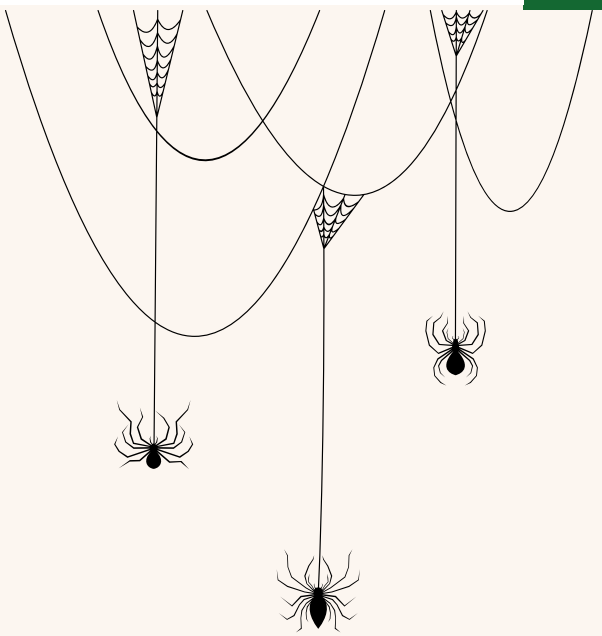
BARTLETT GROUP PRACTICE

Monthly NEWSLETTER

OCTOBER 2026 / VOL. 038

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!

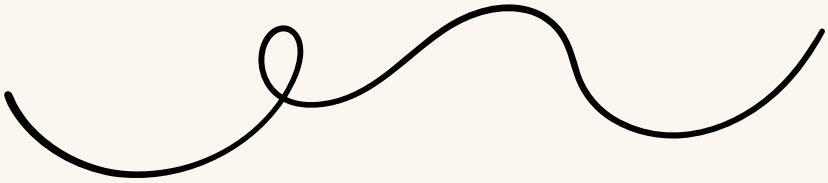
*Age and eligibility criteria apply.

UPPER RESPIRATORY TRACT INFECTIONS – WHEN SHOULD I SEEK MEDICAL ADVICE?

Upper respiratory tract infections (URTIs), such as coughs, colds and sore throats, are extremely common, particularly during the autumn and winter months. Most are caused by viruses and get better on their own with time. Rest, plenty of fluids and simple pain relief such as paracetamol or ibuprofen, where appropriate, can help relieve symptoms. Antibiotics do not work against viruses and, in most uncomplicated infections, do not make symptoms settle more quickly; unnecessary antibiotics can also cause side effects and contribute to antibiotic resistance. A cough can sometimes last for 2–3 weeks even when you are otherwise recovering well.

It is important, however, to seek medical advice if symptoms are getting significantly worse rather than better, if you develop persistent or worsening fever, chest pain, increasing breathlessness, or difficulty breathing, or if you are unable to maintain adequate fluid intake. People with significant long-term medical conditions or weakened immune systems may also need earlier assessment. If you are unsure what to do, your local pharmacist is an excellent first point of contact for advice about common respiratory illnesses, and NHS 111 can provide urgent advice when your GP surgery is closed. If someone is struggling to breathe, becomes very drowsy or difficult to wake, develops blue/pale or mottled skin, or appears seriously unwell, call 999 or attend A&E.

You can visit Healthier Together for more information:
https://www.healthiertogether.nhs.uk/child-under-12-years



🩺 KNOW YOUR NUMBERS! WEEK

Know Your Numbers! Week is a national campaign encouraging people to check their blood pressure and understand what their numbers mean. High blood pressure often has no symptoms, but if left untreated it can increase the risk of heart attack, stroke, kidney disease and other serious health conditions.

This September, take a moment to learn your blood pressure reading and make sure you're keeping on top of your health. Small steps, such as staying active, eating a balanced diet, maintaining a healthy weight and reducing alcohol intake, can make a big difference to your heart health.

Knowing your numbers could help protect your future health. If you have concerns about your blood pressure, please contact the practice for advice.

SEASONAL REMINDER:

AUTUMN WELLBEING: STAYING HEALTHY THIS OCTOBER

As the days get cooler and darker, a few simple habits can help the whole family stay healthy and well this autumn:

- Get outside for some fresh air each day
- Keep active, even when the weather changes
- Eat a varied and balanced diet
- Keep a regular sleep routine
- Remember coats and layers on chilly days

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

Kindness Corner

Make Someone Smile This October 🍂

A small act of kindness can make a big difference.

Why not:

- Check in on a neighbour or relative
- Give someone a compliment
- Help someone with a small task
- Say thank you to someone who has helped you
- Invite someone along on an autumn walk

Kindness costs nothing, but can mean so much.

Community Wellbeing Challenge - The Autumn Walk Challenge

This month, we're encouraging everyone to get outdoors and enjoy an autumn walk.

Your challenge could include:

- Taking a family walk at the weekend
- Exploring a local park
- Walking a short journey instead of driving
- Going for a lunchtime walk
- outside with friends
- Walking the dog
- Looking out for autumn colours along the way 🍁

Even a little extra movement counts. Wrap up warm, get outside and enjoy October!



TOP TIPS

Good health is built through simple daily choices. This month's tips are:

✅ Keep active as the days get shorter.
✅ Make time to get outdoors and enjoy some daylight.
✅ Drink plenty of water, even when the weather is cooler.
✅ Keep a regular sleep routine.
✅ Check whether you are up to date with any routine appointments or vaccinations.
✅ Take time to check in with friends, family and neighbours.

Small healthy habits today can make a big difference tomorrow. 🍂

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

September

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:
Being seen on time....if possible. 10 mins slot allocation doesn't appear to be long enough.	Thank you for your feedback. We appreciate that waiting beyond your appointment time can be frustrating. All of our appointments are allocated 15 minutes; however, occasionally a clinician may need additional time with a patient depending on their individual needs, which can result in unavoidable delays. We appreciate your patience and understanding.
Please don't move locations of appointments without contacting patients to check it's okay.	Thank you for your feedback. We always endeavour to contact patients by text, telephone or email if there are any changes to their appointment. Please ensure your contact details are up to date with the Practice so that we can reach you when needed.
The pronunciation of my name is always wrong when announced in the waiting room.	Thank you for bringing this to our attention. Unfortunately, our waiting room system has limitations and, although we can amend certain syllables, we are unable to correct the pronunciation of every name. We do apologise and appreciate 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



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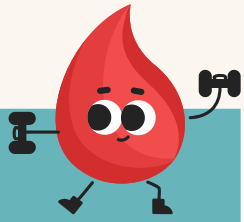


OCTOBER WORD SEARCH

Solve the following puzzle by finding all the hidden words!

APPLES
AUTUMN
BAT
BONFIRE
CANDY
COSTUME
FALL
HALLOWEEN
HARVEST
HAYRIDE
LANTERN
LEAVES
OWL
PUMPKIN
SCARECROW
SKELETON
SPIDER
WITCH

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!

Welcome To The Health Hero Club

Hello Health Heroes! 👋
October is here! 🍁
This month, we've got some fun challenges to test your healthy habits, super spotting skills and brilliant brainpower!
Can you complete all three and become an October Health Hero? 🦸⭐



Spot the Healthy Habits

Which of these are healthy choices? Circle them! ⭕
🍎 Eating some fruit
💧 Drinking water
🪥 Brushing your teeth twice a day
📱 Staying on a screen all day
😴 Getting a good night's sleep
🍫 Eating sweets for every meal

Answers: 😴 🪥 💧 🍎

How many of these can you spot this month? 🔎

Can you find...
🍂 3 different coloured autumn leaves
🥕 A vegetable growing in a garden or shop
🐦 A bird outside
👟 Someone being active
🌈 Something with five different colours
😊 Something that makes you smile





🤔 Health Hero Quiz

1. How long should you brush your teeth for? a) 30 seconds b) 2 minutes c) 10 minutes
2. Which drink is best for your teeth? a) Water b) Fizzy drink c) Energy drink
3. How many portions of fruit and vegetables should we try to eat each day? a) 2 b) 3 c) 5

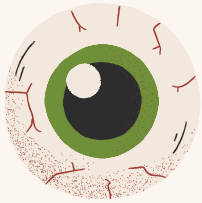
Answers: 1) b 2) a 3) c

🎃 Healthy Joke Corner

Why did the pumpkin go for a walk?
🎃 Because it wanted to get some squash-exercise! 😄



BGP RECOMMENDS: EYEBALL MEATBALLS



INGREDIENTS

- 400g lean minced turkey breast
- 1 large onion, finely chopped
- 1 carrot, grated
- 2 teaspoons dried mixed herbs
- 1 teaspoon vegetable oil
- 400g chopped tomatoes
- Half a stock cube (reduced-salt vegetable or chicken stock), with 150ml boiled water
- 1 pinch ground black pepper
- 200g green tagliatelle or spaghetti
- 8 reduced-fat mini mozzarella balls
- 8 cherry tomatoes, halved
- 1 tablespoon fresh basil, to garnish



METHOD

1. Mix together the minced turkey with half the chopped onion, all the carrot and mixed herbs. Season with black pepper.

You can also use extra-lean pork mince or extra lean minced beef to make the meatballs.

2. Form the mixture into 8 meatballs, using wet hands to prevent the mixture from sticking to them.

3. Heat the oil in a large non-stick frying pan, then add the meatballs. Fry gently, turning occasionally, until lightly browned.

Stir the meatballs gently so that they don't break up.

4. Separately mix the stock cube in water, stiring until dissolved. Then add the remaining onion, tomatoes and the stock. Season with black pepper. Heat until boiling, then reduce the heat and cook for 15 minutes, stirring occasionally.

5. Meanwhile, cook the tagliatelle for 10 to 12 minutes in gently boiling water.

6. Share the tagliatelle between 4 serving plates and serve with the meatballs and sauce. Top each meatball with a mozzarella letting it melt for a few moments, then press the cherry tomatoes on top, to look like eyeballs.

Use small radishes, cut in half, instead of cherry tomatoes.

7. Garnish with basil leaves, then serve.



Bartlett Group Practice

APPOINTMENT DATA FOR SEPTEMBER (1ST - 30TH)

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



28,436

Patients currently registered



6328

Patients contacted by the practice via telephone



1800

Patient telephone calls by the clinical team



357

Patients did not attend their scheduled appointment



1203

Blood appointments with a phlebotomist



1367

Nurse and HCA appointments



9014

Repeat medication requests



2765

Face to face appointments with a GP



955

Referrals completed



147

Cervical smear appointments completed