coriander (if using). Enjoy with a slice of wholemeal bread.

Soup is the perfect meal for batch cooking and leftovers. Just cover, cool, refrigerate and eat within 3 days – or freeze for up to 2 months. Make sure you reheat it thoroughly before serving.





Bartlett Group Practice

APPOINTMENT DATA FOR OCTOBER(1ST - 31ST)

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



28,451

Patients currently registered



6350

Patients contacted by the practice via telephone



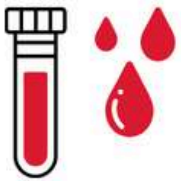
1729

Patient telephone calls by the clinical team



392

Patients did not attend their scheduled appointment



1351

Blood appointments with a phlebotomist



1427

Nurse and HCA appointments



8975

Repeat medication requests



2666

Face to face appointments with a GP



955

Referrals completed



139

Cervical smear appointments completed