



THE WEALTH OF HEALTH

'Treat the patient as a whole, not just the hole in the patient'

Martins Oak Newsletter

March 2026

How we did in February -

Telephone calls answered – 3536

Callbacks requested - 101

Clinicians face to face appointments - 1462

Clinicians phone appointments - 892

Blood tests - 453

Prescriptions issued - 3864

DNA - 13

Welcome to our March Patient Newsletter. It is produced every month and available electronically via our website/Facebook or there will be paper copies available in the reception waiting room.

The purpose of the newsletter is to inform patients of Practice news, updates and the wider primary care messages.

Your feedback on our newsletter is welcomed and we would be delighted to hear of any ideas and content you would like to see in future editions.

You can send these to admin.martinsoak@nhs.net

New Physio

The Surgery now has a Physio working Tuesday and Friday afternoons. Patients will be able to book appointments with Ms. Kainat Malik either a telephone call or face to face appointment with her.

Appropriate specimen containers

Urine, faeces and sputum sample pots are available from reception when required. We cannot accept samples in any other vessels due to contamination and hygiene control. Samples need to be submitted by 13.30 daily so they can be couriered to the lab for testing.



GET TO KNOW OUR CLINICIANS

Advanced Clinical Practitioner – Jo Holland

Jo is an Advanced Clinical Practitioner with a background as a paramedic. She runs general clinics in the Surgery but mainly focuses on the more frail and vulnerable patients. She also looks after our local Care Homes carrying out weekly wards rounds ensuring residents receive ongoing, consistent medical support. Alongside this Jo has a special interest in menopause care and offers a monthly menopause clinic which patients can book to discuss concerns with her.

New telephone system

Our new telephone system automatically comes up with patient's name, DOB etc. however, at times, you may still be asked to confirm this information. The new system also allows you to cancel an appointment without waiting to speak to one of the team.

What is proxy access?

Your GP Surgery can give someone proxy access so they can help another person manage their GP health and care.

This can include, but not limited to: booking appointments, ordering repeat prescriptions, accessing test results, or speaking on their behalf to Surgery staff.

To get proxy access a signed consent form will need to be submitted to the Surgery.

Parent or Guardian proxy access for children under 16:

If you care for a child aged under 16, and you have legal parental responsibility for them, you can usually get proxy access by asking the GP Surgery to set this up. You may need to fill in a form.

Before giving you access, the GP Surgery may need to check: ID for you and the child, for example passports, birth certificate, with anyone else that shares parental responsibility and if the child consents to your access (agrees to it - the child is able to understand and make an informed decision – this is called having capacity) or lacks capacity to consent, if they are aged 11 or over.

Parent and Guardian access usually ends when a child is 16. If your child wants or needs you to continue to help manage their GP services when they are 16 or over, this can be set up again.

For more information on Proxy access visit: <https://www.nhs.uk/nhs-services/gps/gp-services-for-someone-else-proxy-access>