

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



CQC INSPECTION

You may have seen in the local press, Oaklands Health Centre received an '**OUTSTANDING**' rating in our latest CQC inspection. We scored '**OUTSTANDING**' in 4 out of 5 areas and the 5th was rated '**GOOD**'. As a practice we are extremely pleased with such a high rating, but we are not complacent and we will continue to develop and improve our service to all our patients.

STAFF TRAINING

Please note we are alternating our monthly staff training days. These dates may be subject to change.

We will be closed:

Wednesday 31 st May	- closed 13.00 – 16.00
Tuesday 20 th June	- closed 13.00 – 18.00
Wednesday 26 th July	- closed 13.00 – 16.00
Tuesday 22 nd August	- closed 13.00 – 18.00
Wednesday 27 th September	- closed 13.00 – 16.00
Tuesday 17 th October	- closed 13.00 – 18.00
Wednesday 29 th November	- closed 13.00 – 16.00
Tuesday 19 th December	- closed 13.00 – 18.00

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

01484 689111

this will either for a Wednesday give you another number to call

or

on a Tuesday, stay on the line and you will be put through to local care direct.

Alternatively please dial

111 for non-emergency

999 life threatening emergencies

DID NOT ATTEND

101 patients did not attend their appointment in April this equates to approximately 17 hours of missed appointments if they were all 10 minute appointments. Please inform us if you no longer require your appointment.

Thank you for attending your appointments

May 2017

P.T.O



Consult with your GP online

Visit www.oaklandshealthcentre.co.uk

Scroll down until you see

WebGP



Contact our doctors online

Fill out a simple online form to get advice and treatment within 1 working day

Need advice about a specific problem or condition?

I want help for my condition

Not sure what your symptoms mean?

I want general advice

Need to request test results, sick note, referral letter or medical report?

I want administrative help

or contact our doctors about one of these common conditions:

Acne	Anxiety	Asthma
Back pain	Bacterial vaginosis	Cold or flu
Contraception	Coughs	Cystitis in women
Depression	Earache	Eczema
Foot pain	Hay fever	Knee pain
Malaria prevention	Periods - delaying	Periods - heavy
Periods - painful	Rectal bleeding	Shoulder pain
Sinusitis	Sore throat	Vomiting or diarrhoea

Option 1

Option 2

Option 3

You will have 3 options, as above. Click on the relevant box.

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- If you have a symptom, click on the relevant symptom heading for example foot pain and fill out the questionnaire which will ask you relevant questions about foot pain related questions. This will be emailed to the on-call doctor in working hours. Your email receipt will tell you when you should receive a response by.
- If you want a message getting to the doctor please click on ‘I want administrative help’

WHAT BENEFITS DOES WEB GP GIVE ME AS A PATIENT?

- **Saves time** – no more waiting on the phone at 8am to get an appointment. Fill out a questionnaire anytime day or night and we will ring you to arrange an appointment
- **Available 24/7** – fill the form out on an evening, for example, providing not a weekend / bank holiday we will respond as per your email response time states.
- **Saves money** – no more phone charges
- **Pass a message to your doctor** without the need to call

If you have any questions or unsure how to use this service, please contact the surgery 689111

NEWSLETTERS

Sign up to receive newsletters by visiting www.oaklandshealthcentre.co.uk scroll down to the bottom of the page and click the box ‘Practice Newsletters’. Fill out your details and you will

Repeat Prescriptions Click to order your repeat prescription securely online	Cancel Appointment Click here to cancel your appointment	Request an Appointment Click here to request an appointment
Your Contact Details Click here to update your contact details	Your Clinical Record Click to help us keep your clinical record up to date	Practice Newsletter Sign up to receive the practice newsletter

Receive newsletters automatically in the future.

WHAT BENEFITS DOES SIGNING UP TO OUR PRACTICE NEWSLETTER GIVE ME?

- Keep up to date with our bank holiday closures
- Pharmacies open in your area over bank holiday weekends
- Keep up to date with new services at Oaklands

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DISPENSARY

Have you signed up to receive your prescriptions online? Please ask a member of Oaklands staff for further details. You will need to collect a registration letter from the surgery with all the details on how to set your patient access up.

Please remember to allow 48 working hours for your prescription to be ready to collect

If you are having difficulties with your patient access please ask to speak with Michelle Blackburn or telephone 01484 691360

WHAT BENEFITS DOES SIGNING UP TO PATIENT ACCESS GIVE ME?

- You can order your prescriptions 24/7
- Save time and money on phone calls

UNIVERSITY STUDENTS

Home or visiting for the summer please ensure you have enough medication before leaving university. Oaklands Health Centre can see you as a temporary resident for immediately necessary and emergency treatment only.

You must return to the GP you are registered with at University or your home address for any review of long term conditions, referrals, repeat medication, travel advice and travel vaccinations, as we do not have access to your medical records.

Parents and Guardians please remind your son or daughter before leaving University for the summer.

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