

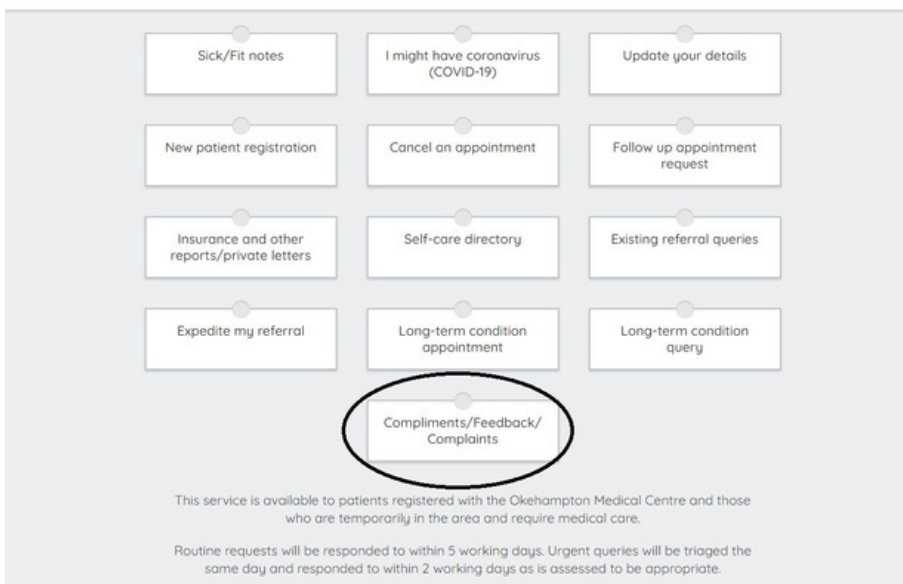
KLINIK - OUR NEW ONLINE TRIAGE SYSTEM

Our new online triage system - KLINIK- is here! By the time you read this you may have already used the service and submitted a query but we hope that you find it helpful and easy to use.

Klinik has replaced our previous digital triage and remote consultation programme, e-Consult.

If you have submitted a clinical or admin query via Klinik and would like to return some feedback on your experience with the programme, you can do so by submitting a comment using the free-text option under the 'Compliments/Feedback/Complaints' option on Klinik. This is shown here:

Okehampton Medical Centre



Once you have selected this option, it will take you to the next page where you can enter your compliments/feedback or complaints in the free-text box.

Once this has been submitted, it will be triaged so we can then investigate all complaints as thoroughly and quickly as possible. Constructive feedback will help to shape how we use Klinik and how we function as a practice going forward and compliments are always appreciated and shared amongst staff.

Please note: if completing online forms is something that is difficult for you, our Patient Services Team can help you - call 01837 52233, option 2.

You can access Klinik through our website - just click on the banner that looks like this ->

Or search for it using our website search bar



INFORMATION UPDATE: BLOOD TESTS



Information update - Blood Tests

- **Please do not book or request blood tests unless you have been specifically advised to do so by a GP or another clinician at the practice.**
- **HCA's and phlebotomists cannot request any bloods without prior clinical assessment.**

Thank you

CERVICAL SCREENING AWARENESS WEEK 20TH - 26TH JUNE

Cervical Screening Awareness Week is organised by the charity 'Jo's trust', a charity dedicated to women and people affected by cervical cancer or abnormalities.

Regular cervical screening appointments can prevent up to 75% of instances of cervical cancer, saving 5,000 lives per year. Despite this, many people are reluctant to have this test done, with a quarter of screening invitations not being responded to.

Cervical Screening Awareness Week aims to encourage all women and people with a cervix (between the ages of 25 and 64) to have regular cervical screening, as well as to provide information and reassurance around any fears or embarrassment that people may have concerning taking the test.

More information about Cervical Screening Awareness Week and information about cervical cancer and cervical screening itself can be found on the Jo's trust website www.jostrust.org.uk and on the NHS website <https://www.nhs.uk/conditions/cervical-screening/>.



COULD YOU BE ENTITLED TO USE OUR DISPENSARY?



Did you know that you may be able to order and collect your medication from our Dispensary here at the Medical Centre?

If you **live at least a mile away** (as the crow flies) from your nearest Pharmacy, you could be eligible to use our Dispensary for medication ordering and collection.

Are you housebound or otherwise struggling to collect your prescriptions?

As long as you live at least a mile away from your nearest Pharmacy, then you could qualify for having your medication delivered to you for **free** by our Dispensary Medication Courier.

To find out if you qualify, or for more info, speak to dispensary or submit a medication query using our new online triage system, Klinik.



HAVE YOUR SAY ENHANCED ACCESS SURVEY



From 1st October 2022, GP Practices will be asked to offer access times to suit their patients and so we are asking our patients to tell us about their preference for when we offer evening and weekend appointments in order to understand how we might be able to improve patient access for appointments at the surgery, both over the phone and face to face.

So, we have created a survey (Google Forms) which you may have already seen on our Facebook page or on our Website. It only takes a couple of minutes to fill out as there are only 5 questions, most of them multiple choice. These questions are about new, enhanced access, appointment times and days and it also asks you how you would like the surgery to improve on your care as well as asking what services you would like to see being offered outside of normal surgery hours.

Online surveys - available on Facebook and our Website

Paper surveys - available in our waiting rooms

If you have completed a paper survey, please return it as soon as possible, your response will only be included in analysis if returned by the end of the day on Thursday 21st July.

You can do this by handing it in to reception, by sending it by email to:

d-ccg.omc-comms@nhs.net

or by posting it to us: Okehampton Medical Centre, East Street, Okehampton, Devon, EX20 1AY.



WHEN WILL MY PRESCRIPTION BE READY?

DAY ORDER WAS PLACED

DAY IT WILL BE READY TO COLLECT

MONDAY



THURSDAY (PM)

TUESDAY



FRIDAY (PM)

WEDNESDAY



MONDAY (PM)

THURSDAY



TUESDAY (PM)

FRIDAY



WEDNESDAY (PM)

Please note: this info is exclusive to Dispensary prescriptions
(Prescriptions for community pharmacy may take longer before being ready to collect)

PLEASE ENSURE YOU LEAVE AT LEAST 72 HOURS FOR US TO PROCESS YOUR PRESCRIPTION



#BeKind

PLEASE BE KIND TO OUR STAFF

Staff at our practice are working extremely hard and doing their best to make sure patients are safe.

Over the last 24 months, the practice has been supporting the pandemic response and ensuring our patients are able to get their COVID-19 vaccinations, at the same time as continuing to deliver primary care services.

This has made our GP practice very busy and our staff have done everything to keep services open for patients.

Whether your appointment is over the telephone, via an online video consultation, or face-to-face, patients will always receive the same high quality standard of care from our practice team.

So please, if you contact our practice, be kind.

Thank you, we appreciate your patience and support.

COMING UP IN NEXT ISSUE...

- Practice Health Champions Update
- Mental Wellbeing Drop-in Update
- Enhanced Access Update

HOPE PROGRAMME FOR PEOPLE LIVING WITH CHRONIC PAIN AND/OR FATIGUE

WHEN	STARTING THURSDAY 7TH JULY FOR 6 WEEKS EVERY THURSDAY
WHERE	ONLINE VIA MICROSOFT TEAMS
STARTS	THURSDAY 7TH JULY
TIME	2-4PM
REGISTER NOW: CONTACT THE HOPE TEAM DIRECTLY: HOPE.DEVON@NHS.NET / 01803 320600.	

HOPE PROGRAMME FOR PEOPLE LIVING WITH LONG COVID

WHEN	STARTING WEDNESDAY 27TH JULY 2022
WHERE	ONLINE VIA THE HOPE WEBSITE
STARTS	WEDNESDAY 27TH JULY 2022
TIME	AVAILABLE 24/7 ON ANY DEVICE. SESSIONS RELEASED WEEKLY.
REGISTER NOW: WWW.H4C.ORG.UK/COURSES OR CONTACT THE HOPE TEAM DIRECTLY: HOPE@H4C.ORG.UK / 024 7736 0153	

IF YOU HAVE ANY COMMENTS ABOUT OUR NEWSLETTER YOU'D LIKE TO SHARE, OR AN ARTICLE YOU COULD CONTRIBUTE, PLEASE GET IN TOUCH BY EMAILING:

D-CCG.OMC-COMMS@NHS.NET

PLEASE NOTE: WE HAVE ONLINE NEWSLETTERS (IN PDF FORM) AVAILABLE ON OUR WEBSITE