

THE PATIENT VOICE

NEWSLETTER

THE OAKS PATIENT PARTICIPATION GROUP

ISSUE 24: SUMMER 2021

EDITORIAL

As I write this editorial I am conscious of how long now we have been living with the Covid-19 pandemic and the effect this has had on all of our lives, some more than others. The committee members will greatly miss Joyce Watts who died in December. She had been our Chair for several years until she retired at the end of 2019, by then in her late eighties.

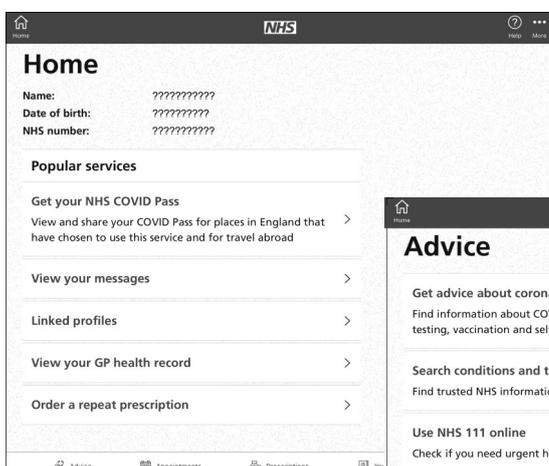
Swanley has demonstrated a fine community spirit, caring for our vulnerable residents. We must maintain this as we get back to some sort of normal life. It is vital for our wellbeing that we go forward together and make our town a safe and pleasant place to live for all of our residents. A community to be proud of, where everyone matters.

The Oaks Surgery has provided an accessible service for patients during the pandemic and continues to do so. Telephone triage is the first port of call. Face to face appointments are available if necessary and the problem cannot be dealt with over the telephone. The Practice also uses eConsult for online advice and requests for clinicians' appointments and administrative requests.

The Oaks surgery has held several Covid-19 vaccination clinics alongside the roll out at the Alexandra Suite in Swanley, which continues with the younger cohorts. Patients are strongly encouraged to register for the free NHS app, about which further details are shown at the bottom of this page. It gives access to NHS services and allows you to view your Covid-19 passport. Please download it. Our Chief Medical Officer has advised us that the coming winter months will be difficult. Please do all you can to stay well. Flu vaccinations will commence again in the autumn for older people and for those who are vulnerable. If you are invited to attend please do so.

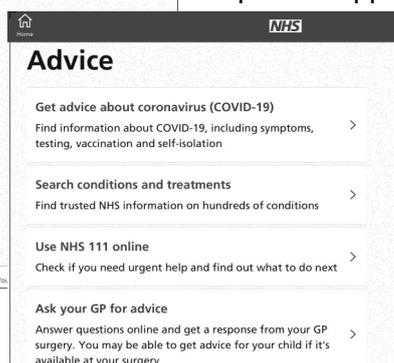
Patient Voice has tried to keep our patients up to date with these Newsletters. We are also in the process of planning another health event on Wellbeing in November. The theme of this event is how we go forward after the pandemic and it will be another virtual event. We hope to be advertising this from mid-September. Please stay safe and well as we come out of restrictions.

Jackie Griffiths (Chair)



THE NHS APP

The Oaks Partnership wants to encourage its patients to sign up to online services to seek advice and guidance, to request telephone appointments via eConsult, and also for ordering



repeat medication. eConsult is at "Ask your GP for advice" after clicking on "Advice" at bottom left of the home screen, and is available when the surgery is open. Registering for the app will enable patients to access other services easily even when the surgery is closed and will relieve pressure on reception staff. The NHS app is easy to use and to download for smartphone or tablet. See also nhs.uk/app. Phoning is still possible.

NEW AT THE OAKS



Robin Kissack – Paramedic

I am very happy to be working as part of the Oaks Practice team.

Having spent nearly 20 years working in London within the insurance industry dealing with Health Hazard claims and having people avoiding me in the kitchen at parties due to the 'boring' nature of my job, I decided to follow a more fulfilling and worthwhile path.

I began my career/vocation with the NHS some 13 years ago when I joined the Ambulance Service as an Emergency Call Operator. Working through the ranks, I finally reached my goal of becoming a Registered Paramedic. I was the oldest member of my cohort at university!

I left the Ambulance Service in March 2021 as an Experienced Paramedic and joined the PCN team. My interests have always centred around Primary Care and I relish this opportunity in working as part of the team. My aim is now to attempt to keep people out of the back of ambulances and hospitals alike.

These have been challenging times for all, particularly within the NHS, however it's apparent that all of my colleagues have remained strong and dedicated throughout.

I sincerely hope that the reader is as proud as I am being part of this amazing surgery.

10TODAY.CO.UK



10 Today involves short, ten-minute routines to get you stretching and moving and is broadcast on the radio and available online. It's adaptable, accessible and fun to do.

Our vision is a world where being physically active is part of daily life for older people.

PARKING AT THE OAKS

Don't forget to pay for your parking at The Oaks

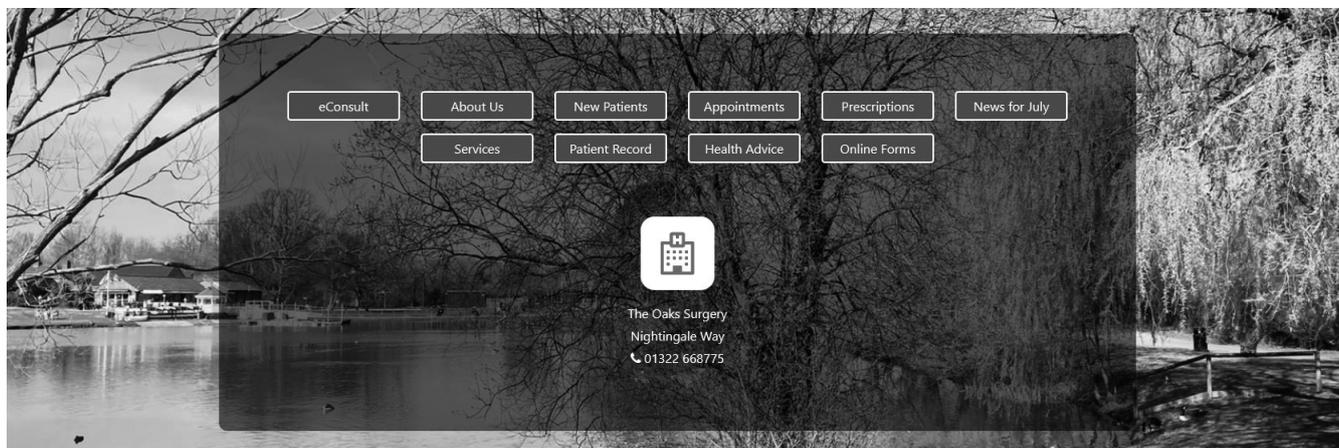
Automatic Number Plate Recognition cameras are used in the Car Park outside the practice. Ensure that you pay to park to avoid any fines. Blue badge holders also need to pay. The parking machines take cash and cards and there is an app that can be used called Tap2Pay.

REMEMBRANCE IN NOVEMBER

The local branch of the Royal British Legion has decided that on Remembrance Day in November this year time should also be taken to remember victims of the Covid pandemic. Further details of memorial events will be given later in the year.

THANKS TO STAFF AND VOLUNTEERS

Patient Voice members want to thank all our local NHS staff for their continuing enormous effort and for the adaptations they have made in the last year. We also thank those who have volunteered, especially to support the vaccination programme.



The Oaks has a redesigned website at www.oakssurgery.co.uk. We think it is very clear to find the information we need, with details of the services provided, links to several online resources and a full list of the staff which is kept up to date.