



OAKENHALL
MEDICAL
PRACTICE

Patient Newsletter January 2024

Dear Patient Participation Group Member/Patient

Happy New Year. The Practice Team would like to send you our best wishes for 2024.

Update from the Practice

Our new GP Assistant has been has provided flu clinics this Autumn. She is developing her role to include requests for medical reports from patient insurance companies and has developed liaison for bereaved relatives of patients who have died whilst registered with the practice, with relatives, the Medical Examiners Service, Funeral Directors, and the practice. Leigh-Ann has now changed her flu clinics to blood test clinics for patients who require annual blood test monitoring to ensure patients remain well and healthy. In addition to Leigh-Ann's Friday annual blood test monitoring clinic, we have also created similar additional clinics on a Tuesday and Wednesday at midday, including one on a Thursday morning between 07:30 – 08:00.

Patients are being invited to book an appointment using a self-booking by their mobile phone. This means there is no need to telephone (unless the patient wishes to) to book the appointment and will help reduce waiting times for patients on the telephone.

Following the practice involvement in the Accelerate Programme in Winter/Spring 2023, the practice continues to expand the use of communication with patients electronically via patient's mobile phones. We have been using this to invite for blood pressure checks, invitations for patients' annual reviews and blood tests, reminders for screening programmes, for vaccinations such as flu and shingles.

GP Patient Survey 2023 Action Plan Update:

- GP Face to Face consultation appointments have been successfully implemented and increased to 15 minutes.
- The practice increased the amount of online patient consultations and further increased this in December 2023. We offer both administrative (such as requests for fit for work certificates, test results enquiries and prescription requesting) and clinical (patient routine requests only) online consultations. We are hoping to expand online consultation access further this year, with the Patient Participations Groups assistance.

The NHS Friends and Family Test Responses:

The responses for November and December 2023 are as follows:

We would like you to think about your recent experience of our service.

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

Month	Very Good	Good	Neither	Poor	Very Poor	Don't Know	Total
November 23	8	4	0	0	0	0	12
December 23	15	3	0	0	0	0	18

Please feel free to contact me with any comments or feedback – Thank you.

Kind regards

Lisa Ellison
Practice Manager