

Oak Tree & Pensilva

Patient Newsletter



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Covid-19 Update

The Covid-19 pandemic has brought us many challenges, not just as a practice but as a community. We have all faced hardship in one way or another over the last several months at the hands of this virus. All of the staff here at Oak Tree Surgery and Pensilva Health Centre are working hard to ensure that, despite these challenges, we can provide the same level of excellent care to our patients. Whilst we have had to adapt some of our services and adopt a more digital approach, we can assure you that the surgery is still very much open for business and you will be offered a face to face appointment with an appropriate medical professional when necessary. We have also joined forces with other local practices to share ideas and learn together to build resilience and capacity in order to tackle this virus. Although it seems Covid will be with us for quite a while longer yet we are armed and ready to face this autumn/winter period head on and continue to provide the usual fantastic level of service that we strive for. The health and wellbeing of our community has always been our priority and that will not change, whatever Covid throws at us!

Changes we have made to help keep you safe - what happens when you attend the surgery?

If you need to attend a pre-booked appointment at the surgery at any time we kindly ask that you follow the latest guidelines and wear a face covering whilst inside the building (mask or scarf). Failure to do so will result in your appointment being re-scheduled.

Nurses Appointments - Oak Tree: If you are attending the surgery for an appointment with the nurse or phlebotomist please arrive at the main entrance to the building. You will be screened and then advised to enter the building where you will be directed straight into the nurses corridor and asked to wait on one of the chairs provided.

Doctor or ANP appointments - Oak Tree: If you are attending an appointment to see a Dr or an ANP (Advanced Nurse Practitioner) at Oak Tree you will be asked to wait around the back of the building near the storage units. The Clinician will meet you there at your appointment time and show you into the building via the door at the end of the Doctors corridor. Alternatively you may provide the clinician with your vehicle registration number and wait in your vehicle until they collect you.

Collecting Medication - Oak Tree: The waiting room at Oak Tree was opened up in September ahead of the autumn/winter weather. There is now a purpose built queueing system indoors with a seated area for the more vulnerable.

Attending appointments - Pensilva Health Centre: Pensilva Health Centre is still currently being used as our "safe site" for staff and patients who are at higher risk of significant illness from Covid-19. Routine appointments are now being held at Pensilva again and we continually review this to reflect the ever changing situation with covid. If you are attending Pensilva Health Centre for a pre-booked appointment please follow the advice given to you by the clinician/reception team at the time of your booking.

Collecting Medication - Pensilva Health Centre: The planned refurbishment works at Pensilva are due to be completed early in November. Once this work is complete the reception area and waiting room will be opened to patients with covid secure measures put in place. This will also allow us to open up the front entrance and corridor allowing for an indoor space for patients to collect medications.

Red Zone Clinic: If you are displaying symptoms of Covid-19 and need to see a Dr/Nurse Practitioner you will be booked into the "Red Zone Clinic" which is kept totally separate from all other clinics running in the practice. You will be given strict instructions on when and where to attend for your appointment by the clinician booking you in. This clinic is specifically set up to help reduce the risk of spreading infection in the practice.

PLEASE DO NOT ATTEND THE PRACTICE IF YOU ARE EXPERIENCING SYMPTOMS OF COVID-19 SUCH AS A RASIED TEMPERATURE, NEW PERSISTENT COUGH, OR A CHANGE OR LOSS TO YOUR SENSE OF SMELL OR TASTE.

In this instance you must self-isolate as per the government guidelines. Please visit <https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance/> for the most up to date guidance about Covid-19.

Research Update

Please see the research section of our website for more information about research - <https://oaktreesurgeryandpensilvahc.co.uk/practice-information/research-2/>



COVID-19 Virological Surveillance

Oak Tree Surgery and Pensilva Health Centre are participating in a national virology surveillance programme to monitor the spread of respiratory viruses (including influenza, COVID-19, RSV) and measure the effectiveness of influenza vaccinations through the winter season.

Patients presenting with an influenza-like-illness, lower respiratory tract infection or other symptoms consistent with COVID-19 may be eligible to participate.

Eligible patients will be offered a self-testing kit which will be delivered directly to the patients' home.

The Oak Tree and Pensilva Research Team have been awarded Highly Commended in the Research Practice Award category at the South West Peninsula Clinical Research Network Awards. The digital awards ceremony can be found here <https://local.nihr.ac.uk/news/south-west-research-awards-go-digital/25714>

RECRUITS NEEDED for a study of a new antibiotic to treat urinary tract infections . Please contact the Research Team at the practice for more information.

VOLUNTEERS NEEDED

Do you have suspected or confirmed COVID-19?

Are you aged 65 or over? Or 50 to 64 with underlying health conditions? with symptoms within the past 14 days?

Please visit www.principletrial.org to find out how to take part in an Urgent Public Health Clinical Trial for COVID-19 Treatments

The image is a patient information leaflet for the 'THE WEEKLY RETURNS SERVICE (WRS) SURVEILLANCE PROGRAMME'. It features the RCGP logo and the text 'Royal College of General Practitioners Research & Surveillance Centre'. The leaflet includes several icons representing medical and surveillance concepts. The title 'Patient information leaflet' is at the bottom right.

What is WRS programme?

This practice is participating in a national surveillance programme that provides continuous monitoring of infectious diseases in the community. The surveillance programme is coordinated by the Royal College of General Practitioners Research (RCGP) and Surveillance Centre (RSC).

What data is being collected?

Pseudonymised data is being collected. Pseudonymisation means that individuals are distinguished by using a unique identifier, that is, a pseudonym. That means that their 'real-world' identity is not revealed.

Why is this data collected?

This data is used for continuous monitoring of infections and diseases and is the main source of information for Public Health England (PHE). The purpose of collecting data is to support public health, including the evaluation of vaccine effectiveness.

How does this affect me?

Providing pseudonymised data does not affect patients directly. All information is collected anonymously and does not affect patient care, treatment or privacy. However if you no longer wish to allow your information to be used, please speak to your GP.

How about GDPR?

RCGP RSC are compliant with all current legislation including GDPR and work within the governance frameworks of NHS Digital and the Medical Research Council.

For more information, please visit: <https://clininf.eu/index.php/test-rcgp-gd>

Contact us:

Email: MedicalDirectorRSC@rcgp.org.uk

Weekly Returns Service: <http://www.rcgp.org.uk/rsc>

Version 2 2019/07/01



Flu Update

Information about flu vaccine supplies:

Why am I being asked to wait to have my flu vaccine? - Flu vaccines are delivered to GP practices, Pharmacies and other services in batches in the run-up to and over flu season. This year, early demand for flu vaccine has been higher than usual due to concerns about the coronavirus pandemic. This means that some GP practices and pharmacies will have to ask people to wait until they receive further deliveries which are scheduled by NHS England.

What should I do now? - We are constantly reviewing the vaccine supply in the surgery and have planned delivery dates set for more vaccines. As soon as we receive further supplies from NHS England we will release additional appointments. The plan is to contact eligible patients via text message or phone calls when appointments become available. Of course, you can stay in touch with the surgery to find out when appointments will be released rather than waiting for your text message or phone call.

Why are some people still being offered the vaccine and not others? - There are several types of flu vaccines available. You will be offered one that is recommended for you based on your age. This means some people will be offered a flu vaccine that is in stock while others, who need a different type of vaccine, may have to wait.

Patients aged 50 to 64 years-This year the free flu vaccine will be offered to healthy 50-to-64-year-olds later in the season. We have not yet received any information from NHS England regarding when or how vaccinations for this group of patients will take place. As soon as we are given any further information we will share this with our patients.

Dispensary/Pharmacy

Free Delivery Service



Increased Delivery Service

To help the situation with queuing outside through the Autumn/Winter months not only have we reopened our waiting room but we have also significantly increased our delivery service. The majority of our patients who regularly collect medication from the surgery can now benefit from our completely free delivery service. Please speak to a member of staff to find out more. Don't wait around at the surgery, have your medication delivered to your door!

New Surgery Website

The new website, which went live on 28 September, is a lot more interactive and user friendly. The existing Oak Tree and Pensilva websites have been combined into one fantastic new page for all of our patients, across both sites, to use.

Using the new website you will now have access to a whole range of exciting new features such as contacting staff here at the surgery, booking appointments, administrative tasks such as requesting sick certificates and medical reports, patient feedback, and changing your details. In our virtual wellbeing centre you will find a wealth of online information on topics such as carers, smoking cessation, weight management, sexual health, cancer support, and lots more.

Our virtual consulting room gives you instant access to GP services by "asking the Doctor a question online" which will automatically direct you to our eConsult service, where you will receive a response from the practice within two working days. You can also book an appointment online using the NHS app or our Patient Access service. Or, for quick access to a consultation with a GP, you can use the video consultation service LIVI, where you can see a GP via video consultation in minutes, or book ahead up to seven days in advance. All of these exciting new features are live on our website now. Please visit <https://oaktreesurgeryandpensilvahc.co.uk/> to take a look around.



Social Media



We are in the process of merging our social media accounts for Oak Tree and Pensilva. Those of you already signed up to the Oak Tree Facebook page will see some minor changes to now incorporate details of our sister practice Pensilva Health Centre. We will also be making use of our Twitter page again which has not been active for some time. Information shared on these platforms will be relevant to both sites unless otherwise stated. Comments posted to our social media accounts are for the sole purpose of sharing information with those patients who prefer to use social media as a way of being informed of changes/updates regarding their GP Practice. We do not monitor comments made on these sites so if you have a query with anything you see on our social media pages please contact the practice directly. You will find links to our social media pages on our website.

Prefer to speak to an actual person?

Although the NHS are embracing digital services we know the world of technology is not for everyone.

So, if you would prefer to hear a friendly voice rather than using our online services, please just pick up the phone and speak to our dedicated team who are here to help. Our trained administration and reception teams can give you all of the information that you would normally find online and will be able to signpost you to any relevant services that you might require.

Online Services

Livi; free NHS service whereby you can access virtual consultations with a GP in minutes!

E-Consult; A service whereby you can complete an online consultation and receive a response within two working days! This can be used for clinical and administrative queries.

For more information regarding our online services please visit the practice website.

Also look out for our online services bulletin coming soon!

MySunrise

Cancer Support at your fingertips

The MySunrise App is an award winning free information resource designed specifically to support patients through their cancer treatment journey at their NHS Hospital.

MySunrise is currently live at Royal Cornwall Hospital in Truro and has been developed with the Oncology Team at Royal Cornwall Hospital, and supported by the Sunrise Appeal.

Following the success at Royal Cornwall Hospital - MySunrise is now being taken up across all NHS Cancer Centres in the South West with support from the NHS Peninsula Cancer Alliance.

MySunrise provides a complete up-to-date information and reference tool for Cancer patients and their families, which guides and supports them through their cancer journey. It is complete with a whole range of videos, relevant links, cancer resources and contact information all specific to their own NHS Hospital cancer centre. For more information visit the website <https://www.mysunrise.co.uk/>





The Liskeard & Looe Foodbank are a Charitable Incorporated Organisation (CIO) No. 1183375

Christmas Foodbank Appeal

Staff and volunteers at the foodbank are working hard to support the community. During the lockdown period they distributed 16.9 tonnes of donated food to over 1,300 local people in crisis. This is expected to rise substantially in the coming months as the various 'safety nets' put in place by the Government are withdrawn and more people lose their jobs.

Oak Tree and Pensilva Health Centre are keen to help in any way we can. We have set up a collection point at both sites and will be collecting donations from staff and patients for Christmas food parcels to be distributed by the Liskeard Foodbank to local people in crisis this Christmas. Whilst some of us are worrying about Christmas parties and whether we'll get to celebrate with friends and family this year, many local people will be worrying about where their next meal is going to come from or how they will afford to heat their homes, or buy presents for their children. Lets help to make a difference to those in need this festive season. Any donations to our Christmas appeal will be greatly received. The Foodbank would be particularly grateful for the following items for the Christmas parcels; Tinned Salmon, Christmas Pudding, Mince Pies, Sweets/Chocolates, Tins of Ham or Chicken, Custard, Biscuits, Cream Crackers, Cranberry sauce, Stuffing, Gravy Mix, Jars of Pickles/Onions/Chutneys, Bread Sauce, Iced Fruit Cake Bars, Christmas Chocolate Logs, Sponge Puddings, Packets of Crisps, Twiglets, and Cheese Savouries etc. Donations can be dropped into the surgery or handed to a member of staff at the door any time during opening hours. The Foodbank will then collect and distribute the items to local families who really need their help this winter.



Supporting Men's Mental Health in Cornwall

Man down is a Cornwall based group offering safe spaces to meet the current emotional and mental health needs of men who are struggling to cope with the everyday pressures facing them in our modern society. Liskeard Group meet up at the Tic Tac Bungalow, Liskeard School, Fortnightly on Thursdays at 7pm. For more information please visit their website <https://www.mandown-cornwall.co.uk/>



We are proud to say that, despite covid restrictions, staff here at the surgery still managed to take part in the Worlds Biggest Coffee morning this September. It wasn't the usual big event that we love to hold involving our patients and PPG but staff still managed to enjoy a slice of cake and a little bit of fun! We raised a total of £123.50 for Macmillan—go team!



Congratulations to two of our colleagues Clare and Debbie who completed their first marathon on Sunday 18th October and have raised over £2000 for St Luke's Hospice! A huge well done ladies!



What is Social Prescribing?

Social Prescribing is a method of linking people with non-clinical sources of support within the community. "At Volunteer Cornwall, our Project has dedicated Link Workers based within GP surgeries, to offer confidential, 1:1 support to patients referred from their GP or health care professional." If you feel you would benefit from a referral to our Social Prescribing Team please speak to a member of staff in the surgery.

Social Prescribing can help you with...

Being more active



Finance support



Living more independently



Improve social connections



Healthier lifestyle



Mental wellbeing support



Health, Work, and Lifestyle

Better Health—Let's Do This!

Kickstart your health, your health matters. Better Health can help you improve your wellbeing by making healthier lifestyle choices. You will find the tools and support you need to quit smoking, get active, and lose weight. There has never been a better time to kick-start your health.



Quit Smoking

Smoking weakens our lungs and makes it harder to breathe. Download the free app available at <https://www.nhs.uk/better-health/> and join millions who have successfully quit smoking.



Quit smoking this Stoptober!

If you would prefer a more personalised approach to help you quit smoking then contact the surgery and we can put you in touch with a local stop smoking adviser who will be able to offer 1 to 1 support and advice.



Get Active

When it comes to exercise, the more active you are, the greater the health benefits. It's never too late to start. For tips on how to move more every day visit <https://www.nhs.uk/better-health/>



Lose Weight

If you are overweight or living with obesity, losing weight can help reduce your risk of developing serious diseases. Make healthier food and drink choices with the free NHS weight loss plan.

<https://www.nhs.uk/better-health/>



National Careers Service—South West

The National Careers Service provides free information, careers and skills advice that's tailored to you. Help is available online, or with one of their careers advisers over the phone or face to face (they can only offer a face-to-face appointment service to adults aged 19+. They also offer this to adults aged 18 who are customers of the Jobcentre or in custody.) The National Careers Service website also provides careers advice and information on a wide range of jobs, training course resources and funding.

Their network of local careers advisors in Cornwall can help you back into work or alternative employment by providing:

- Job search and job hunting skills
- Applications and covering letters
- Access to over 750 job profiles
- Interview preparation
- On-line applications
- CV support
- Email set up
- Career guidance
- Access to Labour Market Information
- Training and Personal Development
- Maths and English skills assessments
- Apprenticeship and Traineeship Advice
- Universal Jobmatch
- Voluntary Work

Contact your local Careers Service Centre on 01872 248 630 or visit

<https://nationalcareers.service.gov.uk/>



HOW DO YOU HANDLE LIFE'S UPS AND DOWNS?

We all have mental health and, just like our physical health, it goes up and down. So there will be times when we feel stressed, low or anxious. The Every Mind Matters online guide provides expert advice and practical tips to help you start taking care of your mental health.

SEARCH EVERY MIND MATTERS

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