

Oldfield Family Practice

Newsletter Autumn 2022

Staff:

We have had a few staff changes. Current members of staff are:

Reception: Paulina, Clair, Tavneet. Training receptionist: Justyna

Manager: Gurvinder Sian

Administrator / Secretary: Angela McQuaid

Administrators: Nishanthi, Anila

Nurse: Susan Haigh

HCA: Minakshi Patil

GPs: Beena Gohil, Ros Herbert, Mo Khattab, Sapna Sharma, Aman Bahri, Chris Seng

PCN Staff:

We share staff across 7 practices within Greenwell PCN:

Physiotherapists: Ife Popoola, Luke Hedley

Clinical Pharmacist: Rakhee Cholera, Sajnee Shah, Priyanka Tanna

Social Prescribers: Adina Mihale, Fahad Ali

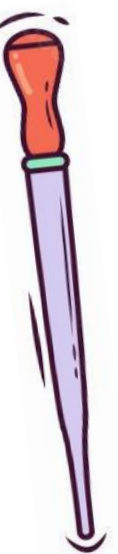
Health and wellbeing coaching delivered remotely

Mental Health Practitioner: Jessica Taylor

Additional services offered:

Coils and implant fitting

Minor surgery – injections and excisions are referred to another local GP practice.





Who to see:

Not every condition requires an appointment with a GP.

Examples of who is best to see:

Nurse: smears/ dressings/ wound care/ immunisations/ diabetics reviews/ asthma reviews/ copd reviews/ECG/ depot injections

HCA: Diabetic check/ injections e.g. B12/ INR monitoring/ NHS health check/ ECG

Phlebotomist: blood tests

Secretary: referrals, letters, administration

Clinical pharmacist: structured medication reviews/ asthma review

Community pharmacist: rashes/ allergies/ minor illness/ colds/ coughs / head lice/ verruca/ wart/ diarrhoea etc.- our local pharmacies are Ravenor, Roxanne's, Ariana, Boots. They can deal with minor issues faster than waiting for a routine appointment with a GP. They are highly trained and work very closely with local GPs.



News:

We had a CQC inspection in April 2022 and the overall rating for Oldfield Family Practice is Good.

Please bear with us while we are training new receptionists as they may be slower and less confident.

Flu Vaccinations are available now - please do book with OFP as we are aware of your medical history and relevant information

Polio boosters for all 1-9 year olds to be offered- will be delivered at OFP, Elmbank surgery or CP House.

Covid vaccinations are being delivered at Roxanne's pharmacy.

From October 2022, we will be providing appointments on Saturdays 9-5pm, and evenings 6.30-8pm at Elmbank surgery. These will be pre- bookable up to 2 weeks in advance and also available on the day. You will need to call Oldfield Family Practice on 0208 578 1914 so that our reception staff can book you in at ELMBANK Surgery.

We would appreciate constructive feedback on how to improve access. Although we have moved to 100% F2F we are struggling to meet demand. Currently the wait for a routine appointment is 7-10 days and there are always urgent appointments available every day for cases that cannot wait. We find that no matter how many appointments we provide; they always fill up. This obviously leads to frustration and unfortunately, a small minority of patients have taken out their frustration on the receptionists. We have a zero tolerance policy for abuse of any member of staff. If you are unhappy with a situation please contact the Practice Manager either via telephone, or email

mail.ofp@nhs.net FAO Gurvinder Sian Practice Manager



