

Welcome to



Visit our website at www.oakfieldshealthcentre.co.uk

Oakfields Health Centre is a GP practice centrally located in Hamsterley Colliery. The practice covers the villages of Ebchester, Hamsterley and Low Westwood, Hamsterley Mill, Medomsley, Chopwell and the outskirts of Consett and Rowlands Gill. Please be aware that if you move outside of the practice boundary you will be asked to register with a GP practice closer to your home address.

Opening Times

Monday to Friday: from 8.30am to 6pm except;
Wednesday: we run a late surgery up to 8.15pm
Thursday: we are closed half day after 12.30pm
The Dispensary opens during the above times, but closes daily between 12pm and 2pm, and closes at 6pm on Wednesday.

Urgent treatment when the Centre is closed

Please telephone 111 for advice. In an emergency for life threatening conditions ring 999. If you have a minor injury visit Shotley Bridge Hospital Minor Injuries Unit (Mon to Fri 8am – 6pm).

Contacting the Centre

The Health Centre telephone number is (01207) 560206
All calls are recorded for training and monitoring purposes.

How can you help?

- By turning up for your appointment. Not attending an appointment is unfair to the Health Centre staff and other patients who may be kept waiting. If for some reason you cannot attend, please let us know (you can do this online if you are registered)
- When booking your appointment please let the receptionist know if you need to discuss more than 1 problem
- Do not attend the practice without an appointment as we are not a "Walk in Centre" for urgent appointments
- If you have a minor problem, help and advice is also available from local community pharmacies. Please pick up a leaflet in reception for further information
- Please allow 2 working days for your repeat prescription to be prepared.
- You can let us know what you think about the practice, and any ways you feel we could improve, by using the information kiosk in reception or completing a practice leaflet to provide feedback.

Health advice

The practice recognises that smoking is one of the most significant contributing factors to life expectancy and ill health, particularly cancer, coronary heart disease and respiratory disease and therefore we are providing a Stop Smoking Service on Monday afternoons for people who want to quit. The initial baseline assessment should take approximately 30 minutes and determine motivation, readiness to quit, level of dependence and a treatment plan. You will then be offered weekly review appointments for at least the first four weeks of your attempt to quit.

Please ask at reception for further information or to request an appointment.

Appointments

All consultations are by appointment only. Please do not just turn up but telephone first and talk to the Receptionist. She will not discuss medical details with you, but can help you decide who best to see. We offer both telephone and face to face appointments with any of the following, depending on availability:

- **Dr Jon Levick** whose special interests are ear nose and throat problems, minor surgery, and sports medicine
- **Dr Carole Patterson** whose special interests are palliative care, women's health and diabetes
- Our **Nurse Practitioner Gill Elder** who can deal with minor illness like coughs and colds, all infections, eye and ear problems and cystitis. Gill can issue prescriptions if necessary
- Our **Practice Nurses, Mandy Kimber (Nurse Prescriber), Karen Jackson and Kay Marshall, Health Care Assistant**, who can deal with routine blood tests, dressings, injections and also carry out your annual health checks

If you are offered a **telephone consultation** you will be given a telephone appointment and the Doctor or Gill will return your call and discuss your problem confidentially. If appropriate you may be prescribed medication, or you may be advised that a face to face consultation would be advisable.

We are a 'Dispensing Practice'

This means that if you have been given a prescription, you can have it dispensed at the Health Centre. However, the rules state that if you live within 1 mile of a dispensing pharmacy, we are unable to dispense to you and you must take your prescription to an alternative pharmacy.

Repeat prescriptions

You can order your repeat prescription by post, fax, handing your prescription counterfoil in at the Dispensary or by leaving it in one of the boxes at the main entrance. Repeat prescriptions can also be ordered online at www.oakfieldshealthcentre.co.uk; please contact a member of the Dispensary team to register for this service.

Additional services at Oakfields

We have regular clinics within the practice for health visitors and child health, antenatal clinics with the midwife, physiotherapy, chiropody and foot care, counselling, dietary advice and stop smoking clinics.

What makes Oakfields special?

There are a number of reasons why we believe that the practice is particularly special:

- Our waiting times for appointments are consistently short
- We are a small practice able to treat patients on a personal basis
- We are constantly exploring ways to improve our services and make life easier for our patients
- We provide a service to Derwent Care Home and other housebound patients
- We deliver prescriptions to our housebound dispensing patients
- A lot of activity takes place behind the scenes – the clinical staff hold weekly meetings to discuss patient care, and examine whether any special actions need to be taken
- We have an active Patient Reference Group which meets every three months to discuss how the practice is run.