

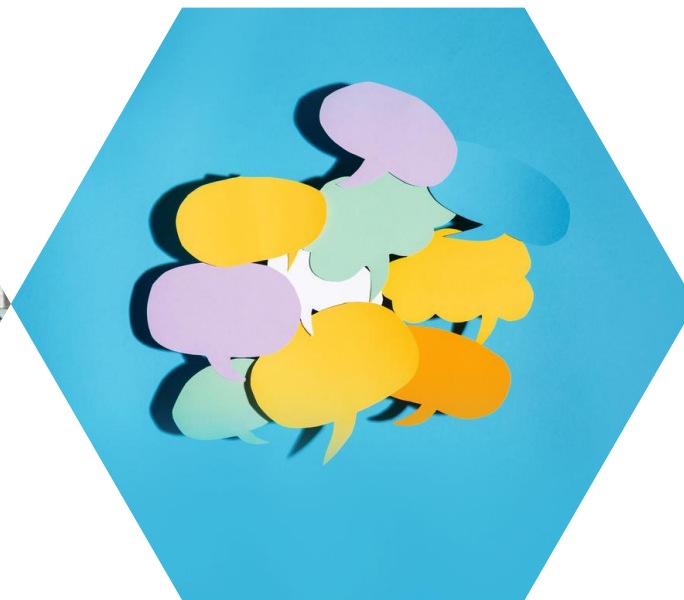


Engaging with our communities

Updates, key health messages and partnership working

Steve Manley

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Frimley Health and Care

NHS

Stay well this Winter

- Look after yourself and others
- Live well eat well keep moving
- Look after your mental health
- Caring for children
- Get winter ready
- Make the right choice

Frimley Health and Care

NHS

Get winter ready

- It's important that we all make the right choice when we or someone we care for needs help with their physical or mental health. This winter get to know the services available to you.
- Look out for those who may need a bit of extra help over the winter including older neighbours, friends and family members.
- Keep a well-stocked medical cabinet. This could include: pain killers, rehydration mixture, indigestion remedies, cold and flu remedies and a first aid kit.
- Seasonal flu and COVID-19 vaccinations help protect you and others. If you're at higher risk of getting seriously ill from these illnesses or if you care for someone who is at risk, take up the free vaccination offer.
- If you or someone you care for has a long term condition its important to take your medication as prescribed, order your repeat prescriptions on time and ensure you attend your regular reviews with your healthcare team.
- Staying warm is a key part of looking after yourself this winter, its vital you heat your home to 18 degrees Celsius.
- Have enough warm clothing ready; hats, scarves and gloves and several thinner layers work best. Know where these are before you need them.
- Get to know regularly what is con

If at any time you are feeling unwell, stay home, keep warm and see advice from the appropriate health service. If you are worried about heating your home, seek advice from your local council.

NHS

Let me help this winter

- An expert team**
Community pharmacies are key members of the NHS family, staffed by pharmacists and their teams, they are highly qualified healthcare professionals.
- Local and late night**
In your local area and some with late night opening. Make sure you know your nearest.
- Advice & guidance**
Let's get things sorted before they get worse. If you have a concern pop in for advice and guidance.



STAY WELL THIS Winter



Make the Right Choice



Winter is always an incredibly busy time for our local NHS services, and we are already seeing increased demands across our GP practices, hospitals and community health services.

To ease these pressures and ensure that those in most urgent need can access services quickly, it's important to make the right choice when feeling unwell. Using services wisely can help people receive the best care without unnecessary delays.

We have a wide range of resources available to download and share:

www.frimleyhealthandcare.org.uk/professional-resources/communication-resources-for-system-partners/make-the-right-choice/

Make the right choice



Treat minor issues at home
Sore throat, minor cuts and grazes, hangovers, headaches



Frimley Healthier Together app or website
Advice for unwell children: frimley-healthiertogether.nhs.uk



See a pharmacist - For medical advice or medicines for things like coughs, colds, tummy upset, rashes, aches and pains



Speak to your GP Practice
For a wide range of health services from persistent symptoms and ongoing conditions, examinations and treatment and vaccinations. They can also refer you to other NHS services.



Aldershot Urgent Care Centre
Open Monday to Saturday, from 8am – 8pm. If you contact 111 or your GP practice you may be offered an appointment here. You may also be redirected to this service if you attend A&E. There is walk-in clinic for under-12s from 2-6pm. *Booking is recommended
Visit: www.aldershoturgentcarecentre.co.uk



NHS 111
Not sure where to go or what to do? Visit 111.nhs.uk or call 111



Mental health services
for urgent help for your mental health visit 111.nhs.uk or call 111



NHS App Download the NHS App to:

- order repeat prescriptions
- view your health record and NHS number
- get health advice
- view and manage vaccinations, book appointments

A&E is for life threatening emergencies only





Aldershot Urgent Care Centre



Frimley Health and Care has launched a service ready for winter called the Aldershot Urgent Care Centre. The service provides more primary care appointments.

The Aldershot Urgent Care Centre will see those who require same day care for minor illness. Located at Aldershot Centre for Health, it is open Monday to Saturday from 8am – 8pm. If you contact 111 or your local GP practice, you may be offered an appointment here. You may also be redirected to this service if you attend A&E.

There is a walk-in clinic for under-12s, available Monday – Saturdays from 2-6pm. However, booking is strongly recommended to avoid long waiting times and to ensure availability of appointment as those with urgent clinical needs will be prioritised.

For more information, and details of wait times for the under 12 service, visit: www.aldershoturgentcarecentre.co.uk

Aldershot Urgent Care Centre

From December, residents across North East Hampshire and Farnham and Surrey Heath will be able to access same day urgent care for minor illness at the Aldershot Urgent Care Centre. If you contact 111 or your local GP practice, you may be offered an appointment here. You may also be redirected to this service if you attend A&E.

| | |
|---|--|
|  Available Monday to Saturday 8am - 8pm |  A walk in is available for children under 12 only from 2-6pm. Booking is advised. |
|  Address Aldershot Centre for Health, Hospital Hill, Aldershot, GU11 1AY |  Cases are prioritised by urgency. If you choose to walk in the wait will likely be longer. |

Visit: www.aldershoturgentcarecentre.co.uk 

Empower:

- Knowledge, confidence, choice
- Educate patients on how to use digital options effectively and encourage those who can, to go digital.
- Continue to raise awareness of choice

Respond/Educate:

- Respond to access and triage concerns
- Raise awareness and build understanding of the roles within the general practice team.

Remind:

- Ensure patients use the right primary care service option for their need.
- Highlight alternative routes

Consistent supporting messaging:

- We're listening and making improvements
- There are three ways to get in touch
- Appts. available 8am–8pm and at weekends
- For out of hours support visit NHS 111 or call 111



Have you met your
Practice Nurse?

NHS

"As a Practice Nurse who specialises in woman's health, I support patients with contraception, preventative screening (such as smear tests), and I run the baby clinics with colleagues.

"I see our wider patient population when they need injections administered, bloods taken or if there are minor injuries which require wound care.

"No two days are the same!"

Rachel, Practice Nurse
Crandall New Surgery

Your local health team
We're here to help

frimleyhealthandcare.org.uk/gethelp

An advertisement for a Practice Nurse. It features a woman in a blue NHS uniform standing on the right. The background is purple and white. The text is in white and purple. The NHS logo is in the top right corner. Social media icons and the website URL are at the bottom.



Virtual Wards



This winter you or someone you care for may be offered to be cared for in a virtual ward. This allows you to get the care you need at home rather than in a hospital.

Frimley Health and Care have been developing these virtual wards for people experiencing a range of serious illnesses including respiratory conditions, stroke, cancer, frailty or general urgent acute illness. We also have virtual wards specially for children, orthopaedics and end of life care.

To find out more about virtual wards visit:

<https://www.frimleyhealthandcare.org.uk/your-health/virtual-wards/>



Online Community Panel

The Frimley Health and Care Online Community Panel is one way of ensuring local people and communities are at the heart of our decision making.



Share your views

- Tell us what you think about local health and care services
- Help us test our assumptions
- Share your ideas for improvements
- Tell us what works and what doesn't



Stay informed

- Keep up to date with local health and care news
- Learn more about local services
- Feel informed to share important news with friends and family



On your terms

- Share your views at a time that suits you
- We'll only contact you via email
- Choose to get further involved if you'd like to
- Unsubscribe at any time

We are actively recruiting to the panel - scan the QR code or visit the website to register. Please share this opportunity with colleagues, friends and family.

<https://secure.membra.co.uk/Join/FrimleyPanel>

SCAN ME



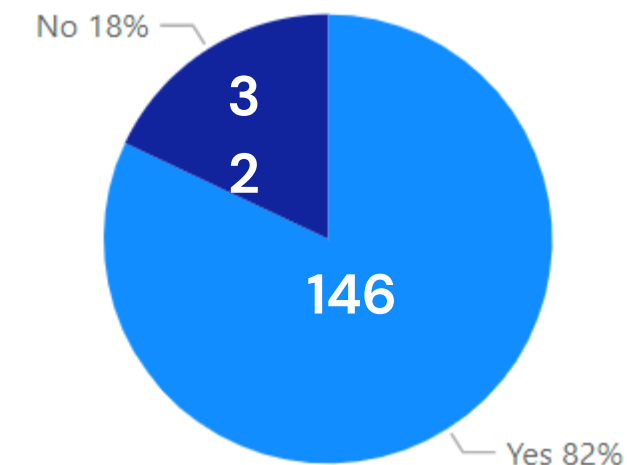
The survey ran from 29 September – 10 November 2023. We had a total of 190 responses.

This survey was designed to help us better understand:

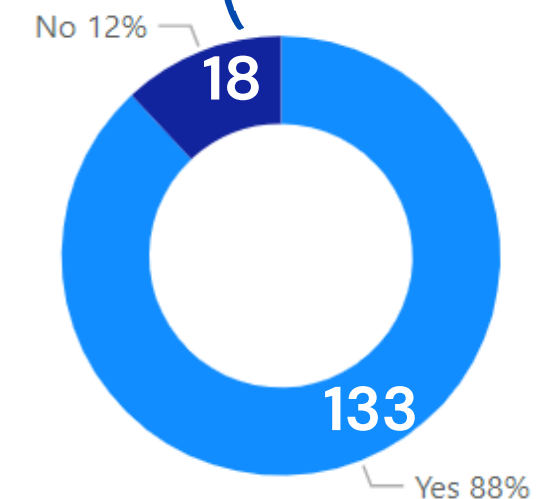
- how aware people are of the flu vaccination
- eligibility criteria for free vaccinations via the NHS
- likelihood of receiving a vaccination this year
- views and feedback on why people feel the vaccine is important and any reservations that people have about receiving it

The results of the survey have been shared with the teams responsible for developing the vaccination programme in Frimley.

Are you entitled to the free flu vaccination?



Will you take up the offer for a free flu vaccination?



<https://www.frimleyhealthandcare.org.uk/media/5613/flu-vaccination-survey-results.pdf>



Frimley Park New Hospital Programme



Patients, local people, and Frimley Health staff are being asked what's most important to them when choosing the site for the state-of-the-art replacement for Frimley Park Hospital.

Frimley Park Hospital needs to be replaced because it was built in the 1970s using Reinforced Autoclaved Aerated Concrete (RAAC), which makes up around 65% of the current building.

The new hospital, which cannot be rebuilt on the same site, will be funded by the Government's New Hospital Programme and will open by 2030, transforming local healthcare.





Frimley Park New Hospital Programme



The current site is too small to deliver modern healthcare standards, and cannot adequately cater for our growing and ageing population with the current buildings. As a result, the Trust are now actively looking at alternative locations for a replacement for Frimley Park Hospital.

Over recent months, they have been identifying potential sites for the location of a new hospital. Through further research, they expect to be able to rule out those sites which are not viable. They are now asking patients, staff, volunteers, our local communities and other stakeholders to have their say in the criteria being developed to assess the potential sites. This is the first of many opportunities for you to tell them what you think as they begin their journey to build a state-of-the-art replacement by 2030.

For more information visit the following site:

<https://www.fhft.nhs.uk/your-hospitals/frimley-park/new-building-developments/>



We're now asking what's important to you about the site for your new hospital...



You can give your feedback at one of our events or via a survey:

In-person: Facilitated break-out session

Thursday 14 December - 6-8.15pm

Frimley Park Post-Graduate Education Centre, GU16 7UJ

[Click link to register your attendance.](#)

Monday 18 December - 12-2.15pm

Lakeside International Hotel, Wharf Rd, Frimley Green GU16 6JR

[Click link to register your attendance.](#)

Online: Q&A session with Frimley Health senior leaders

- Friday 15 December - 12-1pm - [Over MS Teams - register for the link](#)
- Tuesday 19 December - 6-7pm - [Over MS Teams - register for the link](#)

Drop in events: No need to register for our drop-ins, just pop along during the time listed:

Wednesday 20 December - 6-7.30pm

Frimley Park Post-Graduate Education Centre, GU16 7UJ

Share your views from now until
7 January 2024 via our new
online questionnaire.

Please click the link to take part:
<https://mysay.is/NFPHospital>



Stay connected



Website: www.frimleyhealthandcare.org.uk



Twitter: <https://twitter.com/FrimleyHC>



Facebook www.facebook.com/FrimleyHealthandCare



Instagram: [@frimleyhealthandcareics](https://www.instagram.com/frimleyhealthandcareics)



Linkedin: [Click here for ICB](#) / [Click here for ICS](#)