Badgerswood & Forest News

Newsletter of the Patient Participation Group

Summer 2026

Hello and welcome

Welcome to the Badgerswood and Forest Surgery Summer newsletter. We have some interesting and informative articles for you to enjoy, so please read on.

This newsletter is available on the Surgery website (www.bordondoctors.com) and a small number will be left in each surgery reception area. We very much hope you enjoy reading it.

If you would like to see a particular subject covered in the newsletter, or have a suggestion to make it better, please contact: **Badgerswood.ppg@mail.com**

The Autumn newsletter is due out in early September so please send us your articles or suggestions by 21st August. Thank you.

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Asthma Reviews



If you have asthma, please remember to book your annual asthma review with the surgery. Regular reviews help us make sure your asthma is well controlled, check that your medication is working effectively, and update your personalised asthma management plan if needed. To book your appointment, please contact the surgery or use our online booking services. Thank you.

BADGERSWOOD SURGERY
Mill Lane, Headley, Bordon
GU35 8LH
Tel: 01428 770004

FOREST SURGERY
60 Forest Road, Bordon
GU35 0BP
Tel: 01420 477111

Surgery hours

Monday - Friday
8.00am to 6.30pm

If you need help outside our office hours and its not a life threatening emergency, call NHS 111. In an emergency call 999.

www.bordondoctors.com

From the Chair



By **Yvonne** Parker Smith

Badgerswood and Forest Patient Participation Group (PPG) acts as a communications conduit between the Surgeries and the community. The PPG includes patients from both Surgeries.

It has members from both Badgerswood and Forest surgeries, and reviews practice policies, and also sees anonymised comments from Families and Friends regarding the performance of these Surgeries.

We hold an Annual General Meeting whereby a panel of local doctors answer questions from the public.

Last year was disappointing as no member of the public turned up but we are hoping more of you will come along this year. This year's AGM will be in September with a date to be announced soon.

The PPG meets around every 6 to 8 weeks and members are updated at this meeting.

This newsletter was started as a result of a patient's suggestion so you can see the PPG does make a positive difference.

You can contact the Patient Participation Group by emailing Yvonne Parker-Smith, Chairman, at badgerswood.ppg@mail.com

Best wishes
Yvonne

DID YOU KNOW?

Patient Participation Group

All Badgerswood and Forest Surgery patients are members of the Patient Participation Group (PPG) and all members can stand for election to the committee.

The committee meets every 6-8 weeks with representatives of the practice.

If you wish to become a member of the PPG Committee, please inform the practice either in person or by email: **hiowicb-hsi. badgerswoodsurgery @nhs.net**

TELL US WHAT YOU THINK

We are very keen to find out what you think about:

- Our newsletter and what you would like to see in it
- Your experience of using our GP services - see the 'Friends and Family' test at: www.makeusbetter.net/fft/bfs/
- Any ideas you may have to help us improve how we support you.
- Please contact us at:

badgerswood.ppg@mail.com

From the Surgery

By Paula Hazell

Dear Patients,

I am delighted to welcome you to this first edition of the Patient Participation Group (PPG) newsletter.

The PPG plays an important role in supporting the practice and representing the views of our patients. Through this newsletter, the group will share updates, information about local health services, and news from both the practice and the wider community.

As Practice Manager, I would like to thank our PPG members for the time, enthusiasm, and commitment that they give to support the surgery. Their contribution as our "critical friend" provides a valuable link between the practice and the community.

At the surgery, our team remains committed to providing safe, effective, and compassionate care. General practice continues to evolve, and we recognise the importance of keeping patients informed about changes, developments, and the services available to them. This newsletter is one of the many ways we can work together to achieve that.

I hope you find this newsletter informative and useful. On behalf of everyone at the practice, thank you for your continued support, understanding, and engagement with both the surgery and the PPG.

Practice Manager
Badgerswood & Forest Surgery





Social Prescribing

By Chimé Carlin



The Social Prescribers at Badgerswood and Forest Surgeries play a key role in supporting patients whose needs go beyond medical treatment.

We focus on the social, emotional, and practical factors that affect a person's health, working alongside GPs, nurses, and other primary care staff. Our aim is to improve wellbeing, confidence, and independence by connnecting people with the right community based expert support. We can signpost patients or make referrals to local voluntary sector organisations, social care and mental health and wellbeing services.

We begin by offering time, space, and a listening ear; for some people this can be first opportunity they have had to fully unburden themselves. This helps patients explore what matters to them most—such as loneliness, anxiety, mobility issues, caring responsibilities, or long term conditions that affect daily life.

Social prescribers then create a plan for that person and link them to suitable activities or services. These might include exercise groups, befriending schemes, debt or benefits advice, carers' support, arts and hobby groups, or condition specific peer support.

For many patients, especially older adults or those living with long term illness, social prescribers help build confidence, reduce isolation, and improve quality of life. They also support people to navigate complex systems, including local authority services and voluntary organisations. By addressing the wider determinants of health, social prescribers not only reduce pressure on GP appointments but also help people feel more connected, supported, and in control of their wellbeing. You can self-refer to a social prescriber through the Anima online consultation platform where your request will be triaged by a clinician first and then allocated to a Social Prescriber.

If you have no online access our Receptionists will be happy to help you complete an Anima request over the phone.

Your Social Prescriber will then telephone you to offer an appointment; many issues can be explored over the phone but we can also offer you face to face appointments in the community. To ensure that we provide an equitable service in some cases we can offer you a home visit. For your convenience, we also run a number of drop-in services where you can see us in the community:

Drop-in services

Wednesdays weekly:
10am -12pm at Rise and Shine (over 65's activity group) - Oak Lodge, Hendon Road, Bordon GU35 0TX

Fridays weekly:
9:30am - 11:30am at Forest Hub Cafe - Forest Community Centre, Bordon GU35 0BS

1st Tuesday of the month:
10am -12pm at the Companionship Cafe - Community Station, Camp Road, Bordon GU35 0ND

We also organise a number of local initiatives such as walking groups, parent-child events and often attend local groups such as the Bordon Stroke Group, Bordon Bereavement Group and the local dementia clubs. We look forward to hearing from you.

Chimé Carlin
Adult Social Prescriber & Community Partnerships

Chase and Headley Pharmacies

Supporting your health

By Jamie Biggs
Pharmacy Business and Operations Manager

Many people are surprised by just how much support their local pharmacy can offer. As well as dispensing prescriptions, we play an increasingly important role in providing accessible healthcare services and helping patients get the right care quickly and conveniently.

Pharmacy First – Care Without the GP Wait

The Pharmacy First service allows patients to receive advice and, where appropriate, treatment for a range of common conditions without needing to see a GP first. These include ear infections in children, sore throats, urinary tract infections, and skin conditions. Some of these only apply to certain groups of people so give us a call or check out our website for more information. This service helps patients access care sooner while also reducing pressure on GP appointments. Our trained pharmacy team can assess symptoms, provide treatment where suitable, or refer you on if further care is needed.

Seasonal Vaccinations – Planning Ahead for Autumn

Looking ahead to September and October, the pharmacies will once again be offering seasonal vaccinations, including the flu vaccine (Chase and Headley) and, where eligible, COVID 19 vaccinations (Headley only). These services are quick, convenient, and delivered by trained healthcare professionals you already know and trust. Full details about availability and bookings will be shared closer to the time.

Private Services at the Pharmacy

In addition to NHS services, the pharmacy also offers several private clinical services, providing convenient and affordable access to care locally.

Ear Wax Removal

We offer professional ear wax removal using safe, modern techniques. This service can help improve hearing and comfort and is particularly useful where NHS access is limited.

Cryotherapy

Cryotherapy is available for the treatment of certain skin lesions, such as warts, verrucae and skin tags using controlled freezing techniques carried out by trained staff.

Weight Management Support

We provide structured weight loss services, supporting patients with safe, evidence based options alongside lifestyle advice. This is always delivered with privacy, sensitivity, and appropriate clinical oversight.

Travel Clinic – Seeking Warmer Climates

We also run a Travel Clinic, offering advice and vaccinations for people travelling abroad. The clinic provides personalised travel health assessments, recommended vaccinations, antimalarial advice, and guidance on staying healthy while overseas. This is a convenient way to prepare for travel locally, without needing to book a GP appointment.

Here to Support Our Community

At Chase and Headley Pharmacies, our aim is to be accessible, friendly and practical whether you need quick advice, treatment for a minor condition, support with your medicines or help deciding which service is right for you.If you're unsure whether the pharmacy can help, please pop in or speak to a member of the team. We're always happy to help.

www:bordonpharmacies.com

Living with Stroke

By Jannine Stoodley

Stroke can have a sudden and devastating effect on peoples' lives. Most often out of the blue, it results in the immediate loss of certain mental and physical abilities. It is frightening, and causes a great deal of anxiety and feelings of desperation and isolation. This sudden life changing event not only affects the individual, but relatives and friends too.

A stroke is when blood stops flowing to a part of your brain. It can affect things like speech and movement, and take a long time to recover. For more information, visit:

www.nhs.uk/conditions/stroke/
www.stroke.org.uk

'Like falling off the edge of a cliff'

When local stroke survivor Sally Stoodley from Alton finally came home from hospital, having spent three months in Twyford Stroke Unit, she says it was like 'falling off the edge of a cliff'. From the cushion of being in a hospital ward, suddenly there was virtually no support. The life change was massive and yet there was no one to really talk to, who could understand or appreciate a little about the effects of her stroke and what this meant, not only for her life, but for her family too.

There are over 400 registered stroke survivors in the local Primary Care Network (a group of local GP practices that work together in a geographic area) and some 300 people registered at Badgerswood and Forest GP practices. Sally, along with her daughter Jannine, initially set up Alton Stroke Support Group as a space for people to come together and support each other through the sharing of experience.



Sally Stoodley and Jannine Stoodley

Shortly afterwards, with the support of stroke survivors and volunteers from Whitehill & Bordon, a second group has been established at the Forest Centre.

A Supporting Communities grant from East Hampshire District Council has enabled both groups the opportunity to grow organically and sustainably, with the support of other established groups such as Petersfield Stroke Group as well as The Stroke Association.





The Whitehill & Bordon Stroke Group

The Whitehill & Bordon Group has been meeting for the last year on the third Tuesday of the month and now has a great team of volunteers who help with all aspects of welcoming the 20-30 people who join each month.

As Sally says 'we provide support in lots of ways - not only friendship and understanding, reassurance, and social enjoyment, but we also regularly invite experts to talk to us about a wide range of relevant issues regarding rehabilitation including exercise, emotional difficulties and financial concerns. Often all we need is that welcoming cup of tea, piece of cake and a chat - an opportunity to share anxieties and experiences. We can learn a lot from each other'! "We also work closely with other local organisations and charities to be able to signpost and support recovery and rehabilitation for those directly affected by stroke. These include Inclusive Cycling at Alice Holt, Chairobics through Phoenix Theatre and Men's Shed".



Whitehill & Bordon Stroke Group



3rd Tuesday of the Month
2pm to 3.30pm
Forest Community Centre
Pinehill Road
Bordon GU35 0BS
(Transport is available)

Email: admin@altonstrokesupportgroup.org.uk
Tel: 07340739251 to speak to Kim, Whitehill & Bordon coordinator.

Enjoy the sun safely



- Use a sunscreen with SPF 30 or higher and reapply frequently (especially after swimming)
- Seek shade, especially during peak sun hours, particularly between 11am-3pm
- Cover up! Wear long-sleeved tops and trousers. Wearing a wide-brimmed hat and sunglasses are important
- Stay hydrated and drink plenty of fluids. We need more water when weather is hot
- Supervise young children - keep out of direct sunlight.
- Use light weight clothes and shade

Why do GP Surgeries sometimes run late?



Many of our patients have experienced it at some point: arriving on time for a GP appointment only to find that the clinic is running behind schedule. We appreciate that waiting can be frustrating, however, there are often good reasons why GP clinics occasionally overrun.

Unlike many appointments, medical consultations are difficult to predict. A patient may book a standard appointment but arrive with several health concerns, symptoms that require further investigation, or issues that are more complex than initially expected. In these situations, a GP may need extra time to ensure the patient receives appropriate care and advice.

Unexpected urgent cases

GPs also deal with unexpected urgent cases throughout the day. A patient may become seriously unwell during a consultation, requiring immediate attention and potentially affecting the schedule for everyone else. In addition, doctors regularly handle urgent telephone calls, review test results, respond to hospital correspondence, and make clinical decisions that cannot always wait until the end of the session.

Sensitive conversations take longer

Sensitive conversations can also take longer than planned. Discussions about mental health, bereavement, safeguarding concerns, long-term conditions, or end-of-life care often require time, compassion, and careful consideration. Rushing these appointments would not be in the best interests of patients.

Increasing numbers of patients

Another factor is the growing demand on primary care services. GP practices are managing increasing numbers of patients, often while facing staffing pressures and limited resources. Clinicians may also need to accommodate urgent same-day appointments or cover for absent colleagues, creating additional pressure on already busy schedules.

While practices work hard to keep appointments running on time, healthcare is ultimately centred on people rather than the clock. The extra time given to one patient today may be the extra time that another patient—including ourselves—may need in the future.

Medical emergencies

At the end of June, Forest Surgery experienced a medical emergency that required our dedicated clinical team to work together to provide life-saving care to a young man until the ambulance and air ambulance services arrived. We would like to extend our sincere thanks to the patients who were in the waiting room at the time and who either rebooked their appointments or waited patiently and respectfully, recognising that an emergency situation was unfolding.

Thank you for your patience

We greatly appreciate our patients' understanding and patience when delays occur. We make every effort to minimise waiting times while ensuring that every patient receives safe, thorough, and compassionate care.