



**Dr R Harding, Dr T Strefford,  
Dr NK Luty, Dr R Singleton**

Broadway, Barnton, Northwich, Cheshire CW8 4LF

Appointments: Tel. 01606 544241, Emergencies/Home Visits: Tel 01606 544240

May 2021

## Welcome to Oakwood Medical Centre

We are an expanding, committed GP Practice team based in Barnton in Northwich, and our aim is to give our patients the best quality care.

We are an active member of the Northwich Primary Care Network and local community groups via the Northwich Community Network; our Patient Participation Group (PPG) is highly involved in the development of the practice.

<b>GP Partner</b>	Dr Harding	<b>Nurse</b>	Gail Goodier
<b>GP Partner</b>	Dr Strefford	<b>Nurse</b>	Roisin Lavin
<b>GP Partner</b>	Dr Luty	<b>Admin Team</b>	Helen, Helene, Lorraine, Alison, Gayna, Sarah, Kara, Heather, Gayna, James, Brenda, Chris, Jane
<b>GP Partner</b>	Dr Singleton	<b>Support Team</b>	Fauzia (Pharmacist), Kellie (Care Coordinator)
<b>Practice Managers</b>	Luisa Garlick & Laura Clare		

We would like to take this opportunity to make you aware of who we are and what we do here at the Practice and inform you of where you can get more information about any current or future developments.

### **Practice-Patient Charter**

We have a Practice-Patient Charter that has been approved by our PPG. It gives some idea of what we are expected to deliver around patient care, and how we expect our patients to help support us in these goals.

### **Appointments**

Since the Pandemic we are working a Triage system – initial contact is via telephone/video/online consultations. After the clinician has reviewed you, you may be asked to attend the practice in person and given a date/time to do so. Nurse appointments are done via face to face and over the telephone. Please contact reception for more information or see our website for regular updates.

### **Patient Online Access**

Online booking was suspended during the pandemic but it will return when safe to do so. You can still view your records and order medication online. Please see our registration form and hand this in with your registration pack.

### **Patient Self-Care**

As a practice we are committed to empowering people with the confidence and information to look after themselves when they can, and visit the GP when they need to. Self-care gives people greater control of their own health and encourages healthy behaviours that help prevent ill health in the long-term.

### **Prescriptions**

We ask patients to consider self-care and purchasing over the counter medications. Patients have been involved in this for over two years and you may have already been aware of this, but please see our website for more information. Prescriptions are now moving electronically so please ensure you have a nominated pharmacy and that you have updated this when you move practices.

### **GDPR – How we collect and use your information**

We have published information on our website (and available from main reception) on how we collect and use your information. The practice registration form also includes consent forms around text messaging.

**Please speak to the reception team or go online on our website for more information. It is regularly updated with appointments information, visiting the practice, and relevant news.**

**Our website is [www.oakwoodmedicalcentrebarnton.nhs.uk](http://www.oakwoodmedicalcentrebarnton.nhs.uk)**



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## May 2021 Oakwood Medical Centre

### Practice-Patient Charter

The charter informs you of what you can expect from your surgery and doctors, and in return, your obligations as a patient to help ensure that these standards are maintained for you and our other patients.

We want our service to be safe, effective, caring, responsive and well led.

- The practice will provide promptly answered and appropriately manned phones at all times, signposting patients towards other methods of contact at peak times (online services).
- The practice will provide a website that is current, containing essential information and effective sign-posting.

<http://www.oakwoodmedicalcentrebarnton.nhs.uk/practice-team/practice-patient-charter/>

### Self-Care

Around 80% of all care in the UK is self-care. The majority of people feel comfortable managing everyday minor ailments like coughs and colds themselves; particularly when they feel confident in recognising the symptoms.

On average, people in the UK experience nearly four symptoms every fortnight, the three commonest being feeling tired/run down, headaches and joint pain and **most of these are managed in the community without people seeking professional healthcare.**

- 57 million GP consultations a year for minor ailments
- total cost to the NHS of £2 billion
- on average, an hour a day for every GP

<http://www.oakwoodmedicalcentrebarnton.nhs.uk/patient-self-care/>

### Appointments

- Telephone: 01606 544241
- Use the ONLINE CONSULTING section of our website
- Use the MyGP App (directs you to the above)

There are still routine and urgent appointments available – they will be triaged by the clinician and you will be contacted by the team.

It may be that the GP texts you, video calls, or calls you on the telephone. After a review they may ask you to attend in person. Please ensure you have a face covering.

<http://www.oakwoodmedicalcentrebarnton.nhs.uk/appointments/>

### Prescriptions

How to place an order for a repeat prescription:

- ✓ Completing the repeat prescription slip provided with your medication.
- ✓ Online Via EMIS Patient Access – Read More
- ✓ Providing a legible hand-written list of the items (including dosage, frequency of administration and quantity).

Using the post box in the surgery

Using the external post box outside of normal surgery hours

[Vrccg.oakwoodmcprescriptions@nhs.net](mailto:vrccg.oakwoodmcprescriptions@nhs.net) for those who struggle to order in any other way (please note this is used for the Pandemic)

<http://www.oakwoodmedicalcentrebarnton.nhs.uk/repeat-prescriptions/>

### Feedback & Comments

At Oakwood Medical Centre we want you to be satisfied with our services and we welcome patient comments and feedback. All comments are reviewed by the management team, including the GP Partners, and action will be taken as appropriate.

- ✓ Comments form in main reception
- ✓ Friends and Family Test Feedback
- ✓ NHS Choices Website
- ✓ Comments can be sent via e-mail to:  
[vrccg.oakwoodmanagers@nhs.uk](mailto:vrccg.oakwoodmanagers@nhs.uk)

If you have a complaint about the practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints.

<http://www.oakwoodmedicalcentrebarnton.nhs.uk/comments-and-feedback/>

### Patient Participation Group

Oakwood Medical Centre is eager to ensure that local people are actively involved in deciding how the health services they use should develop.

To provide patients with the opportunity to express their views a Patient Participation Group (PPG) was established.

This is a group of patients who wish to become more involved in practice decision making, supporting the Practice and facilitating communications between you, the patients, and the Practice Team.

If you are interested in joining the PPG please contact Laura Clare on [vrccg.oakwoodmanagers@nhs.net](mailto:vrccg.oakwoodmanagers@nhs.net)

<http://www.oakwoodmedicalcentrebarnton.nhs.uk/patient-participation-group/>