

OPPG Newsletter

LAKESIDE HEALTHCARE
at Oundle



NEWSLETTER OF THE
OUNDLE PATIENT PARTICIPATION GROUP

DECEMBER 2017

**Oundle Patient Participation Group is constituted in order
“To inform, consult, advise and support patients on health and wellbeing
and facilitate interaction between patients and practice.”**

New Appointment Booking System

On Monday 6 November the way appointments to see a Doctor changed. In response to feedback from patients, and in order to use GP time more efficiently, you will no longer have routine appointments that are available on the day.

All routine appointments will be pre-bookable only, taking away the need for patients to call back on the day they wish to be seen.

The surgery will stagger the release of appointments with one third being bookable 3 weeks in advance, another third bookable 2 weeks in advance and the remaining third bookable 1 week in advance.

They will continue to have a Duty Team consisting of a Doctor and an Advanced Nurse Practitioner. They will be available to see patients that have become acutely ill and require an urgent same day appointment. You will be offered the next available appointment. The Duty Team should not see you if your symptoms are non-urgent or chronic.

If you require a home visit because you are not well enough to attend the surgery then they ask, if possible, that you call before 10.00am. One of the Duty Team will then call you to assess your condition.

Appointments to see a Doctor can be made by calling 01832 273408 on weekdays between 8.00am - 6.30pm, or you can make an appointment online. In order to make appointments online you must first be registered for Patient Access by requesting this from Reception (you will need photo ID to enable a user ID and Pin number to be issued).

The reception team have recently undertaken the country-wide Care Navigation training that has been set up to help non-medical staff safely direct your request to the most appropriate healthcare professional.

Please be aware you will be asked for a brief description of your symptoms to enable them to do this. You may be offered an appointment with a Doctor or a Nurse and this may be a face to face or a telephone appointment.

The surgery would like to remind patients that appointments are for 10 minutes only and it is more effective for the consultation to be about one issue rather than having to rush through a list of problems. Please be prepared to make another appointment so that each problem can be given the time it needs to be fully addressed.

Extra appointments now available for Oundle Patients at GP Hub

All patients registered with Lakeside Healthcare at Oundle can now book an appointment with a GP or Nurse after working hours or at the weekend.

To book an appointment, contact the Lakeside Healthcare at Oundle Reception Team on 01832 273408 and ask for an appointment at the GP Hub. There are no walk-in services available.

This service offers extra GP and Nurse appointments which are being operated from Boroughbury Medical Centre, Craig Street, Peterborough, PE1 2EJ.

Appointments with GPs and Nurses are available:

- Monday to Friday 18:30 – 20:30
- Saturday 09:00 – 17:00
- Sunday 09:00 – 12:30
- Bank Holidays 09:00 – 17:00

Appointments are available to book 2 weeks in advance for the following:

- GP – for acute cases only. Please do not book to see the GP if it is regarding an on-going complex issue.
- Nurse – dressings, phlebotomy (not on a Sunday), swabs, removal of sutures, cervical smears.