

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



OAKLANDS WEBSITE

Book and cancel GP and Phlebotomy (blood clinic) appointments.

Order repeat prescriptions online

Consult with our GP online by filling out a questionnaire and emailing the practice – response during working hours as outlined by your email receipt

View our surgery booklet www.oaklandshealthcentre.co.uk click on patient information under the heading further information on the right hand side of the home page.

DID NOT ATTEND

208 patients did not attend their appointments in November this equates to about 34.5 hours of missed appointments if they were all 10 minute appointments. The average cost of a missed appointment is £15 that equates to approximately **£3105 wasted money**.

120 patients did not attend for their appointments in December this equates to about 20 hours of missed appointments if they were all 10 minute appointments. The average cost of a missed appointment is £15 that equates to approximately **£1800 wasted money**.

Overall £5000 would buy 300 nursing hours or 70 hours of a GP's time.

DISPENSARY

PLEASE NOTE THE DISPENSARY WILL BE OPERATING TEMPORARY HOURS BETWEEN 20th – 24th FEBRUARY INCLUSIVE

09.00 – 12.30

12.30 – 13.30 lunch

13.30 – 15.30

Normal opening hours will resume Monday 27th February.

Dispensing medications is a serious business. We want to ensure 100% accuracy in our dispensary and this is why we often need to place our phones on 'answer mode' to avoid disrupting the dispensary staff. If you do not wish to leave a message you can email the practice 24/7 via patient access from our website to order your prescriptions www.oaklandshealthcentre.co.uk scroll down to the bottom of the home page, click on the repeat prescription box and sign in. When you are ordering your medication there is also a box where you can type any questions or queries for the dispensary team. If you have not signed up for patient access or you are having difficulty accessing this service please contact Michelle Blackburn 01484 691360 Monday – Thursday 09.00 – 15.00



February 2017

P.T.O

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



EAR SYRINGING

Oaklands Health Centre will not be routinely carrying out ear syringing. Many blocked ears can be self-treated at home. Oaklands Health Centre will be producing a fact sheet for blocked ears, which will be on our website and available from our practice. If you have hearing loss or are concerned about your ears please make a Nurse Practitioner appointment to discuss your symptoms.

WOUND CARE CLINICS

We are operating designated times on a Monday, Wednesday and Friday for wound care. Please book in for repeat dressings with the Health Care Assistants, unless you are told differently.

CLINICAL COMMISSIONING GROUP PRESCRIBING CHANGES

Following on from the recent “Talk Health Kirklees” public consultation, NHS Greater Huddersfield and NHS North Kirklees Clinical Commissioning Groups (CCGs) have taken a number of important decisions.

The CCGs have agreed to stop the routine prescribing of

- Multi-vitamins From February 2017
- Sun Creams From 1st March 2017
- Cosmetic products From 1st March 2017
- Emollients From 1st March 2017
- Branded medication From 1st March 2017
- Infant milks From 1st April 2017
- Gluten free products From 1st April 2017

We are awaiting patient leaflets from the CCG with further information about these changes.

APPOINTMENTS

We have a variety of appointment times at Oaklands Health Centre and in order to help us give you the correct length of appointment we need to ask you why you are coming. If you would like to see a doctor or a nurse about 2 issues then we would recommend booking a double appointment. This will help us to run on time. We do deal with emergencies, as I am sure you will understand, from a complex issue, calling an ambulance to hospital admissions, we cannot always guarantee to run on time but we try our best. Time is very important to everyone and we do try very hard to keep to your scheduled appointment time. We would recommend that you allow extra time to allow for such incidents, as our mission statement states ‘Every patient is our only patient’.

If you are waiting longer than 20 minutes please bring this to the attention of the receptionist who will update you on when you will be seen.

"EVERY PATIENT IS OUR ONLY PATIENT"
OAKLANDS HEALTH CENTRE PATIENT NEWSLETTER



CONFIDENTIALTY

As children grow older we have to respect their confidentiality as we do yours. Please understand that once your child gets to 16 we are unable to inform you of their appointment times, blood results, medication information etc and in some cases it maybe as young as 12 years of age if the doctor feels they understand their consultations. This is not because we are trying to be difficult but that we need children to know that they can come to the doctors in confidence with any issues at any time.

STAFF TRAINING

We are closed for staff training the last Wednesday of the month 13.00 – 16.00.

If you require to urgently speak with the on-call doctor during this time please dial 01484 691363

111 for non-emergency

999 life threatening emergencies

**IF YOU REQUIRE THIS NEWSLETTER IN LARGE PRINT PLEASE ASK
RECEPTION**