

Care Navigation Coming Soon

Over the next few months Practice receptionists will be trained to offer patients more help and signpost them through the health and social care system as smoothly as possible.

This will enable you to receive the right care by the right professional at the right time.



Spring 2018 Newsletter

Visit our websites at www.oakfieldshealthcentre.co.uk
www.diptonsurgery.co.uk

Improving Our Appointment System

With effect from the 14th May 2018 Oakfields Health Centre and Dipton Surgery are making improvements to our appointment system, in order to give greater access to our Doctors and Nurse Practitioners. **All Nursing and Health Care Assistant appointments will remain the same.**

The principal behind this new system is:

To offer access to both our Doctors and Nurse Practitioners either online or by telephone and if required, a follow up face to face appointment **on the same day.**

It will not be necessary to book ahead for appointments as your problem will be dealt with on the day. No future dated appointments will be available.

Making Appointments

- You should ring the practice as usual and speak to reception. The receptionist will ask you to give a brief indication of your problem to assist the Doctor or Nurse Practitioner. Receptionists are there to help navigate you to the best person to deal with your problem.
- Alternatively you can go to our website and click on the link below:



Click here to get help online with ask my GP

The enclosed leaflet will help you use this new method of contact.

- Receptionists will book you onto the Doctor or Nurse Practitioners appointment list and they will ring back as soon as possible, usually within the hour. Please help us to help you by making sure you are available to take your telephone call. If you are not able to take a call until later in the day please advise the receptionist of a convenient time.
- It is not necessary to ring for an appointment first thing in the morning. Telephone the practice at a time that you will be able to take a call, but no later than 4pm. We will need to stop appointment requests at this time to ensure patients who need face to face appointments can be seen on the same day.



- **askmyGP** is a new way to contact your GP and this can be accessed via our practice websites. You can request help from the practice using your smartphone, computer or tablet on this secure online forum.
- You can also use this system outside of opening hours and clinicians will then respond quickly during normal opening times by telephone or online. See our enclosed dedicated leaflet.

Home Visits

Please note that home visit requests must **still** be made before 10.30 am so that one of the team can arrange to see you at home on the same day.

Ordering Prescriptions

Requests for repeat prescriptions should still be ordered through the systemonline prescriptions tab on our website.



Please **do not** use **askmyGP** for repeat prescriptions

