

Oaks Place Surgery



Comments, suggestions and complaints

If you would like more information about any of the services we provide, please ask a member of staff, telephone or use the contact us section of our website.

We hope that most problems can be sorted out easily and quickly, often at the time they arise, our aim is to give the highest possible standard of service but if you feel like that hasn't happened, we would like you to tell us. You can make a complaint by telephone, by downloading the leaflet and forms from our website or by using the contact link from the homepage. Alternatively you may use the NHS England complaints procedure (contact details below).

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

Patient Participation Group

We have a virtual Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

If you would like to join our PPG, please contact us via telephone or via our website.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via www.nhs.uk.

Planned closures such as Protected Learning Time will be advertised in advance on our practice website and also on a notice at Reception.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

NHS England Contact

Oaks Place Surgery provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233 Email: england.contactus@nhs.net

This leaflet was produced from the Patient Information Leaflet Policy dated 7/9/2021.

Opening hours

Monday – Friday

8am – 6.30pm

Extended hours

Monday 6.30pm-7.30pm

Thursday 7.15am-8am

Are you using the right service?

<p>SELF-CARE</p> <p>What's in your medicine cabinet?</p> <p>Visit NHS choices at www.nhs.uk</p> <p>Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting</p>	<p>PHARMACY</p> <p>Feeling unwell and unsure what medication is right</p> <p>Need advice or help on medicines</p> <p>To help you self-care</p>	<p>NHS 111 (24/7)</p> <p>Still unsure and want more advice then dial 111</p> <p>It's urgent but not an emergency</p> <p>NHS 111 is available 24 hours a day</p>
---	---	--

<p>GP ADVICE</p> <p>Self-care not working or persistent symptoms</p> <p>Chronic pain</p> <p>Long term conditions such as asthma or diabetes</p>	<p>WALK IN CENTRE</p> <p>Minor injury or illness</p> <p>Symptoms not getting better and you cannot see your GP</p>	<p>A&E or 999</p> <p>Emergencies only</p> <p>Severe bleeding Choking Breathing difficulties Chest pain Stroke</p>
--	---	--

Patient Information Leaflet

Oaks Place Surgery is currently a single-handed practice providing NHS Services under an NHS England Personal Medical Services Contract.

Oaks Place Surgery
Widnes HCRC
Caldwell Road, Widnes
WA8 7GD

Telephone No: 0151 495 5140
Web: www.oaksplacesurgery.nhs.uk

Providing services for patients living in Widnes



The Practice Team

This practice is currently single handed and provide services on behalf of the NHS. We are actively recruiting a GP partner and have secured the use of regular locums and we are expanding our workforce to include additional roles.

General Practitioner

Dr M L Meda MB BS 1997

GMC: 5196795

Nurse

Julie Kerr RGN

Clinical Pharmacist

Julia Halim

Practice Management

Practice Management is split over two roles, the Operations Manager - management of practice staff, patient liaison and daily operations within the practice and the Business/IM&T Manager - development and implementation of the practice corporate strategy and management of the IT infrastructure and functionality within practice.

Reception

Our helpful reception staff are here to help you get the most out of our services. They manage patient flow, appointment requests, telephone calls and prepare prescriptions for review; their duties are wide and varied, please be patient with our Reception staff who do a demanding job.

Administrative Staff

The administration staff provide a range of services in the practice e.g., record management, data input and managing incoming correspondence.

Other Staff

Allied staff also work from our practice premises such as the Health Improvement Team and the Wellbeing Officer.

Clinical Commissioning Group Medicines Management Team and the Primary Care Network staff also work from the practice when required.

Appointments and accessing practice services

To make an appointment to see our GP or any member of our healthcare staff or to access any other of our practice services, please telephone the practice on 0151 495 5140 or book via the NHS App. You can view our services using the practice website at www.oaksplacesurgery.nhs.uk

Should you be unable to access the website, please ring 0151 495 5140 and a member of our staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

Weekend/Out of Hours Appointments

The Widnes GP Extra service offers evening and weekend GP appointments. Telephone us or visit our website for further information.

Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues.

Should you require a home visit, please contact reception before 10.00 am. A Clinician will then telephone you to discuss your request. Home visits are usually carried out between 12:30 pm and 1:30 pm Monday to Friday.

Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Acute prescriptions can be requested by telephoning the practice. Repeat prescriptions can be ordered in the following ways:

In person – By ticking the required medications on your prescription and placing it in the dedicated box, located next to our reception desk.

Online – Please log in and order via the NHS app or similar.

If you have any issues requesting your prescription, please contact the practice.

Please allow 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

Services we provide

Along with routine appointments, the practice offers the following services:

Immunisations – The nursing team administers vaccines for both adult and child immunisations. We hold set vaccination clinics on Mondays. If you are unable to attend these clinics, please discuss with a member of our administrative staff

Cervical smear testing – For women aged 25 – 65. These tests are undertaken by the nursing team.

Well-Man and Well-Women clinics – Nurse-led, these clinics are aimed at encouraging a healthy lifestyle for our male and female population

Contraception & Family Planning – Pill checks, depot-provera injection, birth control patch

Chronic disease management – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.

Weight Management – Regular monitoring, medication and advice

Diagnostic Testing – 24 Hr BP monitoring, ECG, Spirometry, near patient testing at the point-of-care

Self-Monitoring Equipment loans - Pulse Oximetry, Blood Pressure

Medication Reviews – Pharmacist led medication reviews

Other services – Health checks for adult patients aged 16 to 74 years and 75 years and over are also available especially for those who have not seen a clinician at this practice. Details are available from reception and on the practice website.

We also offer the following clinics and checks: antenatal, baby and post-natal

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

We are using the My mHealth apps for the management of some chronic diseases.

How to register at the practice

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. Scan the QR code on our TV screen or from the poster in the waiting room. If you are unable to use the website, please contact the practice for information about how to register.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. As a single-handed practice, we currently have only one GP.

Following recruitment of a new GP, any preference will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

You will also be offered a health check when you join the practice for the first time (see the practice website for a full list of your rights and responsibilities).