



Dear Patient Participation Group Member

I hope you all enjoyed the Easter Break and are looking forward to the positive plans to move forward in the Roadmap out of lockdown. The practice continues to implement all new guidance and recommendations, as these are made available: The practice has loaned pulse oximeters (measurement of oxygen levels) to patients with Covid symptoms. The practice continues to send fit for work certificates (medical certificates) to patient's mobile phones with the patient's permission.

Patient continues to order their prescriptions using online services. To date 2600 patients have registered for online services at the practice with another 511 patients who have registered with the NHS APP. We are proud to say that out of the 16 practices in the Nottingham North and East Clinical Commissioning Group Oakenhall is the 6 highest practice for NHS APP patient registrations.

The practice has had welcome recent new additions to our workforce of a Receptionist and Healthcare Assistant. Since May 2020, the practice has provided additional daily clinical sessions by our Nurse Practitioner - 154 new consultations appointments have been provided a week and includes those booked for our extended hours service between 07:30 – 08:00. She provides patient consultations for those who require urgent on the day care.

The practice has also welcomed new Primary Care Staff who specifically work with the four practices in Hucknall (Oakenhall Medical Practice, Om Surgery, and Torkard Hill Medical Practice):

First Contact Physiotherapist (Byron PCN): provides first contact with patients who have new joint/back pain or injury. This is available by telephoning the reception team on 0115 963 3511 Option1.

Clinical Pharmacy Team (Byron PCN): provides assistance with medication reviews, prescribing advice and medication safety.

Social Prescriber (Byron PCN): Provides support and wellbeing of patients aged 18+ by helping connecting you with a range of different services, support, and community activities. To support you to live as independently as possible. This is available by telephoning the reception team on 0115 963 3511 Option1.

Paramedic Advanced Community Practitioners: who provide health support and advice including weekly contact for patients residing in local care homes.

I look forward to moving forward and restarting our face to face Patient Group Meetings when safe to do so, in the meantime, please feel free to contact me with any comments or feedback – Thank you.

Kind regards

Lisa Ellison
Practice Manager

