

Facebook post for Oak Hall Surgery PPG New Romney 26/08/2022

Patients patience please!

You have probably noticed a few changes at Oak Hall over the last few weeks and we would like to introduce and explain some of them to you.

The waiting room is now open and able to allow up to 4 patients to wait. There is a full perspex screen at reception which makes communication with staff behind the screen extremely difficult and at the moment we need to continue making phone calls to speak to receptionists. Eventually there will be microphones in place.

You will also no doubt have seen the pergola shelter at the back for patients to wait in as well. Keen eyes will have noticed the 2 “resting posts” by the container room. More on this in our next post!

The surgery also has a new telephone system allowing more lines but this has only just gone live and like all other improvements in IT may have a few teething problems.

Oak Hall Surgery endeavours, despite many challenges, to do its best for its staff and patients in these continued unprecedented times and ask for your patience and understanding while we all get used to the changes.

Watch this space for further information and updates.