

PATIENT NEWSLETTER

DECEMBER 2023

NHS

Providing NHS services

News and updates from the CGH GP practice - caring for patients at Gillies, Camrose, Hackwood and Beggarwood surgeries.

INTRODUCTION

Welcome to our patient newsletter. Through the newsletter, we will update you on the latest news and services from our surgeries, and provide you with some health and wellbeing tips.

Our teams have been working tirelessly on flu and Covid vaccines. This year, flu and Covid vaccines are being delivered directly from our surgeries, instead of at the Festival Place Hub.

Since the beginning of flu and Covid vaccine season, we have administered 20,000 vaccines to help protect our patients this winter. If you are eligible for a flu or Covid vaccination and have not yet booked your appointment, please click on the link sent to you via text message to book your appointment.

TEAM UPDATES

We recently welcomed a new GP, Dr. Rachel Grey into our CGH family. Welcome Dr Grey, we're delighted to have you on board!

We have also welcomed five new receptionist and admin team members across our surgeries, who are currently completing their training in our telephony systems, call queue proactiveness and customer care training.

If you want to make a real difference to patient's lives, enjoy working with people and are well organised, then please scan the QR code below to see a list of our current vacancies.

Scan here for your new opportunity



CERVICAL SCREENING

Cervical screening is a free NHS test and is one of the best ways you can protect yourself against cervical cancer. Cervical screening checks the health of your cervix and helps find any abnormal changes before they can turn into cancer.

This year we have held specific events for those due for their first smear test. We held these events to provide a supportive and encouraging environment for patients to learn more about smear tests. We are looking at running more events like this for different patient groups.

We recognise some patients need a tailored approach to cervical smear testing to make them feel as comfortable as possible. Our clinics are designed to provide a person centered approach and help you feel reassured about having this crucial test.

If you are due a smear test, please do make an appointment with us. Our nurses will talk you through the procedure and make you as comfortable as possible. Dates of our next event will be listed on our website. Eligible patients will receive texts with links to book appointments without having to call the practice.

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MENOPAUSE AWARENESS

Menopause occurs in all women, and means the time when her menstrual cycle stops. The average age of the natural menopause is 51 years, but this varies from person to person, and can occur much earlier or later. There are lots of different symptoms that can happen during menopause which means it can be a difficult time for women; we want to do all we can to support you.

Our sites have offered group information sessions for menopausal patients, which includes advice on managing your symptoms, including hormone replacement therapy (HRT). HRT is used to help menopause symptoms by replacing the hormones that reduce during that period of life. We are planning another of these events, dates for our next event will be listed on our website soon and women in the age group most likely to be affected will receive an invite via text message too.



VETERANS HEALTH EVENING

We are in the process of arranging a veterans evening for our patients who are ex-members of our armed forces. At this evening we will be looking at support available for veterans and veteran health.

If you are a veteran, please let us know so we can invite you to this event.

THE FESTIVE PERIOD

Please note that the surgeries will be closed on the following days during the festive period

- Monday 25th December 2023
- Tuesday 26th December 2023
- Monday 1st January 2024

If you need medical assistance during this time, please call NHS 111 or visit their website <https://111.nhs.uk/>.

Please ensure that you have enough medication for the festive period by submitting any repeat medication requests by Tuesday 19th December.

STAYING WELL THIS WINTER

As the colder days start to set in, it is important that we look after ourselves and each other. Here are our top tips for staying well this winter.

- If you are eligible, make sure you have your flu and Covid vaccination.
- Wash your hands regularly. Washing your hands thoroughly takes the amount of time it takes to sing "Happy Birthday" twice (around 20 seconds).
- Get advice if you feel unwell
 - If you're 65 or over, or in one of the other at-risk groups, it's important to get medical help as soon as you feel unwell.
- Keep warm and get help with heating
 - Keeping warm over the winter months can help to prevent colds, flu and more serious health problems such as heart attacks, strokes, pneumonia and depression.
 - Make sure you're getting all the help that you're entitled to. There are [grants](#), [benefits](#) and [advice available](#) to make your home more energy efficient, improve your heating or help with bills.
- If you would like support or advice on local services that may support you through winter, book a call with our Social Prescriber who has a wealth of knowledge on local organisations who can support you this winter.

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PROPOSED NEW OWNERSHIP FOR YOUR PRACTICE

As you may be aware, there has been some speculation recently about the future ownership of Operose Health, who manage this practice. This update will provide more clarity on our future.

Our entire Group will move to new ownership under the HCRG Care Group. HCRG Care Group are UK based and owned, and is one of the UK's largest community health and care service providers.

New ownership will not change the way we manage our practice. Patients will still be seen by the same doctors, nurses and administrations teams as they are now and should continue to contact and use the surgery as normal.

Although this is very much business as usual for our practice teams, it is important that our patients are aware of this proposed change of ownership and have the opportunity to ask any questions they may have about this. The local NHS integrated care board (ICB) is aware and have asked if any patients wish to provide feedback, to please email them at hiowicb-hsi.patientexperience@nhs.net.

Thank you for your ongoing support of our practice.

SOCIAL VALUES IN ACTION AT CGH

Social Values and giving back to our local communities is really important to the CGH team. Throughout December, staff across the four surgeries practice have donated over 75 kilos of food to the Basingstoke Food Bank to help local families this Christmas.

We know that because of the cost of living crisis, this time of year can be especially difficult for some members of the local community. Our social prescriber works closely with local food banks, referring patients to them for support. This year our teams wanted to help support these incredible services by doing our own donations.

Collection boxes were placed in the staffrooms at each practice earlier this month along with information from the food banks on the items that were the most in need. On 15th December, members of the practice team delivered the 76kg of food, hygiene and other essentials we had collected to the food bank.

Practice Manager Claire Osbourne said:

"It was so lovely to see how delighted the food bank team were when we dropped off our donations. We know many of our patients are finding it hard to get by at the moment, and we hope our efforts will help make a difference this Christmas.

I want to say thank you to everyone at our surgeries who chipped in - I feel very proud to work with such generous and kind people."



THANK YOU !

On behalf of the Basingstoke Foodbank and our clients, may we say how much we appreciate your generous donation. Without the continued efforts of people like yourselves, we would not be able to offer help to local people who are in financial crisis.

Today you have donated 73-76 kg's.

Thank you so much!!