

## Patient information

Between **01/07/23 – 30/09/23** we carried out the following.

**5211 Face to face consultations**  
**6522 Telephone consultations**  
**102 Home visits**  
**How ever**  
**484 patients did not attend their booked appointments.**

Please can we kindly remind you to cancel your appointment if you are unable attend.

## Upcoming Practice Training Days

The Practice will close for half day training on the following dates this quarter:

**Tuesday 6<sup>th</sup> February 1pm – 4pm**

**Friday 15<sup>th</sup> March 10am – 1pm**

We thank you in advance for your patience on these dates whilst we undertake necessary training and development.

Please note the practice email address has changed please use [Somicb.oaklandssurgery@nhs.net](mailto:Somicb.oaklandssurgery@nhs.net) this email is for non-medical enquiries only

## **NHS Digital – NHS APP**

We are hosting an event where you can come into the surgery and get support with setting up or any queries you may have with the NHS APP. The team will be based in reception just drop in

**Oaklands Surgery on Tuesday 5<sup>th</sup> March between 10am and 12noon**

The NHS App is great for ordering medication or accessing your medical record. You can download the App or visit the [NHS website](https://www.nhs.uk) to create an account.



## Practice Opening Times

	Oaklands Surgery	Yeovil Health Centre
<b>Monday</b>	8:30am – 6:30pm	9:00am - 4:00pm
<b>Tuesday</b>	8:30am – 6:30pm	9:00am - 4:00pm
<b>Wednesday</b>	8:30am – 6:30pm	9:00am - 4:00pm
<b>Thursday</b>	8:30am – 6:30pm	9:00am - 4:00pm
<b>Friday</b>	8:30am – 6:30pm	9:00am - 4:00pm
<b>Saturday</b>	Closed	Closed
<b>Sunday</b>	Closed	Closed

Please note the practice has extended hours on a Wednesday for **Pre-booked appointments only.**

## Useful telephone numbers

**Somerset Mind Line – 0300 123 3393**

**Samaritans – 116 123**

**Open Mental Health Somerset – 01823 276892**

**Talking Therapies – 0300 323 0033**

**Covid-19 Queries – 119**

**Talk to Frank drug helpline – 0300 123 6600**

**Domestic violence helpline – 0808 2000 247**

**Citizens Advice South Somerset – 0344 488 9623**

**ACES Acute community eyecare services**

**Robert Frith Opticians – 01935 474333**

**Boots Opticians – 01935 423490**

### Patient Participation Group (PPG)

We are looking to increase our PPG we hold quarterly meetings the next one being:

**Monday 19<sup>th</sup> February 7pm at Oaklands Surgery**

Please feel free to just turn up, tea and coffee are provided.

To see more details about the PPG please visit our website.

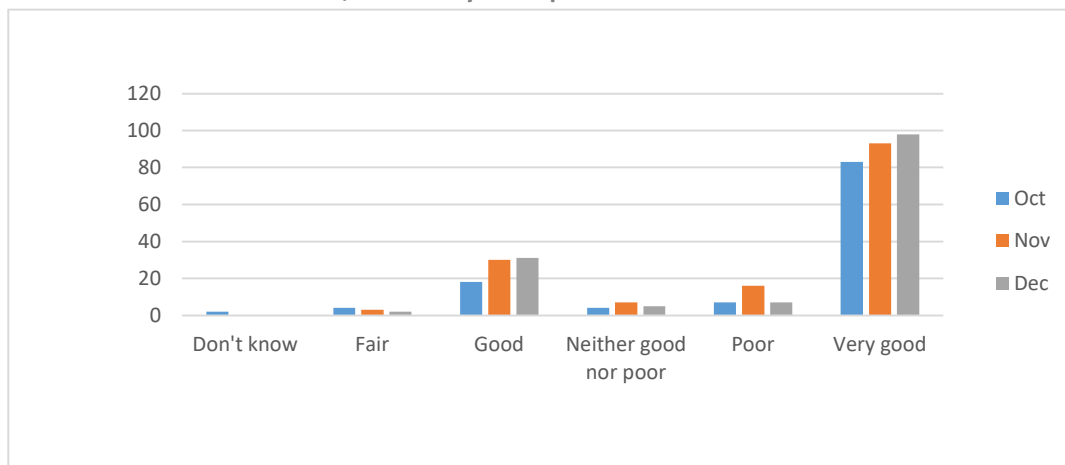
[Patient Participation Group - Oaklands Surgery \(oaklandssurgeryyeovil.co.uk\)](http://oaklandssurgeryyeovil.co.uk)

## Patient Feedback Sept - Dec 2023

We collect feedback from patients via text message after an appointment at the surgery. Your Feedback is very important to us, so please take the time to complete if you receive the message. If you are unable to complete and would like to give us feedback, please email us or pop in and speak to one of the staff.

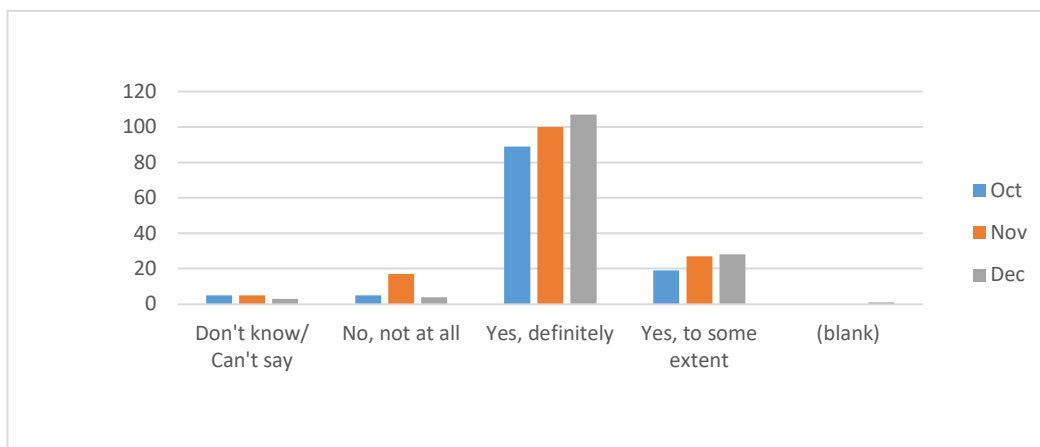
We had a total of 410 responses.

Overall, how was your experience of our service?



86% rated their experience as good or very good

Thinking about the reason you wanted care or advice; did we meet your needs?



90 % felt their needs were met