

“EVERY PATIENT IS OUR ONLY PATIENT”
OAKLANDS HEALTH CENTRE PATIENT NEWSLETTER



eConsult

Do you work long hours? Do you find it difficult to arrange appointments because of other commitments? **Why not try using eConsult?**

Launched in June 2016, eConsult, can be used as symptom checker, a self-management tool and as a facility for signposting patients to other services. Patients can complete an eConsult consultation for one of 100 common General Practice conditions with their own GP at a time convenient to them, 24 hours a day, 365 days a year. The consultation is then reviewed by a clinician the following working day and a response generated.

eConsult can also be used as a communication platform to update the Practice of any information pertinent to your care e.g. a recent hospital visit, continuation sick note etc.

eConsult is available to all registered patients over the age of 18 years and can be accessed via: www.oaklandshealthcentre.co.uk and click on the webgp link. If you would like more details or would like to be shown how to use this service please ask to speak with Michelle Blackburn

IF YOUR SYMPTOMS ARE LIFE THREATENING PLEASE DIAL 999

IF YOU NEED TO SPEAK TO SOMEONE OUTSIDE OF WORKING HOURS, ABOUT YOUR SYMPTOMS PLEASE DIAL 111

Patient Access (Over 18's only):

- Have we just closed and you want to order your repeat medication?
- Book an appointment?

Did you know you could sign up for Patient Access? **You can access these services online 24 hours a day 7 days a week.** Please visit www.oaklandshealthcentre.co.uk or ask one of our receptionists for further information. Alternatively, if you are having any difficulties setting this service up please contact Michelle on 01484 691360 and she will help you set this up over the telephone, or if you wish we can do this at the surgery.

Dispensary

If you order repeat prescriptions we would like to encourage patients, where possible, to order online. We do know and appreciate that not everyone is happy to use a computer, or has one and we are very happy to still receive your orders by phone. If you have any concerns, if online ordering isn't working for you, you are frustrated by something, please let us know, we are here to help.

When telephoning for repeat medication please allow the answer machine message to finish before leaving your message.

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Outreach Clinics held here at Oaklands Health Centre

BMI – ENT	Oaklands Nerve Conduction / Hand surgery
BMI - Orthopaedic – Hip	Oaklands – Vasectomy Clinic
BMI - Orthopaedic – knee	TICCS - Ultrasound
BMI - Neurologist	
BMI – Urologist	

Dementia Drop in Café - Oaklands Health Centre are hosting a drop in café, for carers and patients, on the 2nd Thursday of the month, 12.00 – 14.00 which starts 11th August, in conjunction with Making Space. For more information please contact the surgery.

Flu Clinic 2016

Dates: Saturday 24th September, Saturday 8th October & Saturday 12th November 2016

Our flu clinic appointments can be booked online. You can book appointments at your convenience, no need to ring the surgery, unless you want to talk to one of our receptionists. All you have to do is register for Online Access, if you have not already done so. If you would like to register, please visit www.oaklandshealthcentre.co.uk and click on the appointment or the Prescription tab and follow the instructions. **If you would like any help setting this up please contact Michelle on 01484 691360 Monday – Thursday 09.00 – 15.00.**



Website – have you visited our website recently? Have you signed up to receive our patient newsletters by emails? Click on the practice newsletter tab on our home page on our website www.oaklandshealthcentre.co.uk.

Fill out the short form, when I upload the newsletter onto our website you will be automatically emailed a copy.



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