

Oak Tree & Pensilva

Patient Newsletter—Summer 2021

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Flu Season 2021/22 and Covid-19 Boosters

We are already working hard to plan a smooth and efficient flu programme for Autumn/Winter 2021. Last year, despite the pandemic and all of the difficulties the restrictions posed, we had a hugely successful flu programme, managing to reach our flu vaccination target before the end of December! We are aiming for a similarly successful programme this year and will be sending out information regarding flu jab appointments as soon as plans are finalised. We expect our flu clinics to be open and vaccinations to start in September.

The Joint Committee on Vaccinations and Immunisations (JCVI) eligibility criteria for flu vaccinations this year is as follows; all children aged 2 to 15 (but not 16 years or older) on 31 August 2021, those aged 6 months to under 50 years in clinical risk groups, pregnant women, those aged 50 years and over, those in long-stay residential care homes, carers, close contacts of immunocompromised individuals, frontline health and social care staff employed by; a registered residential care or nursing home, registered domiciliary care provider, a voluntary managed hospice provider, Direct Payment (personal budgets) and/or Personal Health Budgets, such as Personal Assistants. Information on vaccination priority groups outlined by NHS England and how/where you can receive your vaccine will be released at a later date.

We are currently working with the East Cornwall Primary Care Network to see whether a collaborative surgery approach, similar the initial Covid-19 vaccinations, will work best for Covid boosters. Plans are yet to be confirmed and we are awaiting information from NHS England as to how and when the booster programme will run alongside the flu programme. We will publish further information about this once plans are finalised and NHS England releases more information.

Where to get your Covid-19 vaccine

Adults aged 18 or over DO NOT need to wait to be contacted by the NHS. To book an appointment or find your nearest walk-in centre please visit the NHS website [here](http://www.nhs.uk) (www.nhs.uk) or call 119 free of charge.

*The JCVI has recently approved the use of Pfizer vaccinations for young people aged 16-17. People in this age group can either wait to be contacted by NHS England to book an appointment or attend a walk in centre to receive a vaccination. Please use the link above to find your nearest walk-in clinic.



If you're visiting our GP practice, please:



Wear a face mask



Maintain social distancing



Be kind

We're Still Keeping You Safe!

From Monday 19 July 2021, the government lifted the remaining lockdown restrictions in England. This included the wearing of face coverings and maintaining social distancing in public places. However, the infection control guidance for NHS settings has not changed. Anyone visiting our surgeries will need to wear a face covering (unless exempt) and continue to maintain social distancing.

Please use the hand sanitiser when entering the surgery too.

Please respect our staff, who are working under incredibly difficult circumstances to manage high levels of demand. Abuse of our staff will not be tolerated.

We are really grateful for your patience and support.

Thank you for helping us to see you safely.



**ALL ADULTS
IN ENGLAND
can now book
their COVID-19 jab**

Staff Update

We would like to warmly welcome some new colleagues who have joined our practice recently. We hope they will enjoy being part of the Oak Tree and Pensilva Surgery family.

Dr David Morris - Salaried GP

Dr Sean Hawkey - Salaried GP

Abigail Ruffin - Practice Nurse

Jacqui Whittington - Medical Secretary

Alisha Commons - Receptionist

Claire Behennah - Receptionist

Sarah Taylor - Receptionist

Kayleigh Tompkin - Pharmacy Assistant

Bethany Palmer-Brown - Pharmacy Assistant

Similarly we would like to say farewell to our colleagues who have recently left the practice and to wish them every success in their future endeavors.

Partnership Update

We would like to share some very exciting news with regards to business partnership changes .

Dr Yu and her young family will be moving to New Zealand in October. They have decided now is the right time for them to make this life changing move. They will be closer to their extended family and building a wonderful future in an amazing part of the world. We wish her and her family every success for the future!

As of 1st July Gemma Wright our Business Strategic Manager was made a Partner in the business. Gemma has been working at the practice for 3 years and will be an invaluable management addition to the Partnership.



NHS
Test and Trace

Get to know the role...

Frank Baidoo - Superintendent Pharmacist

Our Superintendent Pharmacist Frank has a degree in pharmacy, a degree in Public Health and is a qualified prescriber. He has also recently completed a Degree in Clinical Pharmacy. He uses his expert knowledge of medicines and health to provide the best care for our patients. Frank is a highly trained health professional who is qualified to deal with the composition, properties, interactions, proper use and distribution of medicines. Frank works alongside his team of a Pharmacy Technician and Pharmacy Assistants to deliver a fantastic pharmacy service for our patients. As a Pharmacist Frank's role includes making sure medicines are used safely, working with patients to understand how to take their medicines and get the most out of them, taking a history, examining, identifying and providing advice to patients on minor ailments such as coughs and colds, signposting where necessary, working alongside other healthcare professionals including doctors and nurses so patients are prescribed the most appropriate medicines for them, providing advice on health and lifestyle such as stopping smoking, and managing long term conditions such as high blood pressure.

NHS Community Pharmacist Consultation Service

The NHS Community Pharmacist Consultation Service (CPCS) was launched by NHS England and NHS Improvement on the 29 October 2019. The practice reception team, or NHS 111 call advisor will make a digital referral to a convenient pharmacy, where the patient will receive pharmacist advice and treatment for a range of minor illnesses, or for an urgent supply of a previously prescribed medicine. Should the patient need to be escalated or referred to an alternative service, the pharmacist can arrange this.

The service is helping to alleviate pressure on GP appointments and emergency departments, in addition to harnessing the skills and medicines knowledge of pharmacists. This service will be available at Oak Tree Pharmacy soon!

Referral Waiting List Times

NHS Services across England are working hard to get through a backlog of patients on their waiting lists due to cancelled or postponed routine appointments during the Covid-19 pandemic. If you have been referred by your GP for a specialist appointment and have been added to a hospital waiting list please do not contact the surgery to find out when your appointment is likely to be. We do not have details of the hospital waiting lists. We would encourage you to get in touch with the surgery if your symptoms have worsened and you feel you may need further treatment or advice from the GP whilst you are waiting for your appointment, however, the GP is very unlikely to be able to speed up any waiting times.

[The latest message from Derriford Hospital reads:](#)

We have reduced capacity for appointments due to caring for patients both with and without COVID-19. If you are waiting to hear about an appointment, please be patient. We are doing our best, but you may have to wait longer for your appointment.

Unfortunately, we've had to postpone some routine appointments and routine inpatient surgery in order to free up staff to help care for patients in the hospital with COVID-19 and other emergencies. However, we are continuing to see those patients who need to be seen urgently or as an emergency.

Cancer related care is continuing as normal.

If you become more unwell, please seek medical help.

Thank you for your continued understanding and patience.



Please see the research section of our [website](https://oaktreesurgeryandpensilvahc.co.uk/practice-information/research-2/) 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.

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.



More than one million participants (1,075,000) have now taken part in COVID-19 research across the UK, the National Institute for Health Research (NIHR) and NHS can proudly announce.

People across Cornwall, Devon and Somerset have played an important role in reaching this remarkable milestone, with more than 15,000 participants taking part in nationally-prioritised COVID-19 studies, supported by the NIHR Clinical Research Network South West Peninsula.

Professor Michael Gibbons, Clinical Director for the NIHR Clinical Research Network South West Peninsula, said: "Over the last year there has been astonishing support for research into COVID-19. I would like to personally thank all those participants in the South West who volunteered to support the shaping of the history of research into COVID-19. You are all amazing individuals, thank you, you should be proud."

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 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) <https://local.nihr.ac.uk/news/south-west-research-awards-go-digital/25714>



CASNET2 Study

This practice is taking part in the CASNET2 study. This is a study run by researchers at the University of Oxford looking at a new electronic safety netting tool which is part of the practice computer system. The tool helps GPs to make sure that patients get followed up if they have symptoms that might lead to a new diagnosis.

The researchers are hoping to find out whether the tool helps to reduce the time it takes for people to get a diagnosis. They will be using anonymised patient data from the practice computer system to find out how well the tool works. Using data in this way will not affect your privacy or care, and no-one will be able to identify you personally, but please speak to your GP if you have any concerns, or if you wish to opt out of the study.

For further information please visit <http://www.rcgp.org.uk/rsc> or contact:

Prof Simon de Lusignan
RSC Director
MedicalDirectorRSC@rcgp.org.uk

Practice Liaison
Team
practiceenquiries@phc.ox.ac.uk

The Musings of an Anonymous GP

When will GPs come out of hiding and give patients the service they deserve?

General practice has changed significantly. Patients feel in the dark. Concerns include locked doors, being unable to get help from a GP or unable to be seen face to face. As a GP, I will try to explain the changes.

Walking into surgeries last year we had patients with COVID, patients without masks and vulnerable or unvaccinated patients. Queuing indoors was not safe. Surgeries introduced intercoms to manage this. As vaccinations increase and rates decrease, most surgeries will return to open doors.

In some surgeries you can't now simply request to see a GP. One reason for this is the idea of 'triage'. The work GPs are expected to do has increased far beyond funding and staffing. New specialist roles have been introduced to help, such as Nurse Practitioners, Pharmacists, Social Prescribers, Physios and medical admin staff. New services have also developed such as eye units and minor injuries units.

GPs have a unique role within all this, often where there is medical complexity.

We can't expect patients to navigate these complicated options alone. If we know a bit about your problem, we can direct you to the best person to help you. This means that when you have a problem only a GP can manage, this can happen. This change is uncomfortable for everyone. GPs prefer a mixture. But meeting everyone's needs is more important.

GPs have worked face to face throughout the pandemic. After talking on the phone, we would see anyone where we judged that the benefits outweighed the risks. There are incredibly sad stories where it was felt important signs were missed. There will also be unknown lives that were saved by these precautions. As the risks of COVID transmission vary, we vary the threshold for our face to face appointments accordingly. The risks are now less, but remain significant.

Increased telephone consultations are also about efficiency. You can't under fund General Practice without consequence. There are occasions when the phone is both effective, efficient and safe. Every day we are forced to make intensely challenging decisions about how to manage each individual as the pressures are simply unmanageable otherwise. No GP would have chosen the situation we find ourselves in.

Whilst less visible, GPs are delivering more appointments than ever. Triaging patients to the most appropriate person may feel restrictive, but it makes sure we're available when you need us. This year we won't have got everything right. Changes may have felt confusing and frustrating. Communication can be improved. But we care enormously for our patients. At times, the very changes that feel unwelcome are happening because of the deep care that General Practice has for all its patients.



♦ STAY SAFE ♦ BE KIND ♦

Patient Participation Group (PPG)

A Patient Participation Group (PPG) is a group of patients, carers and GP practice staff who meet to discuss patient experience to help improve the services provided.

Our PPG meets regularly to support the practice and act as a critical friend. They are a link between the wider patient population and the practice. To find out more about joining our PPG and to register your interest click [here](#) or go to our website www.oaktreeandpensilvahc.co.uk

Green Impact for Health

Oak Tree Surgery and Pensilva Health Centre proudly received the Silver Award in 2019/20 for our participation in the 'Green Impact for Health' scheme. The scheme aims to support general practices to become more environmentally friendly and sustainable.

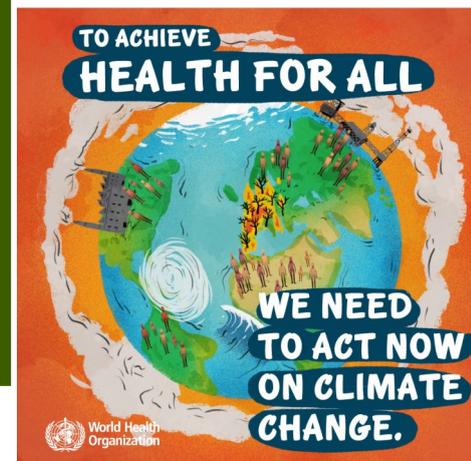
In 2019/20, 754 general practices signed up to take part nationwide, but only 69 achieved an award! We aim to build on this success and are looking to go further with the scheme this year!

Green Impact is a United Nations award-winning programme designed to support environmentally and socially sustainable practice within organisations. This can mean anything from communicating recycling systems, to committing to go Fairtrade; from supporting team health and well-being campaigns, to working towards carbon-neutrality! The model has been developed over ten years. Based on proven behavior change models, its flexible approach means it can be tailored to meet each organisation's unique needs.

To find out more information about the Green Impact for Health scheme, visit [Green Impact](#)

or www.greenimpact.nus.org.uk/about/

nus
green impact



Pick up your NHS Covid-19 lateral flow testing kits from
Oak Tree Pharmacy

Around 1 in 3 people with Covid-19 do not have symptoms. One of the best ways to keep your loved ones and our community safe is with regular testing. Please visit Oak Tree Pharmacy to collect a free pack of lateral flow testing kits. The kits provide you with a three week supply of tests and you can collect up to four kits per household. Our Pharmacist can provide you with further information should you require.





We're working hard to look after you



A month in numbers...

GP surgeries are working hard to see you safely. Your GP may want to call you or see you via a video consultation regarding your concerns. However, if your GP needs to see you face to face it is important that you attend. Here are just a few figures from the month of July to show you that

WE ARE WORKING HARD TO CARE FOR YOU SAFELY!

Oak Tree and Pensilva Surgery
Data collected from 1st - 31st July

16'595 - Registered Patients

32'931 - Prescription Items Generated

11'806 - Incoming Calls Answered

4'094 - Telephone Consultations

5'653 - Appointments in the surgery, including...

2'038 - Nurse Appointments and...

207 - Chronic disease reviews

242 - Sick notes

13 - Home Visits



We are currently trying to source some recycling units for single-use face masks and other plastic PPE. In the meantime however, you can recycle your single-use masks in Morrisons Liskeard via the Sun Newspaper recycling bins located at the store entrance.

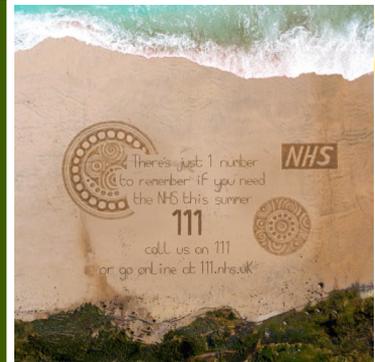
Globally, we use 129 billion single-use facemasks every month

In a straight line that's enough to wrap around the world 550 times!



We regularly update our social media pages with information relevant to the practice and local community. Follow us on Facebook and Twitter to keep up to date with everything going on at the surgeries.

Check out our new Oak Tree Pharmacy Facebook page for the latest information about our Pharmacy services - Just search "Oak Tree Pharmacy" on Facebook.



Book a GP appointment with LIVI

- GP appointments from home, work, or on the go
- Get medical advice, referrals and prescriptions
- Free NHS Service



Download the LIVI app - Sign up and select your existing GP practice for access to the free NHS service.

Book an appointment at a time that suits you - See a GP online the same day or book up to 5 days ahead. Your GP will call you in the app to start your video appointment.



Get medical advice, prescriptions & referrals - LIVI GPs can offer medical advice, prescriptions delivered to a pharmacy near you and referrals to a specialist if necessary.

Wave goodbye to waiting rooms

Livi is perfect for those times when you can't get to the surgery, or need to book a GP appointment quickly. They're open 7 days a week, including evenings and weekends, with appointments available the same day. You can also book a GP appointment up to a week ahead. With Livi on your mobile you can see a doctor from wherever you are – at home, work or on the go! With over 3,000,000 online appointments available don't delay, book your appointment through LIVI today!

For more information please visit the [LIVI Website](http://www.livi.co.uk) - www.livi.co.uk



The first step is a few steps.

NHS

New moves. New foods. New habits. We've got ideas to get you started today. **Get help and support at nhs.uk/BetterHealth**

Better Health Let's do this

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.

nhs.uk/betterhealth

Proud to be a parkrun practice

The surgery has taken a significant step in improving the health and wellbeing of our staff and patients by committing to be a Parkrun practice and joining over 1,500 parkrun practices across the UK! It is a great way to improve staff wellbeing and to help encourage patients to become more actively involved in their own health and wellbeing too!

The initiative is being led by our very own ultra marathon runner Dr Gilbert. We are signed up to the Lanhydrock Parkrun which takes place every Saturday at gam. It would be great to see some of our patients there. Please visit the parkrun [website](http://www.parkrun.org.uk) (www.parkrun.org.uk) here for more information and to sign up.

DO IT FOR YOURSELF

DO IT FOR YOURSELF. Don't delay, contact your GP.

Not every cough is Covid. It could be a sign of lung cancer.

This campaign was created by MSD with endorsements from:

MACMILLAN CANCER SUPPORT **ROY CASTLE LUNG CANCER FOUNDATION** **MESOTHELIOMA UK** **UNITED KINGDOM LUNG CANCER COALITION** **LUNG CANCER NURSING UK** **MSD**

GB-NON-04353 | Date of preparation: May 2021



Dartmoor Trek for Alzheimer's Society

Staff from the surgery took on the 13 mile trek Dartmoor challenge on 21st August 2021 in aid of the Alzheimer's Society.

Fundraising is still open so if you would like to support their efforts and make a donation to this very worthy charity you can do so by visiting Dr Tom's fundraising page [here](#) or pop into the surgery and make a donation at reception. Any amount is gratefully received and all monies will go to Alzheimer's Society.

Cornwall and the Isles of Scilly Health and Care Partnership

- Sunburn?** Treat yourself using your medicine cabinet
- Hayfever?** Visit a pharmacy.
- Need to see a GP?** Contact your own GP or call NHS 111
- Need health advice?** Visit 111.nhs.uk or call NHS 111.
- Severe chest pain** Ring 999 or go to the emergency department

Choose the right health care service this summer
Search NHS Kernow for more information