

Newsletter



Autumn 2023

A MESSAGE FROM DR JEFFERIES

Forty years ago, I arrived in Cornwall as a young, enthusiastic, and committed GP Trainee. I had graduated in Liverpool three years before when a year as a House Officer and two years as a SHO in a variety of specialties (working on average 80-100 hours a week) was considered more than enough experience to be working independently. In Liverpool I had done GP locum jobs, and, in the inner city, there were three requirements – you saw twenty patients in a session, and each came into the consulting room with their paper records stuffed with a prescription and sick note prefilled by the receptionist. All you had to do was enter the drug of your choice, negotiate the length of the “sicky” and sign the two forms. Five minutes. Next patient please!

Moving to Cornwall there was the opportunity to actually practice some medicine and to try to make a difference in the quality of my patient’s lives. It simply required learning the new language. How far in the future was “Dreckly”, if symptoms had begun “Backalong”, was that yesterday or five years ago and how intense was the “Brave” pain?

And how the job has changed in the last four decades. In the 1980’s the majority of seriously ill patients were treated by hospital consultants, not GPs, and the average life expectancy was significantly lower than now. When we were on call it was almost the norm to attend some sort of medical emergency overnight – heart attacks, severe asthma, uncontrolled epilepsy - to mention just three. Where have all those emergencies gone? Are they really all dealt with by paramedics, or could it just be that our day-to-day management of chronic illness and preventative medicine has changed the medical landscape?

The fact is that we now have an ageing population with multiple complex illnesses who require far greater time and skill to keep them as well as possible. Ironically GPs have become the victims of their own success. Patient numbers are rising, the complexities of their conditions are escalating, yet GP numbers per head of population are reducing as morale drops. So, you don’t have to be a mathematician to work out why it is more difficult to get a GP appointment. Only a seismic shift in how politicians really value and fund the most cost-effective health service in the world will stop the rot and increase the appeal of General Practice to the Junior Doctors who are leaving the profession in droves. Change is inevitable and we are doing everything we can to mitigate the underfunding by trying to build a strong resilient multidisciplinary team of clinicians.

Nevertheless, forty years on, would I recommend a life in General Practice to a new graduate? Well, yes, I would but with certain caveats. Don’t even consider it unless you are very resilient both physically and emotionally. Being a Family Doctor is an honour and a privilege as we help guide our patients through the turmoil of ill health and be their advocates at times of need, but it is also demanding and exhausting. So, when I finally hang up my stethoscope and put my last rubber glove in the bin, I will probably heave a sigh of relief but know, too, that I will miss it.

Newsletter Contents

Dr Jefferies message	1
Total Triage	2
Covid Clinics	3
Medication Supply	4
Inside Story	5
Patient Feedback	6

Contact

Oak Tree Surgery

Clemo Road
Liskeard
Cornwall
PL14 3XA

Pensilva Health Centre

School Road
Pensilva
Cornwall
PL14 5RP

01579 32 42 52

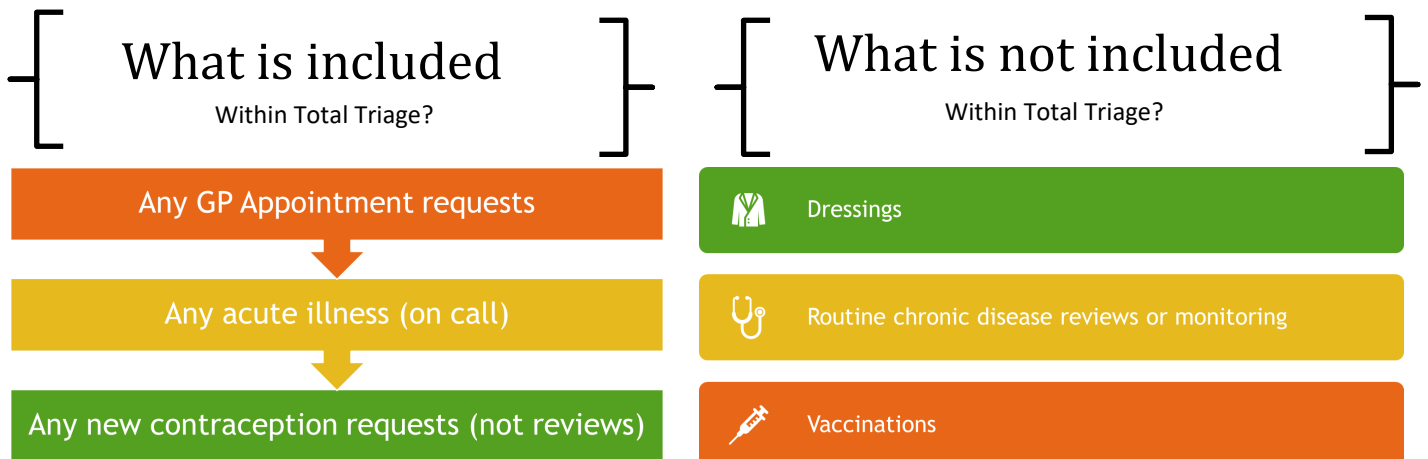
oaktreesurgeryandpensilvahc.co.uk/

TOTAL TRIAGE

What is it?

Total Triage is a way to manage patient demand safely, whilst avoiding the 8am phone rush. It will enable us to provide continuity for patients who need it and ensure patients receive the right contact, with the right person at the right time. The model is as follows:

- * All patients submit an AccuRX patient triage from their smart phone or computer, the link for which is on our website.
- * Any patient who does not have a smart phone or is unable to do the online form can call the practice and the reception team will do the form on their behalf.
- * All patient triages are logged on our clinical system.
- * The patient is advised on when to expect a response to their request.
- * All clinical patient triages are reviewed by a total triage team, which consists of 1 GP and 2 Advanced Nurse Practitioners, who sit together in a room working with an admin coordinator.
- * Upon review you will be notified of an appointment or signposted to the correct service.



*Total Triage will be going live
on Thursday 5th October
2023.*

Covid and Flu Vaccination Clinics

A huge thank you to our amazing volunteers and staff who have been coming into the surgery in their spare time to run the vaccination clinics. As a result, we have been able to vaccinate thousands of patients already.

If you have an appointment at an upcoming clinic, please arrive no more than 10 minutes before your appointment time. This will greatly reduce queues and waiting times.



Thank you also to those patients who have waited patiently and have been kind to our staff, and especially to our volunteers, without whom, we would be unable to run these clinics.

Please remember, our clinics are run by volunteers and staff willing to do extra clinics on their days off, please

A Message from our PPG

The annual PPG Coffee morning in September was well attended with patients, volunteers, practice staff and some doctors and nurses. The Cornwall Blood Bikers were an interesting feature with their blood bikes with chilled insulated containers ready to carry not just blood but platelets, breast milk, urgent medical supplies and more “out of hours” to wherever they are needed. The volunteers ride out in all weathers so it was highly satisfying to hand over all of the £270 raised at the coffee morning. PPG members can now add ‘barista’ to their life skills following the kind loan of a professional hot drink machine from SW Beans Coffee of Liskeard.



Pharmacy and Dispensary Opening Times

Oak Tree Dispensary

Monday	08:30 to 18:30
Tuesday	08:30 to 18:30
Wednesday	08:30 to 18:30
Thursday	08:30 to 18:30
Friday	08:30 to 18:30
Saturday	Closed
Sunday	Closed

Pensilva Dispensary

Monday	08:30-18:00
Tuesday	08:30-18:00
Wednesday	08:30-18:00
Thursday	08:30-18:00
Friday	08:30-18:00
Saturday	Closed
Sunday	Closed

Oak Tree Pharmacy

Monday	08:30 to 18:30
Tuesday	08:30 to 18:30
Wednesday	08:30 to 18:30
Thursday	08:30 to 18:30
Friday	08:30 to 18:30
Saturday	09:00-13:00
Sunday	Closed

Lab Reports – The Process

Once your sample has been taken at the surgery, it will usually take a day or two to be processed by the laboratory. The results are then sent back to the practice electronically. These are checked each morning. Below is the process we follow.

- ⇒ Results are looked at by a trained administrator each morning.
- ⇒ There are selection of tests that can be marked as 'Normal' if within range and filed by this member of staff.
- ⇒ Tests that are not on this list or require a clinician to review are all divided equally between all the GPs in the surgery that day.
- ⇒ Each GP has dedicated time within their clinic to look at the results assigned to them.
- ⇒ If action is required, the GP will contact you by phone or SMS.



Medication Supply

Sometimes shortages of medicines can happen.

There are many reasons why pharmacies and dispensing doctor practices are not always able to get certain medicines.

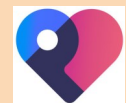
Manufacturers of medicines may have problems with making the medicine, transporting the medicines, or sourcing the ingredients. Sometimes when lots of people are suddenly prescribed a medicine this can use up all of the supply.

As a result, you may receive a different brand of the medication you are used to. Alternatives are provided to ensure you receive the medication you need.

Please note, all changes are approved by your GP, prescribing pharmacist, and the NHS.



Ordering Medication



We no longer take repeat medication orders via telephone. Please order medication in writing by either submitting your repeat slip at the surgery, handing it back to your delivery driver, or ordering via the NHS app or Patient Access app.

Please allow at least 7 days when ordering repeat prescriptions. Any order received after 4pm will be processed the next working day.

Vaccinations

Schedules, Eligibility and Appointments



1 in 4 people will develop shingles in their lifetime. It is a debilitating disease that can cause serious complications.



Schedule Update

From 1 September 2023, all newly eligible individuals will be offered 2 doses of the non-live shingles vaccine Shingrix® instead of Zostavax® and eligibility for the immunocompromised and immunocompetent cohorts will change.

From September, **as you turn 65 OR 70***, look out for your invite to get your shingles vaccination. *Only those turning 65 or 70 from 1st September will be eligible for the vaccine this year, you will receive an invitation to book an appointment if you are eligible.

If you have a weakened immune system, and are aged 50 and over, from September you will be invited to book a shingles vaccination.



MEASLES

Cases of measles are rising in England. Measles is more than just a rash with one in five children needing a hospital visit. Make sure your child is up to date with their MMR vaccination to give them the best protection against becoming seriously unwell. Just two doses of the MMR vaccine gives you and your family lifelong protection against catching measles.

THE CHILDHOOD IMMUNISATION SCHEDULES CAN BE FOUND ON THE NHS WEBSITE.

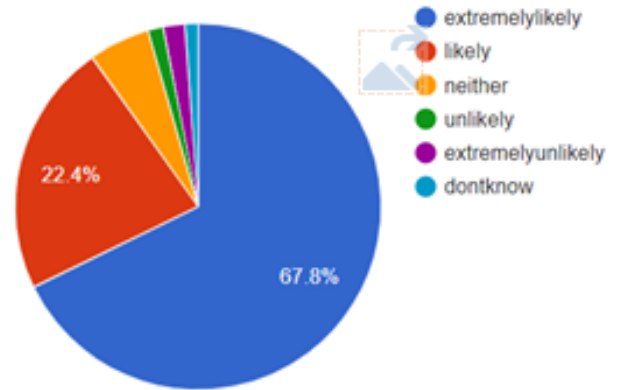
<https://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them>

Patient Feedback

We make every effort to give the best service possible to everyone who attends our practice. We are continually looking to turn our patient feedback into real improvements in the services we provide. We use it to focus on the things that matter most to our patients, carers and their families. We would like to hear from you if you have a suggestion on how we can do things better to improve our patients' experiences, or if you would like to tell us about something you feel we're doing well.

Please use the following section of our website to provide your feedback.

oaktreesurgeryandpensilvahc.co.uk/triage/feedback-complaints/



Please let us know as soon as possible if you change your address, telephone number or name. It is important that we have up to date contact details in case we need to contact you.



OPENING HOURS

Oak Tree

Monday	07:30-18:00
Tuesday	08:00-18:00
Wednesday	07:30-18:00
Thursday	08:00-18:00
Friday	08:00-18:00
Saturday	Closed
Sunday	Closed

Pensilva

Monday	08:00-18:00
Tuesday	08:00-18:00
Wednesday	08:00-18:00
Thursday	08:00-18:00
Friday	08:00-18:00
Saturday	Closed
Sunday	Closed

Follow us on social media to see our latest news and updates.



Oaktree Pensilva



@oaktreepensilva_surgery1