

How to make a GP Appointment at Oak Vale Medical Centre

We wish to welcome all our new patients and to let you know the type of appointment system we operate and how you book an appointment.

We have been using a system called 'Doctor First' for the last 5 – 6 years which allows you to ring and speak to a doctor confidentially about your condition. The doctor will use your medical record for the consultation to help sort the problem for you and will offer you a face to face appointment for anything they feel needs to be seen. Fortunately, there are many conditions that a doctor can deal with by phone which patients are pleased about and find really convenient. The easiest and most flexible way to book an appointment is by using on line booking, which stops you from having to wait in a queue for your call to be answered. Using on line services means you don't have to wait for the surgery to be open either to book/cancel appointments or order your repeat medication. If you are limited to the time when you can receive a call back, such as a school teacher or shift worker, you can request a suitable time for the doctor to ring you back between the hours of 8am and 6.30pm Monday – Friday. We do ask patients to be responsible and keep their phone on and available when you are expecting a call back from the doctor, as we cannot keep trying when we cannot get through to anyone, as it is not fair to other patients that are waiting for a call back.

To make life easier still, there is an app for your mobile and once registered for Patient Access we can give you the information for this. You will be able to book/cancel appointments and order repeat medication too from your mobile. PLEASE NOTE IT HAS TO BE ONE MOBILE NUMBER PER PATIENT.

IMPORTANT – If you used Patient Access on-line services in your previous practice you will have to re-register for the on line service again, unfortunately this information does not transfer over. Also, due to a recent upgrade in Patient Access it will not let you use an email you have previously used and it has to be one email address per patient, for confidentiality purposes.

We can arrange for anyone you trust such as a family member or a close friend to book/cancel appointments and order repeat medication if you authorise us to. Once the relevant ID has been verified there will be a consent and proxy form to complete as well, which is easy to do, just ask at reception and they will be happy to assist.

On-line services for children under 16 years is not yet available. However, in some extremely rare cases it may be possible, but will be dependent on the child's condition and will be determined by the practice in all cases.

Please do not worry if you do not have access to a computer, you can always telephone between 8am – 11am Monday to Friday and ask for a telephone triage appointment with a GP. As in every GP surgery, the telephone lines will be busy, so please bear with us, although it is hoped that as more people use the on line services it will reduce the number of calls coming into the surgery and will allow easier access for those patients who can only or prefer to phone for an appointment.

If you require any further information, please ask one of our Care Co-ordinators at reception and they will be happy to help you.

Thank you for your co-operation
Oak Vale Medical Centre Doctors