

One lady member of our Patient Reference Group is very keen to spread the message that prevention is better than a cure. Here is one of her tips...

“Frequent hand washing’s the thing to do
Especially after using the loo
OK, soap and water may not inspire us
But it’s a damn sight better than norovirus”

ISSUES THAT MAY CONCERN YOU

Changes to weekend working

The weekend winter pressures service, which was piloted at the practice over the busy winter months, has come to an end pending formal evaluation by NDCCG in June. As this initiative significantly increased access and availability of ‘out of hours’ appointments for our patients, we have asked, should the evaluation prove positive, that clinics continue to be provided at the practice on Saturday mornings.

What will this mean for you as a patient?

If you have an urgent health problem which cannot wait until the practice is open or need health information, the best way to access treatment is by calling **NHS 111** or in an emergency **ring 999**

Campaign for a pharmacy

Our application for a pharmacy at Oakfields has been turned down because it was deemed that pharmacy provision in the area is adequate and there was **NO** evidence of need for an additional pharmacy service. However, we firmly believe that there is a need due to lack of choice and accessibility issues for local residents. In order to provide the proof and demonstrate resident support a questionnaire is now available in reception for you to complete.

“Please have your say and support our pharmacy petition...”

Thank you

Spring 2013



Spring 2013 Newsletter

Visit our website at www.oakfieldshealthcentre.co.uk

What's New at Oakfields Health Centre

PATIENT SURVEY

Thanks to everyone who took the time to fill in the patient survey forms at the end of last year. The results were very encouraging: more than 93% of respondents rated the practice **good, very good or excellent!**

If you want to see the survey results you can find them on our website, on posters around the practice or for more detail ask at reception.

If you would like to comment on your experience of the practice please visit the NHS Choices website at <https://www.nhs.uk>.

“...and while I’m here doctor...”

One of the main issues in the survey was about appointment waiting times. We’ve all done it, haven’t we? Once we get in the consulting room to discuss our original problem, something else just occurs to us...

Please help our doctors to help you

The doctor will usually see to any additional matters, but it does mean that you spend longer than planned on your appointment, which in turn means that other people in the reception area have to wait just that little bit longer. So, if you do find that the clock’s ticking away when you’re waiting, don’t always blame the doctor!

Of course there are also times when the doctor may be called away to a medical emergency; such instances obviously need to take priority, and we ask for your understanding.

WHEN WE'RE AWAY

There are occasions when, as well as normal holidays, doctors and nurses in the practice need to take time out to attend seminars and briefings to keep up to date with the latest techniques and therapies. To cover for these absences, you may find that treatment is offered by a locum (temporary doctor or nurse). But rest assured, any locums at Oakfields work with us on a regular basis and are well qualified and skilled practitioners.

DISPENSARY NEWS

Home Deliveries

We are always looking at ways to improve our service to patients, and at the moment we are developing a service to deliver medications to people who are housebound. The details have not been finalised yet, but watch this space...

New boxes

If you receive regular medication, you may have noticed that the packaging might look a bit different. This is because we have changed our supplier, but rest assured, the medication still 'does what it says on the box'.

New faces

Welcome to Emma Bullock, who brings her 13 years' experience in dispensing to the team.

NORTH DURHAM CLINICAL COMMISSIONING GROUP

It's quite a grand sounding title, but in simple terms the North Durham Clinical commissioning Group 'NDCCG' is a group of doctors with practices in Derwentside, Durham and Chester-le-Street who are responsible for planning and buying (commissioning) nearly all your health services.

The Group has to decide how best to invest the £300million of taxpayers' money that is available to spend over the next twelve months on behalf of the 243,000 local people it serves.

Your experience counts

Dr Neil O'Brien, based in Chester-le-Street, heads the group and would welcome your comments, compliments and concerns or complaints to help improve the services they 'buy' for patients. Please get in touch by phoning 01207 285514, or writing to: North Durham Clinical Commissioning Group, Stanley Primary Care Centre, Clifford Road, Stanley DH8 0AB, or visit www.northdurhamccg.nhs.uk.

YOUR PATIENT REFERENCE GROUP NEEDS YOU!



Would you like to have a say about our services, specific issues about the practice or concerns for the NDCCG?

We have a small patient group which would welcome new members from all age groups. If you would like to join or learn more about this group please either leave your contact details at reception or ask to speak to the practice Business Manager.

Patient Reference Group meetings are held every 3 months on Wednesdays 4.00pm – 5.00pm... *and to tempt you there are light refreshments!*