

August 2022

THE OAKS MEDICAL NEWSLETTER

📍 199 Shady Lane, Great Barr, B44 9ER



PRACTICE MANAGER

Mr John Hood

My name is John, and this will be my first message to you as Practice Manager of the Oaks Medical Centre, Streetly and Blackwood Health Centre. I have previously managed in other practices and prior to that, I have worked at Heartlands, Good Hope and Walsall Manor Hospitals, so I bring experience from all across the NHS into this new role. That being said, I feel that we can all see the pressures across all services in hospitals, in the community and in General Practice, and my priority is to do what we can to better serve you, our patients. In recent months and following the pandemic, we became one of the first surgeries to give our patients a choice, with the option to choose a face to face appointment, rather than first being spoken to over the phone. We believe our patients know what is best for them, and as such have chosen to put the decision back into your hands. We have also introduced a new phone system which has seen waiting times reduce significantly and allows for patients to request a call back rather than having to wait in any sort of queue.

We have also taken over services at Blackwood Health Centre and are looking to re-open the Streetly site in the coming weeks in the hope that it will better meet the need of our patients.

There are many other plans being made to improve the service for you, our patients, but one imminent event we would like you to be aware of is that we are welcoming the makers of the Channel 5 TV Show, 'GP Behind Closed Doors' to the Oaks site from next month. Please see the relevant section in this newsletter for more details.

Also a quick personal thank you to our wonderful Patient Participation Group who have recently re-activated their meetings. There are more details about them and how you can join the group, later in this letter.

How to book appointments

Here at The Oaks we are always trying our best to make access to appointments easier for all our patients. On our website we have an 'Appointment enquiry form' where you can request an appointment. You can come into surgery and book at reception or you can give us a call and a member of the reception team will book you in.

The Oaks Team

The Oaks Medical and Blackwood Health centre have a whole range of teams that support the delivery of services to its patients. This ranges from clinical teams such as GP's, Advanced Nurse Practitioners, Nurses, Health Care Assistants, Paramedics and Physician Associates. They are supported by our Non-Clinical teams such as Reception, Admin and Secretarial teams.

Overt the coming months we will aim to use these newsletters to introduce you to them to explain who they are and what they do to help support and deliver our services.

Extended access

We have recently been able to offer some extra appointments out of hours here at the surgery from 6.30pm-8:00pm Monday-Friday and appointments on a Saturday morning between 8:30-12:30

Opening Hours

Monday - 8:00-18:30	Friday - 8:00-18:30
Tuesday - 8:00-18:30	Saturday - 8:30-12:30
Wednesday - 8:00-18:30	Sunday - CLOSED
Thursday - 8:00-18:30	



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Exciting news...

The Oaks Medical Centre is partnering with Channel 5 and the makers of GPs Behind Closed Doors to take part in a brand new series celebrating the NHS and General Practice.

The 'GPs: Mobile Surgery' is travelling around the country with some of the UK's best GPs on board, helping them to meet the clinical needs of their patients. The surgery will be stopping at The Oaks Medical Centre for 6 weeks from 12th September.

Easy to book, face to face appointments lasting up to 20 minutes will be available with GPs from previous series, including Dr Aftab Arif and Dr Aireen Abdul-Razak. Patients will be given the opportunity to consent to filming when they call The Oaks Medical Centre to book an appointment. A member of the production team will be on hand to explain what is involved, and to answer any questions. All appointments will take place in the mobile surgery, and will be filmed using discrete, remotely operated cameras.

Patients and doctors will wear small microphones, but apart from this, the appointments will be no different from when you see your regular GP. All patients are welcome - no issue too big or too small, and multiple ailments can be seen in the single appointment.

The Oaks Medical Centre welcomes the opportunity to be able to offer our patients more appointment slots for both routine and emergency appointments, whilst also being part of a series that highlights the work of primary care clinicians.

The mobile surgery will be in the car part at The Oaks Medical Centre 12th - September - 21st October.

FROM THE MAKERS OF
GPS: BEHIND CLOSED DOORS

GPS: MOBILE SURGERY

IS COMING TO
THE OAKS MEDICAL CENTRE
12TH SEPTEMBER - 21ST OCTOBER

THE DOCTOR WILL SEE YOU NOW

NEILS AWARD

Forward Carers Champion



One of our patients here at The Oaks, Neil Joesbury has recently won an incredible 'Point of Light' award from the Prime Minister, for all his hard work that he does for supporting unpaid carers in his local community. Neil works part time alongside caring for his brother and father and is an ambassador for Forward Carers in Birmingham, Neil has been working with us to help improve our service for carers and help provide more information on the different opportunities available to unpaid carers and the person they care for. Keep an eye out for our carers events at the surgery!

Caring for our Carers

As you may have seen on our facebook page we have been improving our services for our unpaid carers.

Each month we will be hosting an event for carers where we as a practice can help to identify the needs of carers and help to offer support and advice.

Our first event, held in July, where Neil and Georgina from Forward carers Birmingham came to have a chat to answer any queries that our patients had about being a carer. I must say it was a great success, we had a lovely turn out and it was a great opportunity for other carers to interact with each other and meet new people who are in similar situations. In August we will have John Ambrose, who is a specialist in Power of Attorney, hosting a talk and is here to answer questions and provide advice regarding getting Power of Attorney.



COVID Clinic Changes

We have made some changes to our Covid clinics and they will now be running on a Saturday morning between 8:30-12:30 from September.

3rd September	17th September
10th September	24th September

Flu season is coming...

The summer season is soon to come to an end and September marks the start of flu season, here at The Oaks we will be offering flu jabs in 3 ways. we have our flu jab clinics on a Saturday and Sunday morning, a walk in service during the week and during any other appointment you may have booked with a Nurse or Health Care Assistant.



Patient Participation Group is back!

Want to help improve your practice?

After a long two years we are glad to say that our PPG is back and looking to have some brand new members! If you feel like this might be for you then you can register on our website, just search for ' Patient participation group' and complete the form. We have had a couple of initial meetings here at the surgery and would love for you to get involved so please do get in touch.

EVENTS

CARERS EVENT
JOHN AMBROSE
SPECIALIST IN POWER OF ATTORNEY
17th August 11:00-14:00

PPG
PATIENT PARTICIPATION GROUP
22nd August 18:30

