

Oakmeadow Surgery
87 Tatlow Road
Glenfield
LE3 8NF
Tel: 0116 2320088
oakmeadow.surgery@nhs.net



Newsletter 2
March 2024



Oakmeadow Surgery Newsletter

WE WOULD LIKE TO INTRODUCE OUR RECEPTION

MANAGER, SAM

Hello my name is Sam, I am the Reception Manager here at Oakmeadow Surgery. I have been at Oakmeadow Surgery since 12th September 2011, which means I have been with the Surgery for nearly 13 years.

I started my role as a part time Receptionist. I was then promoted to Senior Receptionist and then to Reception Manager.

I have held this position for 11 years.

My reception team consist of 8 Health Care Navigators who I train and support daily.

I work 10 hours a day over 4 days, outside of work I enjoy spending time with my family and spending as much time as I can with my grandson.

Over the next few Newsletters, I look forward to introducing my Health Care Navigator Team.



Proud to be providing NHS services.



Oakmeadow Phone System

We are pleased to announce that we now have a call back function within our telephone system

Rather waiting in a queue, you can now request a call back. One of Health Care Navigators will get back to you

We can now monitor how many calls we are getting, the capacity for the day and how long you have waited to speak to a Health Care Navigator

We would like to welcome:

Natasha Motivaras
and **Damiola Adeyanju**

Our 2 new Practice Pharmacists.

Kirsty Hardy

Our new Health Care Navigator.

We welcome you all to the Practice



OUR OPENING TIMES FOR EASTER HOLIDAYS

Good Friday - 29th March 2024—CLOSED

Easter Monday - 1st April 2024—CLOSED



Pharmacy Referrals

We are pleased to inform you, we are now using PharmRefer for all referrals to our local pharmacists.

Our total referrals for the month of February were 137.

The service connects patients who have a minor illness with a community pharmacist.

PharmRefer aims to relieve pressure on the wider NHS by connecting patients with community pharmacy, which should be their first port of call and can deliver a swift, convenient and effective service to meet your needs



Reopen as normal—Tuesday 2nd April 2024 at 8am

We will be sharing all the latest practice news and information on our new Facebook page.

Click the Facebook icon to visit our page and give us a like to keep up to date with all things happening at Oakmeadow

<https://www.facebook.com/profile.php?id=61556121111824>

