

How to make a GP Appointment at Oak Vale Medical Centre/Services available

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

Booking in with the GP

We work off a daily triage system that allows for patients to make same day appointments to speak to a GP. To book onto the triage list, patients can ring from 8am in the morning/come into the surgery and be booked onto the triage list for a callback from the GP the same day. However, once the triage list is full, it will unfortunately be urgents only from this point.

If you are limited to the time when you can receive a call back, such as you are in work, have an errand to run etc.. you can specify a time you are unable take the call to the receptionist booking the call.

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 can only try twice and cannot keep trying as this would not be fair to other patients that are waiting for a call back.

To make things easier, there is an app called MyGP that you can download on your mobile where you can prebook onto the triage list to save you phoning up on the day. There is also the option to fill out an econsultation at www.oakvalemedicalcentre.co.uk. On the homepage, there is a blue box that says 'contact your doctors online'. Just fill out the form for get help with general symptoms. Someone will acknowledge receipt of your econsult the same/next working day and you should normally receive a callback from the doctor within 48 hours working days.

Once you have received a call back from the GP, the GP may wish to see you face-to-face or you may have a preference for this and wish to be checked out. The doctor will arrange the face to face after the telephone consultation. Often a lot of patient's consultations can be done over the phone and may not require a face to face. This preserves the face-to-face appointments for those who need them and means we can offer more on the day.

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 online 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 are looking to book in with any other clinician e.g. nurse, healthcare assistant etc... you can call and book in with reception at any time during the day. We would recommend calling in the afternoon for these/any queries to avoid the morning triage where patients are calling to book in with the doctor.

We understand some patients may find it difficult to use online services, or call or come in of a morning. If you are one of those patients, we do allow for a family member or friend to book an appointment on your behalf whether online, over the phone or at the desk.

Due to the high demand for GP appointments, we are asking patients with certain symptoms to think pharmacy first. UTIs, sore throats including tonsillitis, conjunctivitis, thrush and many more minor symptoms can be dealt with by the pharmacy. They can provide same day consultations and can provide antibiotics if needed. Any further questions on this please contact your local pharmacy.

Prescriptions

Repeat prescription requests unfortunately cannot be taken over the phone as we need a written request in order to process the prescription. In order to request a repeat, you can either come down to the surgery and put the request in the prescription box, post the prescription request to the surgery or order via patient access.

If you do not have an online access account, please ask a member of our reception team to set this up for you.

If you struggle to use online services, you can nominate a close family member or friend to order for you on your behalf. If you are interested in this, please ask a member of our reception team for a proxy form. We need this to be filled out before we can set this up for you to show evidence of consent to this. Unfortunately under 16 olds cannot currently be set up on online access or linked to your own account. For children's prescriptions you can order in the surgery or we do allow patients to fill out an econsult at www.oakvalemedicalcentre.co.uk on their child's behalf.

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