



## **Oak Street Medical Practice** **PPG Newsletter - Summer 2022**

Dear Patient,

Our Patient Participation Group is now rebooting itself after an absence due to the Covid-19 pandemic, and we are now recruiting new members to join our small group.

We are now meeting quarterly, and our next meeting is on Tuesday the 27 September 2022 at 1pm.

If you are interested in joining us, please leave your contact details with reception, or please contact me at [andrewnurse59@yahoo.co.uk](mailto:andrewnurse59@yahoo.co.uk), telephone 01603 507249, or mobile 07851 974073.

Thank you,  
Andrew Nurse,  
Chairman OSMP PPG.

### **Practice News**

Oak Street is emerging from the pandemic and we are very grateful for the kindness and support shown to us by our patients during this very challenging time. We would also like to express sincere gratitude to Elaine, our Practice Manager, who has so successfully steered our organization through all the challenges of the last two years.

**There have been a few changes to our way of working over the pandemic and some of these will remain. Very early on we adopted, as did most Norfolk practices, access to the practice via our website. This has enabled us to train and develop our patient service team to triage requests from patients. In turn this ensures that patients have the most efficient and effective care from the most appropriate care provider. We offer a mix of telephone and face to face appointments and we will endeavor to accommodate patient's personal preferences. This process has been supported by the online form which allows patients not only to tell their story in their own words but also to express their concerns and what help they are hoping to receive.**

**Our team has expanded, and we now have an additional pharmacist, Shirley, who joins Naomi, our original pharmacist who is currently on leave. Our two new pharmacist technicians, Connie and Ana, now also provide support with medication issues. We now have a mental health nurse, Adam, working with us one day a week and a social prescriber, Susie, who can support all our patients with issues and problems they have that are not specifically medical. Additionally, we have two physiotherapists, Sarah and Elliot, working in the practice two days a week. We also have two Physician Associates, Annie and Chris, providing appointments for all medical problems.**

**Since the pandemic our Patient Services Team has expanded and we welcome Emma, Beth, Ronnie, Holly, Alyx, Ann, Ellie, Kate and Hannah. They join Di, Justine, Lindsey and Tracy on our secretarial and administrative team.**

**Our nursing team also has some new members, practice nurse Beth and Lauren our HCA. They join Jane, Julie, Natalie and Claire to complete the nursing team.**

**In June our new doctor, Dr Lester Braganza joined our established GP team of Dr Dent, Dr Adams, Dr Hamid, Dr Fitzpatrick and Dr Crowle. We have expanded our doctor training provision and are fortunate to have four experienced doctors who are training to be GP's working in the practice.**

**We look forward to providing healthcare services to the very best of our ability to all our patients in the months and years to come.**

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