

Oakfields Health Centre

Are you waiting too long for your appointment?

Together we can improve this one blip on our service

What are we going to do?

Operate a more informed reception service

We will always tell you when clinicians are running 20 minutes late to allow you to rebook your appointment if necessary.

Operate a more flexible and timely appointment system

We will continue to offer a flexible range of telephone and face to face consultations.

Provide extended hours including Sunday morning opening during summer months

From the beginning of June to the end of September we will be open on Sunday mornings from 8.00am – 1.00pm. From the 1st July our extended hours session on Wednesday evening will run from 6.30pm - 8.15pm, with both GP and Nurse appointments available.

Offer an efficient telephone appointment service

We will aim to ring you back within 1 hour of the telephone appointment time so that you are not inconvenienced by waiting for a call from the clinician.

Ensure that a patient who misses their appointment does not introduce a delay to other patients

If patients arrive late we will advise them that their appointment will be delayed as a consequence until the end of the clinic.

What can you do?

Consider asking to see the nurse if you think that is appropriate

We have a very skilled Nurse Practitioner and Practice Nurse who can diagnose and treat minor ailments such as ear, chest & throat infections and prescribe any medication required. Please request a nurse appointment if you think it is suitable.

Consider requesting a telephone appointment

It may be appropriate to deal with your problem via a telephone consultation with the clinician rather than by visiting the practice. Please consider this option when booking.

When you make your appointment let the practice know if you need to discuss more than one problem

Face to face appointments are 10 minutes only so if you have more than one problem to discuss please advise the receptionist at the time of booking to avoid other patients being delayed.

Don't arrive more than 10 minutes before your appointment time

Arriving early will not mean that you are seen any earlier than your booked appointment time.

Let the practice know if you are running late

This will allow clinicians to prioritise and manage their appointments to prevent any unnecessary delay for other patients.

Let the practice know if you are unable to attend your appointment

Appointment slots are a valuable commodity and squandering the time by non-attendance is costly to both the practice and other patients.