



Outwood Park Medical Centre Patient Newsletter

Spring Edition

We hope you find this newsletter useful. If you have any comments or suggestions then please let us know.

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PATCHS

PATCHS is an online consultation service that allows you to quickly and easily access GP services online. All you have to do is answer a few simple questions and PATCHS will get you the help you need quickly.

To access **PATCHS**, visit our website at www.outwoodparkmedicalcentre.co.uk and scroll down until you see the banner for PATCHS.

You can then follow the on-line instructions to register.

DO NOT USE PATCHS FOR MEDICAL EMERGENCIES

PATCHS allows you to send messages, requests, enquiries and change your details. We will respond as quickly as possible during opening hours.. Initial responses may be via online message or telephone and face to face or telephone consultations will be arranged if needed.

Ringling for test results

Please telephone for test results between 11:am and 2pm Monday to Friday and select the relevant Option from the switchboard.

Up to date contact Numbers

Can you please check we have your up to date contact phone numbers.

Texting Service

If you are happy for us to do this can you please let reception know.

All we need is your consent and an up to date mobile phone number.

Our on-line services

Did you know you can now order your repeat prescriptions on-line as well as booking appointments?

Please ask at reception for an application form.

We just need some form of photographic ID from you.

We now have a twitter and Facebook account where we can share information to our patients.

Please follow us for more news.

For information:

Carers

Do you give help to a relative, child or friend who is ill, has a disability or has a mental health problem. If so then please ask at reception for a leaflet on how you may get help. The practice will also add your details to our 'carers' register.

The Days Our

Doctors Work

The doctors at our practice do not work everyday. Below are the days that each of them work.

Dr Sarwar—Mon & Tuesday afternoon and all day Friday

Dr O'Boyle—Mon, Tues, Weds & Frid

Dr Al-Khaili—Tues, Weds, Thursday and Friday.

Dr Anoushka Capewell—Mon, Weds, and Fridays

Dr Parker—Mon, Weds, Thurs & Friday

Dr Peter Brown—Monday, Tuesday, Thursday & Friday.

Dr David Capewell—Tuesday, Wednesday & Thursday

Dr Wei Wong—Monday, Tuesday, Wednesday and Friday



Traveling Abroad?
Need holiday vaccinations?
Speak to the Practice Nurse

Patient Participation group

We have a Patient Participation Group and are looking for patients from all age groups, social and cultural backgrounds to join us.

Are you interested in finding out how to get involved in our practice?

If so, then please contact the Practice to join our group.

Staff Training Days 2023

We have regular training sessions for all our members of staff, GP's and Nursing team on one Wednesday afternoon each month.

Below are the dates when the surgery will be closed for this:

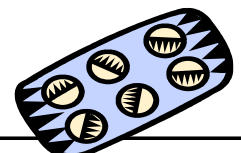
Weds 17th May 2023
Weds 21st June 2023
Weds 12th July 2023
Weds 13th September 2023
Weds 11th October 2023
Weds 15th November 2023

Booking Appointments

The busiest time for booking appointments is at 8.00am on a morning. We suggest you avoid ringing at this time for routine enquiries.

Contraceptive Pill

If you require an appointment for your contraceptive pill then please make an appointment with the practice nurse.



Additional Roles Staff

We now have a fantastic multidisciplinary team with a wealth of clinical skills and knowledge working at the surgery. Your medical problem might not always need to be seen by a doctor, it can often be managed by another member of our highly trained team which include:

First Contact Practitioners

Kerri and Lauren are our FCP clinicians who work at the practice. They are physiotherapists by background but work in a more specialist assessment role with musculoskeletal problems (like back problems, knee problems, etc). They have a wide range of experience working across specialist clinics including upper limb, lower limb, specialist spinal clinics, chronic pain, rheumatology, orthopaedics, fracture clinics and sport. They are able to assess, diagnose, give management advice, refer on for investigations or onward referrals and issue fit notes.

Pharmacists and pharmacy technicians

They carry out medication reviews and deal with medication changes and queries.

Mental Health Practitioner

Mental health practitioners specialise in managing anxiety and depression. They are highly trained and provide excellent holistic care for our patients with mental health problems.

Physicians Associate

They work alongside the Duty Dr seeing patients with acute illnesses such as sore throats and chest infections. They cannot prescribe but can obtain a prescription via the Duty Dr.

Care Coordinators

Care coordinators provide extra time, and expertise to support patients in preparing for clinical conversations or in following up discussions with primary care professionals. They work closely with the GPs & other primary care colleagues within the primary care network to identify and manage a caseload of identified patients, making sure that appropriate support is made available to them & their carers (if appropriate).

Missed Appointments

Last month 429 patients failed to attend their appointments and did not let the practice know.

This equates to a total of 71 hours of clinic time wasted in just one month.

We are sure you will agree this is a lot of GP and Nursing time wasted.

PLEASE INFORM US IF YOU CANNOT KEEP YOUR APPOINTMENT.

WE CAN THEN OFFER IT TO SOMEONE ELSE WHO NEEDS IT.