



# New Wokingham Road Surgery Patient Participation Group (PPG) Newsletter

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On Tuesday, 8th April 2025, New Wokingham Road Surgery PPG hosted their 5th Health Event at the Morgan Centre in Crowthorne. The event was titled **"What Can Crowthorne Do For You? Check Out Your Health And Wellbeing"**.

There are many times in our lives when we need someone to talk to for extra support, but we might not know where to turn to or whom to ask for help, especially if transport is a problem. Understanding the available community resources is crucial for both physical and mental wellbeing.

The evening was organised into a marketplace-style Health and Wellbeing intervention, bringing together local organisations that offer services to Crowthorne, Wokingham, and Sandhurst residents. Each organisation provided a 10-minute presentation about their work. Promotional booths were arranged, allowing the public to explore, engage in conversations, and collect information along with free giveaways. Refreshments, such as tea and coffee, were provided during the evening.

The second part of the evening was dedicated to visiting organisations and their services, delivering approximately ten-minute presentations, showcasing their work, and explaining how the public can access them. The event also provided a great opportunity for all the professionals to network.

## Speakers and Presentations:

**Olga Zilberberg of the Missing Link** talked about her work with the Recovery Colleges. Recovery Colleges offer a wide range of free courses to help people better understand and manage their mental health needs, recover, and stay well. They operate on a self-referral basis, focusing on the **"student"** rather than the **"patient"**. Some of the workshops available include Managing Anxiety, Depression, Trauma, PTSD, Autism, ADHD, Managing Low Mood, Coping With Stress, Being Kind To Ourselves, Understanding Emotions, Improving Self-Esteem, and Wellbeing courses that focus on Food and Mood, Confidence, Vision Boards, and Creative courses such as Art, Craft, Singing, Yoga, and Nature Walks.



**Marta Fisher of NHS BOB ICB** delivered a presentation on the NHS App and the Digital Cafes. There are two ways to access NHS Digital Records: via the NHS Account or NHS App using an NHS Login, and via General Practice Websites. The benefits of Digital Access include reduced costs, improved communication with patients, efficiency, empowerment of patients, integration with other services, convenience, and reduced carbon footprint. The Digital Inclusion project has supported 2000 people, established 17 Digital Cafes, donated 19 mobile phones to women in need, supported over 40 community organisations, and launched the Laptop Recycle Project expected to deliver 180 laptops over the coming year. The NHS BOB ICB is currently ranked second in NHS App downloads (66%), with the Southeast National average at 58%.



**Shamin Zafar and Simon Shaw** presented on the work of Healthwatch. Healthwatch Wokingham is the local health and social care champion for change, with a mission to make sure that people's experiences help make health and care better. Their values include listening to people, including everyone in the conversation, analysing experiences to improve care, acting on feedback, and partnering with care providers, government, and the voluntary sector. Recent survey findings highlighted issues such as long phone waiting times, difficulties booking appointments, and lack of clear communication from surgeries. Recommendations include providing clear information on appointments, assessing digital service access, using infographics, and sharing timely information on service changes.



**Liz Penn from Involve and the Berkshire Health Social Prescribing Team** discussed their work in the community. Involve supports the Voluntary and Community Sector (VCS) in Bracknell, Wokingham, and surrounding areas. They run community wellbeing schemes and offer a confidential support service for adults in the Wokingham area, connecting residents with support and activities to reduce social isolation and improve health and wellbeing. Social Prescribing link workers connect patients to relevant community activities, services, and organisations, helping them take control of their health and wellbeing.



**Annie Yau-Karim, Public Health and Community Wellness Manager for Bracknell Forest Health**, gave a presentation on Public Health. The Public Health Portal provides a one-stop shop for health and wellbeing information, including healthy eating, physical activity, mental health, and smoking cessation. The portal has been used by 40,000 users since April 2023, with 24,000 new users between January 2024 and January 2025. The Community Map program supports professionals and residents in finding local community assets and activities that promote health and wellbeing.



**David Wilson of COATS in Crowthorne** discussed their work as a charity in the village. COATS is an independent charity funded by a charity shop on the High Street. They run a day centre for seniors (aged 60 years and up) and offer a minibus service within the RG45 postcode area. The centre provides socialising, hot lunches, tea and coffee, entertainment, activities, and theme days.



Representatives from **Good Neighbours** and the **Crowthorne Community Minibus** also shared information about their invaluable services and the need for volunteers.



In preparation for the event, the PPG Committee compiled a comprehensive fact sheet, bringing together a wealth of local service information. This resource is designed for accessibility and can be displayed on TV screens in public spaces, such as waiting rooms. Crowthorne and Sandhurst libraries also requested paper copies of the guide to be made available to visitors.

## We Need Your Ideas!

As we plan our next health event, we want to hear from you! Do you have any suggestions or ideas for topics, activities, or speakers? Your input is invaluable in helping us create an event that meets your needs and interests.

Please share your thoughts with us by email – [ppgjointventure@gmail.com](mailto:ppgjointventure@gmail.com).

We look forward to hearing from you

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