"EVERY PATIENT IS OUR ONLY PATIENT"





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 31st May - closed 13.00 – 16.00

Tuesday 20th June - closed 13.00 – 18.00

Wednesday 26th July - closed 13.00 – 16.00

Tuesday 22nd August - closed 13.00 – 18.00

Wednesday 27th September - closed 13.00 – 16.00

Tuesday 17th October - closed 13.00 – 18.00

Wednesday 29th November - closed 13.00 – 16.00

Tuesday 19th 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

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OAKLANDS HEALTH CENTRE PATIENT NEWSLETTER

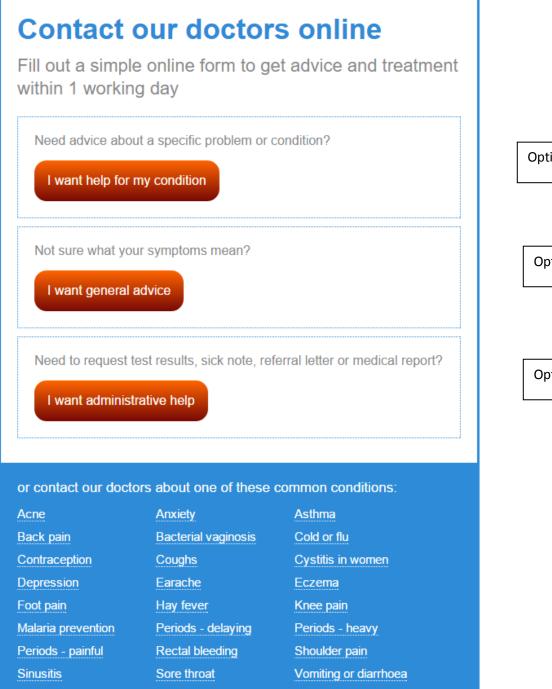


Consult with your GP online

Visit www.oaklandshealthcentre.co.uk

Scroll down until you see

WebGP



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 <u>www.oaklandshealthcentre.co.uk</u> scroll down to the bottom of the page and click the box 'Practice Newsletters'. Fill out your details and you will



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