

The Waterfield Practice

Patients Group

Sep/Oct/Nov 2024

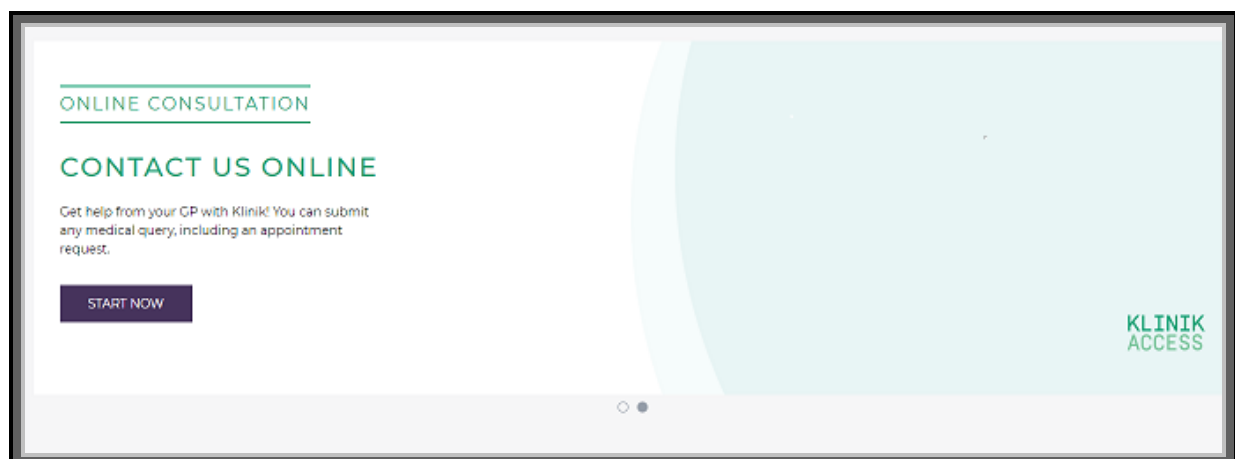
Welcome to your Autumn Waterfield Practice Patient Participation Group Newsletter.

With colder months ahead of us, we wanted to make sure you are familiar with the Klinik online consultation option, which is the best way to book an appointment with your GP. As always, for the usual coughs and colds, your pharmacy can advise on the best over the counter treatments or if you are not sure who to contact you can go online or call NHS 111. For more serious symptoms such as heart attack symptoms, severe difficulty breathing or heavy bleeding you should call 999.

Perhaps you are not too confident with IT? You may find the helpful article by HealthMakers of interest.

Waterfield Practice News

Do you know the Klinik online form is best way to contact your GP? Simply go to the Waterfield Practice website: waterfieldpractice.co.uk. Look for the Online Consultation option and Click on the "Start Now" button. You will be taken through a series of questions which will enable the practice to direct your request to the correct GP or clinician who will then contact you to arrange an appointment or treatment option.

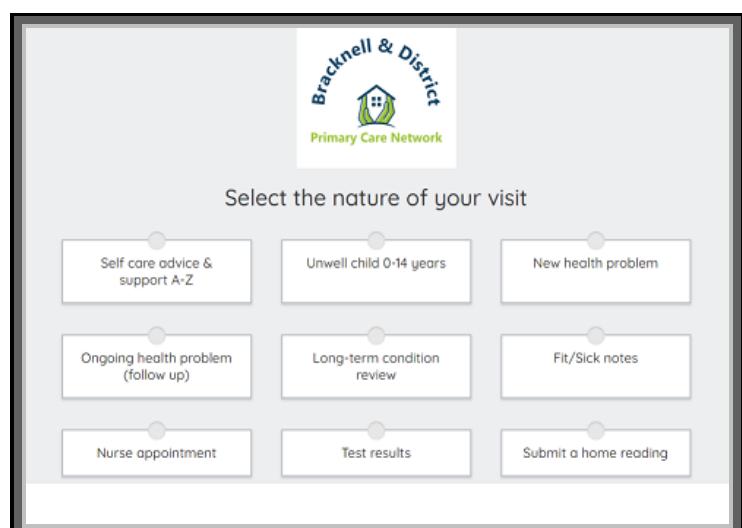


The service accelerates and streamlines the use of services, care pathways and referral to treatment.

And means you don't have that long wait on the telephone at busy times.

If you don't have access to the internet, you can call the Waterfield Practice on the usual number and select "Option 1".

This will take you through to someone who will complete the **Klinik** form for you.



Christmas Closure

Yes, we know, it seems like summer has only just finished and we're talking about Christmas! We just want to let you know that the Surgery will be closed on the following dates over the Christmas period.

Wednesday 25th December	-	Closed
Thursday 26th December	-	Closed
Wednesday 1st January	-	Closed

As always, if you need help during this period you can contact NHS 111.

You can go online to 111.nhs.uk (for assessment of people aged 5 and over only)

Call 111 for free on a landline or mobile phone.

Did you know that October is **Breast Cancer Awareness Month** ? For help and advice or to support this valuable cause please check out the Breast Cancer Now website on: [Breast Cancer Now](https://www.breastcancer.org.uk)

Movember

(Men's health, specifically prostate cancer, testicular cancer, mental health and suicide prevention)
Movember, the month formerly known as November, is when brave and selfless men around the world grow a moustache, and women step up to support them, all to raise awareness and funds for men's health - specifically prostate cancer, testicular cancer, mental health and suicide prevention. For further information go to the Movember website: [Movember](https://www.movember.com)

Social Prescribers

SENIOR & HEALTH & WELLBEING 2024 PROGRAMME RELEASE

Monday 11th December 2023
1pm - 2.30pm

Join us for a Christmas drink and mince pie to see the NEW programme starting in January 2024!

★ **EVERYONE IS WELCOME** ★



everyone
ACTIVE



BRACKNELL LEISURE CENTRE HEALTH &
WELLBEING PHYSICAL ACTIVITY SERVICE

**PUT "YOU" FIRST...
SHAPE THE ACTIVITY AND
SUPPORT "YOU" NEED**

Ask your GP, Social Prescriber, Health Care Professional, Children Services, School Nurse, Adult Services, Midwife & various community partners today for a referral.

PUTTING EVERYONE IN CONTROL OF THEIR HEALTH

Bracknell Leisure Centre
Bagshot Road,
Bracknell, RG12 9SE



everyone
ACTIVE

HealthMakers advice for improving your IT skills and confidence

We live in an increasingly digital world and access to most public services has changed considerably since the Covid pandemic. People need to have the skills and confidence to use digital tools, and they also need to have access, and the motivation to do so.

Digital literacy levels are gradually increasing across the population. However, in the UK it is estimated that around 11 million people still lack the skills to use the internet effectively and 5 million never go online. We know there are other considerations, such as digital poverty, which need to be addressed, however IT skills and training is important for creating digitally inclusive NHS and public services.

The availability of IT access, training and support for people will vary. The Good Things Foundation <https://www.goodthingsfoundation.org/> has a National Device Bank which provides refurbished laptops, mobile phones and tablets to individuals who may not have access to a device.

Some local libraries may also be an option for some people by offering basic digital skills courses, including the option for continued access to computers and wi-fi.

Assuming someone has the opportunity and support to get online, here are some support options to consider :

- 1) **Learn My Way** - has free learning for the public to gain digital skills to stay safe and connected.

<https://www.learnmyway.com/>

FREE RESOURCES: [Explore the subjects](#) | [Learn My Way](#)

- 2) **Ability.net** - Technology Support for older & disabled people looking for help with their technology FREE HELPLINE: 0800 048 7642

EMAIL : enquiries@abilitynet.org.uk

FREE RESOURCES: [Free Tech Support & Information](#) | [AbilityNet](#)

- 3) **NHS.UK** has produced some [Easy Read Guides to Online Services](#) for patients.

- 4) **Bracknell Forest Council - Community Learning Team** – Run an IT support drop-in session for those struggling with basic IT issues or requiring help with digital devices. Phone: 01344 354220 for more information about this session

Email: community.learning@bracknell-forest.gov.uk for course information.



Become a HealthMaker

We're looking for new HealthMakers to join our team and support others to self-manage their health and wellbeing. To access HealthMakers, you need to be over 18 and able to role model good self-management. You must live in East Berkshire, or be registered with a GP in East Berkshire, which includes Ascot, Bracknell, Maidenhead, Sandhurst, Slough, and Windsor.

Email us to find out more and register today: healthmakers@berkshire.nhs.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



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.

Please Be Kind.....



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