

The Waterfield Practice

Patients Group

December 2022

Hello and welcome to your December 2022 issue of The Waterfield Practice Patient Participation Group Newsletter. We've had a fairly mild autumn so far but it seems that winter may now be upon us and this is even more reason to make sure you have all your Covid and Flu boosters up to date. You will have heard in the news that this year's flu is possibly going to be quite severe so please let's all do our best to protect ourselves and others and to support our NHS at this very busy time of year.

Waterfield Practice News

FAREWELL TO DR MCBURNIE

At the end of October we said goodbye to Dr McBurnie who has retired from the practice after 32 years of service. We all thank him and wish him a long healthy and happy retirement and good luck in any future endeavours.

KLINIK - new online service

Our new Klinik online service is now up and running with great success. We would encourage all patients to use this service which is designed to create a more efficient appointment system and to guide you to the most appropriate medical team member or service. If for any reason you are unable to use KLINIK, reception staff are able to submit your request for you. However, this takes approximately 10 minutes so please bear in mind that the phone lines may take longer to be answered.

The service will be introduced gradually and some of the benefits are listed below:

- Contact your GP practice online
- Easy-to-use online service
- You can take care of all of your health concerns online: book appointments, get test results, change an appointment etc.
- Easier and quicker than calling the surgery
- Klinik Access reduces waiting times and faster access to the right treatment
- The system is safe and secure
- The system works on all devices (smart phone, tablet, computer)



**Please note that the service is currently not available at weekends.
If your call is urgent please call 111.**

COVID BOOSTER AND FLU UPDATE 2022

Text messages and phone calls have started for those aged 65+ inviting them for their Covid and Flu vaccinations. Currently patients over 70 can book any date from 12th September.

Patients aged 65 and over will be approximately 4 to 6 weeks after this date.

Patients under 50-65 will receive an invite in due course.

Patients who are at clinical risk should receive an invite in the next 14 days to book.

Should you not receive an invitation and are 70 and over please call 01344 233300 to book.

We would encourage patients to have both COVID & Flu vaccinations together.

All vaccinations will be at Waitrose Sports and Leisure Centre, Willoughby Road, Bracknell RG12 8FB.

A minimum of 91 days must have elapsed between Covid vaccination, and patients should be at least 28 days clear of a positive Covid result or symptoms prior to vaccination.

Repeat Prescription Requests



As we are sure you are aware, getting through to our receptionists on the telephone can often mean a long wait, particularly at busy times. We are trying hard to address this but quite often the lines are taken up with patients asking if their prescription is ready. Repeat prescriptions are sent to your pharmacist within 72 hours so the best person to call is your pharmacist who will let you know if your prescription medication is ready to collect.

Waterfield Christmas Opening Times

A reminder that the practice will be closed on 26th & 27th December 2022 and 2nd January 2023. Please contact 111 if you require medical assistance or advice during these times.

Last but not least....

Please be Kind.....

We understand that we live in difficult times but our staff are doing their very best to help you so we politely ask that all patients observe the



Waterfield Practice Zero Tolerance Policy

We aim to always treat our patients courteously and expect our patients to treat our staff in a similarly respectful way. We have zero tolerance to any threatening, abusive or violent behaviour against any of our staff or patients. In such cases we reserve the right to withdraw services from such persons immediately.

Frimley Health and Care

The Frimley Health and Care website offers lots of information and guidance on how best to access the services you need as well as advice on ways to take care of your own health and the health of your family. Frimley Health and Care Integrated Care System (ICS), a partnership of NHS, health services, local authorities, voluntary sector and local people working to improve services for our communities across Ascot, Bracknell, Farnham, Maidenhead, North East Hampshire, Slough, Surrey Heath and Windsor
<http://www.frimleyhealthandcare.org.uk>

Waterfield Hub - Patient Participation Group

Practice Patient Group - Join us and have your say!

We are looking for more people to join the Patient Group. The NHS is for everyone and as part of the Waterfield Practice PPG we can provide additional volunteer resources to enable all patients to receive the best service and care. By attending monthly meetings with the Management of the Waterfield Practice we are able to learn about changes and improvements to the practice and also offer our suggestions and opinions on the practice operation from the point of view of the patient. Registered patients are welcome to attend the meeting which is currently held on line via Microsoft Teams. **Alternatively**, would you be interested in taking part in short (3 questions) quarterly questionnaires? If so or if you would like to know more about the activities of the group please email Baccg.healthmakers.waterfield@nhs.net



***Seasons Greetings
to all Waterfield Practice Patients
and best wishes for a very
Happy and Healthy New Year!***

HealthMakers - Peer Support

We know that having a good support system really contributes to your mental and physical wellbeing. That is why Peer Support underpins the HealthMakers service.

We explore the importance of building good support networks in our Introduction to Self-Management Course, which we run every month.

Our volunteers also offer peer support via twice weekly Virtual Pop In Cafes. These run on Tuesdays from 1.30pm and Thursdays from 11.00am, except on the rare occasions these fall on bank holidays. Christmas and New Year can be difficult for some so please note we will still be holding a Pop In Café on Thursday 29th December.

Both services are open to anyone over 18 who is registered with a GP in East Berkshire, except those with alcohol or drug addiction, or severe and enduring Mental Health Issues who we would signpost to specialist support.



If you would like to attend our Pop In Café's or Introduction to Self-Management Course please email e HealthMakers@Berkshire.nhs.uk and provide

- Full Name
- Contact phone number and email address
- GP Practice
- NHS Number if known
- Details of the sessions you are interested in

and we will email you the relevant links and joining instructions.

However, if you prefer to seek out face to face support and company, we highly recommend that you investigate the local opportunities to get out within your community via the Bracknell Forest Public Health Community Map

[Community Map - Public Health Portal - Bracknell Forest Council | \(bracknell-forest.gov.uk\)](https://bracknell-forest.gov.uk/public-health-portal)

And also look at the services offered across Berkshire by

Friends in Need

Bracknell Co Ordinator - Eloise Griffin 07949 393434 or e mail Eloise.griffin@bucksmind.org.uk

Sport in Mind

Kirsty Bowden 07788 993516 or e mail kirsty.bowden@sportinmind.org

or more locally why not come along to Bullbrook Community Centre on a Tuesday morning between 10 and 11.30 for a cuppa and a chat in their **Communittea cafe**.

Looking for a little more support? The following groups are here to help....

Are you 55 or over?
Live in Bracknell Forest?



Free Digital Support

Do you want to improve your skills and build your confidence?

Free Digital Training

Face to Face sessions held on
Monday's - 10.30am to 12noon
at Forget Me Knot, 9 Wildridings Square,
Bracknell, RG12 7SJ
Tuesday's - 2pm to 3.30pm
at Trax, Mill Ride (off Fernbank Road),
Ascot, SL5 8LX
If you cannot come to us, let us know
and we will come to you.
Booking Essential

Free Tablet Loan

Is the cost of equipment or access to
the internet a barrier for you?

Troubleshooting

Have an issue with your equipment or
a question about the software, let us
know and we will see if we can help.
Face to face troubleshooting is
available for 1 hour after each training
session.
Booking Essential

Call 01344 266899 or email admin@theark.org.uk for support and book training

"Connecting, supporting and empowering you in the digital world"

Local organisations and statutory partners have come together to form the Bracknell Forest Older People's Consortium, funded by the NHS Charities Community Partnership Grants. The Ark Trust CIO is leading on the Digital Inclusion Project. Charity Number: 1098204. Registered Office: Trax, Mill Ride, North Ascot, SL5 8JW

Carers Support Group



For Bracknell Forest Carers
01344 266088

If you are looking after a friend or family member because they are ill, disabled or frail then you are probably a carer and there is help for you!

Drop in for an informal chat and a cuppa!

We can help with:

- Applying for benefits and assessments
- Information to help with your caring role
- Referrals to other organisations
- Contact with other carers
- Someone to talk to when you need someone who understands

When: First Friday of the month
Time: 2pm—4pm
Where: St Michael's Parish Centre,
Crowthorne Road, Easthampstead,
Bracknell, RG12 7ER



SIGNAL is part of
The Ark Trust CIO,
Registered Charity
No: 1098204



**Sport
In Mind**

"We are Sport in Mind – the charity that uses sport and physical activity to improve the lives of people experiencing mental health problems". Our sessions take place every week, all year around.

To find out more about sessions near you, check out our Activity Map on sportinmind.org or contact Claire on 0118 947 9762!

Bracknell Sessions

Day	Time	Activity	Instructor	Venue
Tues	6-7PM	Circuits	Stuart	Gold Hall, Great Hollands Primary School, Wordsworth, Bracknell RG12 8YR
Weds	1-2PM	Badminton & Table Tennis	Mano	Sports Hall in Bracknell Leisure Centre, Bagshot Rd, Bracknell RG12 9SE
Thurs	12-1PM	Yoga	Emma	Main Hall, Owlsmoor Community Centre, Yeovil Road, Sandhurst, GU47 0TF
Thurs	2-3PM	Walk	Peter	Meet outside arts centre, South Hill Park, Bracknell, RG12 7PA
Fri	12-1PM	Tai Chi	Steve	Morgan Centre, Wellington Rd. Crowthorne RG45 7LD

If you'd like to get in touch please contact : Baccg.healthmakers.waterfield@nhs.net