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Newsletter 4
 June 2024



Oakmeadow Surgery Newsletter

WE WOULD LIKE TO INTRODUCE ONE OF OUR HEALTHCARE

NAVIGATORS DAISY.

Hello my name is Daisy. I am one of our Healthcare Navigators on the morning shift. I started working at Oakmeadow Surgery in August 2021.

People sometimes get confused what our role is as we used to be known as receptionists. We do all the same things we used to do as receptionists including booking appointments and dealing with your queries, but we have received extra training to be able to sign post all patients to the correct clinicians first time.

This means when you are asked what your appointment is for we can make sure you are seen by the best person for the job straight away. This saves time and appointments being wasted

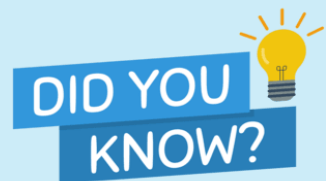
As part of my job as a Healthcare Navigator I am also tasked with registering new born babies and getting them and the new mum's booked in for postnatal's and 6 week checks and booking people for diabetic reviews and pneumonia vaccines.

I always have Tuesdays off but I am here in the Surgery from 8 till 2 every other day. You may even catch me here on a weekend if we have a flu or covid clinic.

Outside of work I spend as much time as with my 8 year old daughter and fiancé and other family members. We love going swimming, to theme parks, the zoo and to the cinema and going on holiday.



Proud to be providing NHS services.



We have over 8500 patients currently registered at our surgery.

If you do not attend your appointment that time goes to waste. It is so important to let us know if you cannot attend so we can offer the appointment to those who need it.

So far this month **100** patients have missed booked appointments. If they had cancelled, we could have given 100 more patients appointments, Tell us if you cannot keep your appointment.

Please **remember** we are now using our online link.

The link :

florey accurx.com/p/c82008

If you are having any issues with using this link please come in to the surgery at 8am and we can talk you through it.

Community Pharmacy Consultation Service.

As some of you know we can now refer you to the pharmacy for minor illnesses.

These include

- Bites and stings
- Cold and Flu
- Congestion
- Ear issues
- Eye issues
- Sickness and diarrhoea
 - Thrush
 - Pain
 - Skin rashes
- Mouth and throat issues
 - Swelling



Need a supply of oral contraception?



You can now arrange to get your first, or next supply directly from some of our local pharmacies in confidence.

Find your nearest participating pharmacy at <https://www.nhs.uk/service-search/pharmacy>

We have a patient participation group— any patient can join this group and attend meetings to share your voice about procedures and changes at Oakmeadow. If you would like to join please let us know.

Closures

We will be closed on Monday 26th August 2024. for bank holiday.

We will also be closing at 1PM on Wednesday 12th June 2024, Wednesday 10th July 2024 and Wednesday 7th August 2024 due to staff training.