

The Waterfield Practice

Patients Group

May/June 2024

Welcome to your May/June Waterfield Practice Patient Participation Group Newsletter! They tell us that Summer is on the way, although the weather seems to tell a different story right now! Hopefully there will be sunny days to come. Many people are struggling at the moment so if you or anyone you know needs a little help, we hope you might find some useful information in this newsletter. As always we are looking for people to join our patient group so if you might be interested you can find more information on the website: www.waterfieldpractice.co.uk/ and on the last page of this newsletter. We hope to hear from you.

Waterfield Practice News



Does our practice send out text messages?

Yes, SMS messages have become integral in communicating with patients about their care. This includes questionnaires and links to information about a condition or your care.

How can I recognise a genuine text message?

Our text messages will come from 'Waterfield' on most phones.

We will never ask you to provide financial information and if you are unsure whether the

message you have received is genuine then please contact our reception team. A copy of any message sent from the practice is always added to your care record.

Booking appointments via text message

We may also send you a text message with a link to book an appointment. This is a safe and secure way of booking an appointment and goes straight through to our surgery booking system. We are currently using this system for Diabetes, Chronic obstructive pulmonary disease, Asthma & Cervical screening appointments. GP appointments cannot be booked in this way.

Updating patient details

To ensure that we can contact patients it is important that you inform us of updated personal details such as telephone numbers, email addresses and place of residence.

You can inform reception of any updates through www.waterfieldpractice.co.uk/ Reception Enquiries (Change of personal details) or speak to a receptionist at one of our practice locations.

Under the weather? Did you know that most pharmacies can help you with seven common conditions without needing a GP Appointment?

Sinusitis (Adults and children aged 12 years and over)

Sore throat (Adults and children aged 5 years and over)

Earache (Children aged 1 to 17 years)

Infected Insect Bite (Adults and children Aged 1 year and over)

Impetigo (Adults and children Aged 1 year and over)

Shingles (Adults aged 18 and over)

Urinary Tract Infection (Women, aged 16 to 64 years)

Ask your Pharmacy for more information about this free NHS service
Visit your pharmacy first!

HealthMakers

The importance of support networks and peer support for your health & wellbeing

The average person will have professional support for their health & wellbeing for no more than 4 or 5 days a year, leaving 360 days a year where you must rely on yourself. This is easier if you have appropriate and trusted support to call on. That's why it is so important to build formal and informal support networks around you.

Formal networks are those run by public bodies such as the NHS, our local council, not for profit organisations or charities..... The support they offer is often the best place to find trusted information sources, specific to our issues or to gain facilitated self-help education and support groups..... Informal support can be found in social spaces, community groups and events or from individuals who provide peer support and knowledge based on lived experience.

The support offered can come in a variety of formatswhich can be accessed personally, or online using social media sites or apps, websites and forums, or via e mail and telephone contacts. Some offer one to one service while others provide support in group settings.



It is important to be comfortable with the support options you choose. The range of support is varied and can be overwhelming at first. There are plenty of local peer support options to choose from, such as Friends in Need, Sport in Mind, Happiness Hub, Stepping Stones. You can also self-refer to our HealthMakers Pop In Cafes, run online on Tuesdays at 1.30pm and Thursdays at 11.00am by calling 0300 365 2000 option 2 and asking to be referred to HealthMakers or send an e mail to HealthMakers@Berkshire.nhs.uk

Social Prescribers

If you or someone you know is struggling to access food because of financial difficulty please contact one of our many referral agencies who will be able to issue a voucher on your behalf:

Bracknell Forest Council, Social Prescriber, CAB, Housing Association, Child's school, GP, community health care team, Children's Centre etc.

Foodbanks in our local communities are here to support people in financial crisis who have nowhere else to turn. They also look to provide additional support to help people break the cycle of poverty.

All vouchers are issued electronically via a referral agency and a 10 digit code provided. When visiting a Foodbank you will be asked for this code. Should you have any queries please contact us on [01344 862699](tel:01344862699) (this phonenumber is manned from 10am-3pm Mon-Fri) OR drop us a message.

OPEN TIMES

Mondays: 6:00-7:30pm

Tuesdays: 10:30am-12noon

Wednesdays: 10:30am-12noon

Fridays: 10:30am-12noon



GIVE

We rely on donations of food to enable us to share with others who may be facing challenging times and we are always hugely thankful to everyone who donates.

Would you like to know the items we are most in need of right now? Check out our 'Bank The Food' mobile app, simply download to your phone, choose Bracknell Foodbank and it will update you in real time of the items we are most in need of. You'll even be reminded when entering a local supermarket if you want that option on!

Thank you so much for your support

[Bracknell Foodbank | Feeding Local People in Crisis](#)

Involve

Mary-Anne Evans is a member of our Patients Group and recently attended a family day event in Wokingham in her capacity as a Community Navigator at Involve. Involve is based in Wokingham and Bracknell and has a variety of functions and services.

The Community Navigation Scheme at Involve is a free and confidential telephone and online support service which can offer people help finding social support, community resources, activities, and groups in the community to improve health and wellbeing. Community navigators help people with everyday issues by finding out what is available to best meet their needs and give guidance. You can refer yourself to this service online or by giving us a call. We also work with Social Prescribers in the GP surgeries connecting patients to relevant community activities, services and organisations giving them more time to focus on what matters to them by direct referral or making the connection for them.



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