

# Oak Glen Surgery

NEWSLETTER JULY 2025

*We have recently had reports of shortages of some medicines  
See what to do here...*

## **Out of stock medication, what you can do:**

1. Ring round other local pharmacies to see if they have the stock.
2. If the stock is available, the full prescription can be dispensed at the alternative pharmacy.
3. Ask the original pharmacy to return the script electronically so it can be reissued.
4. If unable to locate stock at any pharmacy, contact the surgery for an alternative item/prescription.



## **Telephones**

We are delighted to announce that the new telephone system is successfully up and running. If you have rung in to book an appointment since October, you will no doubt have noticed improvements in the telephone system. One big change is the ability to request a call back. As soon as it is your place in the queue your phone will ring and after a short while your call will be picked up by the next available Oak Glen team member. We know how difficult it can be to get through at 8 o'clock, particularly for those of us with a busy morning schedule. We understand that this can't be completely resolved, we are hoping patients are having a better experience and our next survey will see an improvement.

## **How to order your prescriptions**

There are a variety of ways to order your prescriptions at the practice:

Online repeat prescription ordering

To order your prescriptions online you will first need to register for online services by coming to our reception desk with proof of your identity. You will then be given a username and password enabling you to sign in to the secure online booking system:

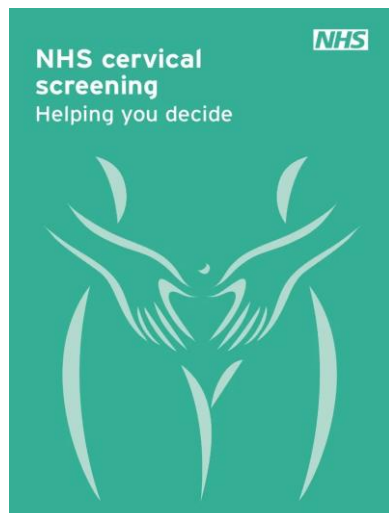
- Access SystmOnline
- NHS APP
- By dropping off your prescription slip (which was attached to your prescription) in the box at reception.
- By posting your prescription request

## **How to order your prescriptions**

Please allow 48 hours for all repeat prescriptions to be prepared.

Due to safety reasons, we are unable to take prescription requests over the telephone.

If you wish to have your prescription sent to a pharmacy, then please highlight this to the receptionist.



## CERVICAL SCREENING

From 1 July 2025, routine cervical screening intervals will be extended from 3 to 5 years for participants aged 25-49 who test negative after attending cervical screening on or after this date. More accurate human papillomavirus (HPV) testing will enable millions of women and people with a cervix in England to benefit from more personalised cervical screening from next month, the NHS has announced today.

From July, younger women (aged 25 to 49) who test negative for HPV, meaning they are at very low risk of cervical cancer over the next 10 years, will safely be invited at 5-year intervals rather than 3, in line with major clinical evidence.

## Launch of new website

Our new look website is now live. We are hoping this will be easier to navigate - giving you more information and some handy tips. <https://www.oakglensurgery.nhs.uk/>



## CHILDHOOD IMMUNISATIONS

We are writing to inform you of significant changes to the routine childhood vaccination schedule and to the selective hepatitis B (HepB) programme occurring from 1 July 2025 and 1 January 2026, including the introduction of a new routine vaccination appointment at 18 months of age

Please see the link below for further information

**[Changes to the routine childhood vaccination schedule from 1 July 2025 and 1 January 2026 letter - GOV.UK](#)**

**Oak Glen Telephone:**  
01274 566617

### Hours:

Telephone:  
8.00am - 6.00pm  
Monday to Friday  
Reception:

8.00am - 6.30pm  
Monday to Friday

### Out of hours:

telephone 111 or,  
in an emergency,  
999

## MOUNJARO ENQUIRIES

We're aware that the recent national announcement about Mounjaro (tirzepatide) is generating significant public interest, which is likely to result in increased contact from patients and additional pressure on practice teams. Please see further information below

- Mounjaro is being gradually rolled out in GP practices as part of wider support for people living with obesity
- It is only available to a very limited number of patients in the first year, based on strict NHS criteria
- Eligibility includes a BMI of 40 or more and at least four serious weight-related health conditions
- Patients must also take part in a structured support programme (wraparound care) including healthy eating and physical activity
- **Please do not contact your GP practice - eligible patients will be contacted directly by their practice or the NHS in due course**

## Oak Glen Staff Training Surgery Closure Reminder

We are closed 12pm to 6.30pm every 3<sup>rd</sup> Wednesday of the month for staff training.

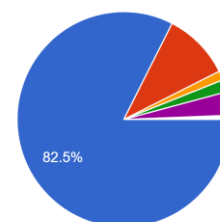
## Friends and Family

The Friends and Family Test (FFT) is an important tool that allows patients and other people who use NHS services to give feedback on the experiences.

Following your visit to Oak Glen you may receive a text linking you to a survey.

We would be most grateful if you could reply to this survey, to let us know what we are doing well and where improvements could possibly be made.

Overall, how was your experience of our service?  
651 responses



To date  
82.5% of patients rated us very good  
3.5% of patients rated us poor  
Thank you to everyone for responding so we can learn from what we do well and where we can improve.

## FLU AND COVID AUTUMN BOOSTER 2025

### SAVE THE DATE!

The seasonal flu and covid campaigns are due to commence 1<sup>st</sup> October 2025.

We will be sending invites out soon to eligible patients to book directly into our clinics. Alternatively, you can speak to our reception team.

We are hoping to start vaccinating from 1<sup>st</sup> October 2025.

## Extended Access Service

The Bradford extended access service offers several services which are bookable via the Oak Glen reception team:

- Physiotherapy triage scheme (Age 16+)
- Blood test appointments on evenings & weekends (Age 12+)
- GP Clinic appointments on evenings & weekends
- Smear clinic on Monday evenings
- Young people's counselling (Age 16-25)
- Mental health triage & support (Age 11+)



## IMPORTANT UPDATE REGARDING HOSPITAL BLOODS

### Important Update: Regarding Blood Tests

On Aug 1st, the BMA (British Medical Association) announced that its GP section had voted for limited Industrial action. Fortunately, Oak Glen and some neighbouring practices have chosen an option that is one of the least harmful to patient access.

### Message from Oak Glen Surgery regarding changes to blood tests:

*You may notice changes to how blood tests requested by hospital consultants, doctors, or nurses are handled. Due to funding and in support of collective action across the healthcare system, local GP surgeries will no longer routinely perform blood tests requested by hospitals. Instead, if a hospital clinician requests a blood test, we are advising patients to have this done directly at the hospital. This change helps ensure that hospitals can utilise the specific funding allocated to them for these services, while GP surgeries can focus their resources on other patient needs. Once completed, your test results will be sent back to the hospital for review by the requesting clinician.*

***WE APPRECIATE YOUR UNDERSTANDING AS WE WORK TO PROVIDE THE BEST CARE POSSIBLE WITHIN CURRENT HEALTHCARE FUNDING STRUCTURES***

## NHS Pharmacy First scheme

Under this new scheme, you can visit a pharmacist to receive advice and treatment for some simple, minor illnesses, instead of going to see your doctor.

You can visit your pharmacist for a consultation, and they will treat you and prescribe medication if necessary. If your condition is more serious you will be referred to a GP or hospital.

Here are the 7 common conditions that can now be treated by local pharmacies:

Sinusitis (Age 12+),  
Sore throat (Age 5+),  
Earache (Age 1-17),  
Infected insect bite (Age 1+),  
Impetigo (Age 1+), Shingles (Age 18+),  
Uncomplicated urinary tract infections in women (16-64)  
Further information - [NHS England » Pharmacy First](#)