

Autumn/Winter 2014

Welcome to



Visit our website at www.oakfieldshealthcentre.co.uk

Weekend working

We are once again providing an opportunity for you to take advantage of weekend GP & Nursing appointments between October 2014 and March 2015

Finding it difficult to come for your appointments due to work or family commitments? Would you like to have an NHS Health check but cannot find the time? If so please ask for a weekend appointment.... **Opening times are 8am – 1pm Sunday**
To make an appointment please contact us during the week
There will be **no** home visits or telephone appointments

Minor Ailments

Save your own and your GP's time!.... go straight to your local community pharmacy for the following ailments

Headaches	Indigestion & Heartburn
Fever	Infant teething
Nasal congestion	Threadworms
Earache	Thrush
Sore throat	Athletes foot
Diarrhoea	Head lice
Constipation	Rash

Please refer to the list of local community pharmacies in reception

What is your gender?

- Male
 Female
 Transgender
 I'd prefer not to say

What is your age?

- 16 – 24
 25 – 34
 35 – 44
 45 – 54
 I'd prefer not to say
 55 - 64
 65 - 74
 75 - 84
 85+

What is your ethnic group?

- White
 Asian / Asian British
 Black / Black British
 Mixed
 I'd prefer not to say
 Other

Do you consider yourself to have a disability as defined under the Equality Act?

- Yes
 No
 I'd prefer not to say

Flu Clinics

Don't forget your Flu Injection!

Please call at reception to book an appointment:

Monday 4pm –5pm

Wednesday evening 6.30pm – 7.30pm

Sunday mornings 8.30am – 12.30pm

Also drop in clinics 4 – 5 pm every Tuesday (18+ only)

Friends and Family Test

Think your views are important.... so do we

You can let us know what you think about the practice, and any ways you feel we could improve, by completing our Friends and Family survey

All you need to do is:

Use the Elephant Kiosk in reception and answer 1 simple question "Would you recommend us". Ask a member of staff if you need any help, or....

Complete the questionnaire at the end of this leaflet and return it to reception or post in the box provided, or....

Visit our website and complete the survey on-line

Thank you for your help

Friends and Family Test

Which healthcare professional did you see today?

- GP
- Nurse Practitioner
- Practice Nurse
- Healthcare Assistant
- Physiotherapist
- Podiatrist
- Midwife
- Health Visitor
- Psychological Therapist

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

Can you tell us why you gave that response?

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Do you give consent to have your comment published?

- Yes
- No
- Not applicable

How long after your stated appointment time were you seen?

- Seen on time or within 5 minutes
- 6 – 10 minutes
- 11 – 20 minutes
- 21 – 30 minutes
- More than 30 minutes
- Don't know/can't remember

Did the appointment meet your needs?

- Yes
- No

Please explain why not

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