

The Waterfield Practice Patients Group

Autumn 2025

Welcome to your Waterfield Practice Patient Participation Group Autumn Newsletter and we hope this finds you well. As we say goodbye to Summer - and hope for a few more lovely Autumn days - we would like to draw your attention to keeping well over the coming months by keeping up with your medical reviews and, if necessary, ensuring you have your Flu and Covid vaccinations as soon as possible. We are always looking for volunteers to join our Patient Group so if you would like to join us please get in touch and find out more about how you can get involved.

Waterfield Practice News

Where would we be without our busy practice nurses?

We thought you might like to read about a typical day for Helen, who many of you may have seen when coming in for long term health reviews, vaccinations, wound dressings and more.

A Day in the Life of a Nurse at the Waterfield Practice.

My day usually starts at 9am. I arrive just before to set up my room and computer – it's not unusual for there to be a login problem or password change to keep us on our toes! Staff are happy to see each other and there's generally a few minutes to catch up with each other's news.

Today I had a small group of patients who attended for a review of their diabetes and a chance to refocus on their condition, lifestyle and medication needs. I then swiftly moved into a childhood immunisations clinic. I enjoy seeing the babies and their parents. It's not much fun having to administer the vaccines, but we know that we are giving the children super powers to prevent nasty diseases.

After clinic I had some time to make phone calls to patients, answer the ever growing list of internal and external organisational messages, order stock, arrange clinics and review the travel vaccination requests. It's also the time in the day when there are less patients in the surgery and we can speak to GPs, pharmacists and fellow nurses regarding specific patient queries. We sometimes have education sessions at this time of day or invite drug company representatives to keep us up to date with their particular products.

A quick lunch and catch up with other members of staff and then back into the afternoon's clinic. A mix today of travel vaccinations, women's health, dressings and long term condition reviews. My last patient left at 5.30pm. It's certainly a varied job and never dull. The reception staff work hard to keep our day organised. It's not unusual for some patients though to need more of our time than we are allocated, but we try our best not to run too late!

I enjoy and feel proud to work with such a great team of people.



Big Shout out to our Nurse Penny who did a fundraising walk for Alzheimer's society raising £900 back in May Fantastic achievement.

Well done Penny!

Patient Medical Reviews - Blood Tests

Medical Reviews normally take place quarterly, every six months or annually and often a Blood Test is required. To assist the practice it is the responsibility of the patients to book their own blood test.

This is done as follows:

Contact the Waterfield Practice Reception for the required Blood Test form.

You must take this form with you to your booked appointment. There is every possibility that more than one phial of blood will be required to be taken.

Blood tests can be booked online at:

- Brants Bridge Urgent Care Centre- Bracknell
- Heatherwood Hospital Ascot

Search for [Swiftqueue](#) on your Browser.

Enter **Bracknell Forest** and it will bring up the available dates and times.



Alternatively you can book at your Local Pharmacy

- Visit the pharmacy's website: Many pharmacies will list their services online.
- Call the pharmacy: Ask if they offer blood testing or phlebotomy services.
- Check for private services: Some pharmacies partner with private clinics for blood testing, allowing you to book an appointment for a fee.
- Look for additional health services: Pharmacies also offer services like free blood pressure checks, cholesterol, and glucose testing, which may involve a blood test.

COVID and Flu Vaccinations From 1st October 2025

This year the criteria for having the seasonal vaccinations has been changed, the guidelines are:

COVID & FLU



Persons over the age of 75 are entitled to both Covid and Flu.

People in care homes have no age restrictions and can receive both vaccines. The care home must be a recognised establishment for older adults.

Immunosuppressed persons aged 6 months to 74 years are able to receive both vaccines. Strict conditions apply relating to medicines / treatments / timescales.

FLU

Vaccinations are available for :

- **Adults 65- 74 years old**
- **Persons at clinical risk aged 18 to 64 year old**
- **Carers in receipt of a carers allowance**
- **Household contacts of immunosuppressed persons aged 6 months to 64 years.**
- **Frontline Social Care workers**
- **Frontline Healthcare workers clinical and non-clinical who have contact with patients**
- **Social Care workers directly working with people particularly vulnerable to flu**
- **Pregnant women**

Vaccinations appointments can be obtained at:

- Spedan House can be booked via the NHS APP.
- Local Pharmacies

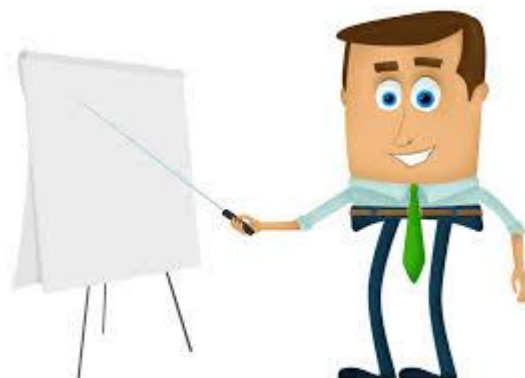
GP Survey 2025

In recent weeks there have been articles in the Local and National press regarding the 2025 GP Survey.

In the Winter Newsletter we will be discussing the results in more detail. As an introduction The Waterfield Practice has shown an improvement on 2024. It should be remembered that in 2024 the new telephone system was being implemented.

90% of Waterfield patients responding to the survey were pleased to be involved in discussions with the doctor about their examination and treatment.

The Waterfield Practice patients fill in a Klinik form on- line which is the entry into Triage.



Why Does The Waterfield Practice Triage?

GP's now use triage systems to manage increasing demand for appointments, improve efficiency, and ensure patients receive the most appropriate care. Triage helps prioritise urgent cases while directing others to suitable alternatives, such as pharmacists, nurses, or online consultations.

The rise in patient numbers, less GP availability, and NHS pressures have made traditional appointment systems unsustainable. Triage helps streamline services, reducing unnecessary appointments and ensuring those in need receive timely medical attention.



Modern triage often includes telephone or online assessments, where trained staff or clinicians determine urgency. This approach prevents overcrowded waiting rooms and helps manage GP workload effectively. It also enhances patient safety by ensuring urgent cases, such as severe infections or complex issues, are identified and treated quickly.

Additionally, triage supports a multidisciplinary approach, utilising healthcare professionals like paramedics, physiotherapists, and mental health practitioners. This ensures patients receive specialist care while allowing GPs to focus on complex cases.

Technology plays a crucial role in triage, with online consultation platforms enabling quicker assessments and more flexible access to healthcare. These digital solutions enhance convenience for patients and improve resource allocation.

While some patients may feel triage creates barriers to care, it ultimately helps optimise services, reduce delays, and improve overall patient outcomes. By directing individuals to the right care at the right time, triage ensures GP services remain accessible and sustainable despite growing healthcare demands.

For adults we use KLINIK which can be found on The Waterfield Practice web site. For children under 14 we ask the parent to complete Healthier Together which can be found on The Waterfield Practice web site

If required Patients will be advised if they should attend an A&E department at Frimley or The Royal Berkshire Hospital. Others might be referred to the Urgent Care Centre at Brants Bridge.



Health Awareness Dates for your Diary

September:- [Suicide Prevention Day Samaritans](#)

October: -[Sign up to Wear it Pink Breast Cancer Now](#)

November:- [Movember Changing Face of Men's Health](#)

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

