

Oak Tree & Pensilva

Patient Newsletter—Winter 2021



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Winter Vaccination Update

Flu and Covid-19 can both be life threatening, and spread more easily in winter. If you're over 50 years old or suffer with a long-term health condition you are more at risk of serious illness or hospitalisation and, therefore, eligible for a free NHS Flu vaccination*. **All adults over the age of 18 are now eligible for a Covid-19 booster dose.**

We have flu vaccination clinics running regularly at Oak Tree Surgery and Pensilva Health Centre. Please contact the surgery to book your appointment.

We are working in collaboration with other surgeries across East Cornwall to organise local Covid booster vaccination clinics. These are being held at Millennium House Pensilva, Saltash Football Club, or China Fleet. We have sent text messages to all of our eligible patients with a registered mobile number inviting you to book your booster. Please use the link in your message to book an appointment online. If you do not have a mobile phone, or you have not received a text message, please contact the surgery to book an appointment.

Please book an appointment as soon as you can.

*visit www.nhs.uk/wintervaccinations for more information and to check whether you are eligible for a free NHS flu jab if you are unsure.



If you're visiting our GP practice, please:



Wear a face mask



Maintain social distancing



Be kind



We're Still Keeping You Safe!

Infection control guidance for NHS settings states that 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.

Staff Update

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

Dr Tamsin Simpkins—Research GP

Shona Hughes—Research Nurse

Elizabeth Bruce—Practice Nurse

Abi Ruffin—Practice Nurse

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.



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

Ordering Repeat Medication

Please could we remind our patients to give at least five working days' notice when ordering repeat medications, i.e., if you order your medication on a Monday, it will be ready for collection or delivery the following Monday.

The easiest way to order is online via:

- www.oaktreesurgeryandpensilvahc.co.uk/triage/request-a-repeat-prescription/
- The NHS App (you will need to register for this service)

If you do not have internet access then you can:

Hand your repeat slip in at the dispensary when you collect your medication, or hand it back to the delivery driver when your medication is delivered – we will then automatically process the request and have your medication ready again for your next collection/delivery date.

- Hand your repeat slip in at the dispensary with at least five working days' notice.

Thank you to all our patients for your support, helping us to deliver an efficient repeat medication service.

Free Delivery Service

The increased delivery service for our vulnerable patients is still running and we are now delivering to approximately 70% of our dispensing patients. If you would like to have your medications delivered to your door (free of charge) please contact a member of the Dispensary Team (on the usual surgery number) who will be happy to discuss this with you.



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. Oak Tree Surgery and Pensilva Health Centre are signed up to this service and our team are able to refer you to a local Pharmacy Service where (appropriate) for a range of conditions, allowing you to be seen and treated by a healthcare professional more promptly.

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 click [here](#) or visit www.test-for-coronavirus.service.gov.uk/collect-lateral-flow-kits to get a collect code. Once you have your collect code you can visit a 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.

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)



We are pleased to announce Dr Tamsin Simpkins (GP) has joined the research team. She is replacing Dr Trethewey who has left to continue his career development.



An exciting new study will be starting soon looking at a treatment to lower cholesterol. This is for those who are already on a statin therapy or are unable to tolerate statins.

We are very proud to announce that our in house research team were awarded Bronze for Clinical Research Site Team in the PharmaTimes International Competition. This was a high profile event with some of the biggest companies/Trusts in research including institutions such as Guys and St Thomas' NHS Trust.

More info regarding the awards can be found here here: http://www.pharmatimes.com/news/intcr_2021_winners_announced_1378911

In September the staff held a surgery bake sale to raise money for a new incentive to help us keep our local beaches clean for everyone to enjoy. We are delighted that we managed to raise enough money to purchase 7 litter pickers, made entirely out of recycled PPE. We are planning to hold regular beach clean walks to help staff morale and team building and also support our local community.



Globally, we use 129 billion single-use facemasks every month. In a straight line that's enough to wrap around the world 550 times!



Reduce emissions.
Reduce admissions.

Discover how the NHS is becoming greener. Search Greener NHS



Green Impact for Health

Oak Tree Surgery and Pensilva Health Centre proudly received the Bronze Award this year 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 2021 over 1000 general practices signed up to take part nationwide, but only just over 100 achieved an award! We aim to build on this success and are looking to go even further with the scheme next 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](https://www.greenimpact.nus.org.uk/about/)



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

NUS Green Impact

BRONZE AWARD

Delivered by Students Organising for Sustainability - UK

If you or your child have had new symptoms for a month or more and think you might have had Covid-19, support is available.

After a Coronavirus infection, many people make a full recovery. For some, the illness can last longer. This is known as Long Covid. You can have Long Covid after a mild or even symptom-free initial illness. Symptoms can affect any part of the body, can come and go, or new ones can appear weeks or months later.

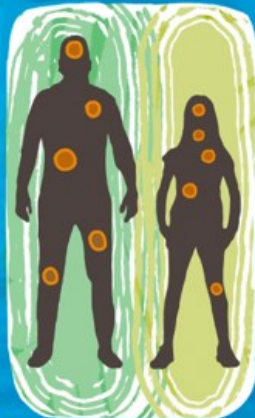
Common Long Covid Symptoms

ADULTS

- Extreme tiredness
- Shortness of breath
- Chest pain or tightness
- Memory or concentration problems
- Difficulty sleeping
- Fast heart rate or palpitations
- Joint or muscle pain
- Upset stomach or pain
- Changes to smell or taste
- Headaches or dizziness
- Anxiety or depression

CHILDREN

- Extreme tiredness
- Dizziness
- Rashes
- Brain fog
- Headaches
- Chest pain
- Stomach pain or upset
- Sore throat
- Mood changes
- Joint or muscle pain or swelling
- Sickness or nausea



Source: NHS

Source: NHS

For information and support visit [LongCovid.org](https://www.longcovid.org/) or [LongCovidKids.org](https://www.longcovidkids.org/)



Seek medical help if you are worried.

Long Covid Support registered company limited by guarantee (England and Wales) 13422248
Long Covid Kids and Friends registered charity (England and Wales) 1196170
© 2021 Long Covid Support © 2021 Long Covid Kids Published: November 2021

Expert Patient Programme

The expert patient programme is a free online self management course, for people living with long-term health conditions, which aims to give you additional skills to self-manage your condition and develop a better relationship with the healthcare professionals who support you.

Fine out more [here—](https://www.cornwallft.nhs.uk/expert-patient-programme)
www.cornwallft.nhs.uk/expert-patient-programme

The Little Orange Book—Advice for Parents with Children Under 5

The little orange book helps parents of under-5s with practical information about common childhood conditions. Produced by NHS Newcastle Gateshead Clinical Commissioning Group this book helps parents and carers to recognise and respond to a range of common diseases, illnesses and conditions as well as pointing you to the most appropriate service if you need further support. Just search "the little orange book" in your web browser.

General Practice

Work certain media sees

Work patients see



Tel: 01726 210141
www.kernowlmc.co.uk

Kernow LMC
Representing and supporting GPs in Cornwall

Carer? Or do you help support, a relative, friend or neighbour?

Have they been discharged from hospital in the last 6 months?

If so, we would really like to speak with you, to find out how you were supported and involved when your loved one or friend left hospital, but also about the support you received during this time and beyond:

Whether you identify as a carer, or are caring for a family member or friend in need of support, we are specifically looking to speak with you if all of the following apply:

- you are an unpaid carer (whether in receipt of carers allowance or not)
- the person you cared for was discharged from hospital in the last six months
- the person you cared for required support at home from any health, social care or voluntary sector services following discharge from hospital, such as carers coming in, physio, occupational therapy, equipment or district nursing, etc.

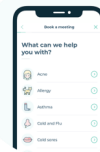
If you are interested in getting involved, please contact Healthwatch Cornwall to speak with one of our colleagues. Your views will help improve services.

admin@healthwatchcornwall.co.uk
T: 01872 273501



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

Support Your Surgery

GPs and their teams have faced an extremely challenging time during the COVID-19 pandemic. The restrictions have meant that face-to-face contact with patients has been limited in order to keep practice staff and patients safe.

The Support your surgery campaign provides GP practices in England with the tools to both manage expectations and to provide patients with the reality of issues facing general practice.

How You Can Help

Sign the petition [here](http://bma.org.uk/advice-and-support/covid-19/gp-practices/support-your-surgery) (bma.org.uk/advice-and-support/covid-19/gp-practices/support-your-surgery). The petition demands the help GPs in England need to clear the backlog and the restrictions on access.



Your GP surgery needs your support, so it can be there to support you.
#SupportYourSurgery

HM Government **NHS**

DON'T START 2022 LIKE THIS.

A booster will strengthen your protection from COVID-19 and give you the best possible defence, because two doses are not enough.

GET BOOSTED NOW
[NHS.UK/COVIDVACCINATION](https://www.nhs.uk/COVIDVACCINATION)



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 \(www.parkrun.org.uk\)](https://www.parkrun.org.uk) here for more information and to sign up.

New Years Resolutions Made Easy with Better Health

Kickstart your resolutions this new year with better health. 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 start.

- 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/>
- 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/>
- 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.

WARNING!

Side effects may include:

- ▷ Better skin
- ▷ Losing weight
- ▷ Sleeping better
- ▷ Saving money

DRY JANUARY®
[DRY.JANUARY.ORG.UK](https://www.dryjanuary.org.uk)

THE FIRST STEP IS A FEW STEPS.

It's never too late to get active to improve your health. Get help and support at nhs.uk/BetterHealth

NHS

Better Health LET'S DO THIS

DO IT FOR YOURSELF **DIFY** YOURSELF

Cough? DON'T DELAY

Cough for Three Weeks? DON'T GLOSS OVER IT

Early detection means more people are surviving lung cancer

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

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

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**

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