

# The Waterfield Practice

## Patients Group

March 2023

Hello and welcome to your March 2023 issue of The Waterfield Practice Patient Participation Group Newsletter. Most people are aware of the many challenges affecting the NHS at the moment. The Waterfield Practice are working hard to ensure that patients have access to appointments and services they need and much is being done to provide online and easy access phone apps to help patients find the information or support they require without having to wait on the phone, often joining a long queue, especially at busy times. One such option is to register for the NHS App. More information on the app is below.

### Waterfield Practice News

#### Do you require regular repeat prescriptions? If so, have you tried the NHS App yet?

Save your precious time and help reduce telephone waiting times for others with urgent requests!

#### Why not register for the NHS App?

You can download this free app in the usual way from the iPhone app store, or find more information by going to the Waterfield Practice Website: <https://www.waterfieldpractice.co.uk/> and clicking on "Recommended Apps"

Once you have logged into your account you can:

- order repeat prescriptions
- book and manage appointments
- get health information and advice
- view your health record securely
- view your NHS number
- get your NHS COVID Pass



**If you don't have access to a computer or smart phone, contact your regular pharmacist if you simply want to check that your prescription is ready for collection. They will also be able to advise if you have any questions regarding your medication.**

### 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.....**



## 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](mailto:Baccg.healthmakers.waterfield@nhs.net)

## HealthMakers

**HealthMakers** offer self-management courses and online **support groups** via our **Pop In Café's**. These provide a **safe space** to talk, or just **listen**. We **support** people living with a **variety** of life challenges, health and wellbeing issues to **share** their individual experiences and **learn** from **each other**. Everyone is **welcome** and you can attend as and when you need. Led by our trained HealthMakers Volunteers with two groups every week

- Tuesday from 1.30pm to 2.30pm
- Thursday from 11.00am to 12.00 noon



Suitable for anyone:

- newly diagnosed with physical or mental health issues
- facing isolation and loneliness
- having ongoing wellbeing, physical or mental health issues
- experiencing anxiety
- wanting to share and learn from similar experiences

If you would like to come along please email the following details to [HealthMakers@berkshire.nhs.uk](mailto:HealthMakers@berkshire.nhs.uk)

- Your full name
- Contact phone number, postal address and email address
- GP Practice & NHS Number if known



**The Wellbeing Service** is available for anyone 18+ registered to a GP in East Berkshire with low level needs driven by a social or environmental determinant that is affecting their mental wellbeing.

We can help individuals with emerging life crisis, to provide **practical, situational and social support**. These include housing, money worries, alcohol and drug misuse, gambling, student stress and general wellness (exercise and healthy eating.)

We also provide wellbeing support for sleep, stress, resilience and lack of motivation, and support individuals with problem solving, goal setting and communication. We also run workshops on housing, cost of living, resilience and motivation.

Patients can self refer to us on the website:

[Wellbeing service | Berkshire Healthcare NHS Foundation Trust](#)



## Talk with our Wellbeing Service

### Are changes to your circumstances affecting your wellbeing?

We work closely with local health, social care, and other organisations if you need support with:

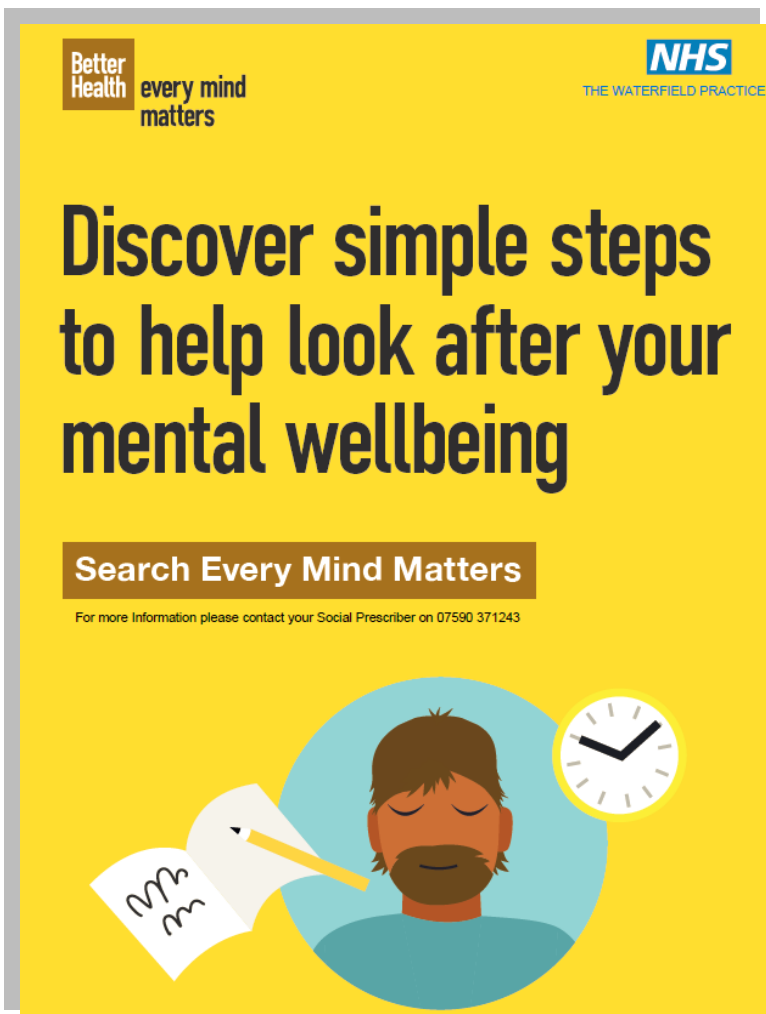
- Housing
- Money worries
- Drug and alcohol misuse
- Loneliness and social isolation
- General wellness such as diet, sleep, and healthy living

We offer one-to-one sessions, wellbeing workshops, and online support programmes.

If you're registered with a GP in East Berkshire, contact us to find out more...

Call: **0300 365 2000** (press option 3)

Web: [www.berkshirehealthcare.nhs.uk/wellbeing-service](http://www.berkshirehealthcare.nhs.uk/wellbeing-service)



**Better Health every mind matters**

**NHS**  
THE WATERFIELD PRACTICE

# Discover simple steps to help look after your mental wellbeing

**Search Every Mind Matters**

For more Information please contact your Social Prescriber on 07590 371243

The poster features a stylized illustration of a man's head in profile, with a clock face and a notepad with a pencil next to it, all set against a yellow background.

### Social Prescribers

### Every Mind Matters

For more information contact

Social Prescribers on : **07590 371243**

If you'd like to get in touch please contact : [Baccg.healthmakers.waterfield@nhs.net](mailto:Baccg.healthmakers.waterfield@nhs.net)