

Oak Tree Surgery and Pensilva Health Centre

Patient Newsletter

Spring 2022

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). Please also use the hand sanitiser when entering our surgery.

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

We are really grateful for your patience and support.

Access To Your Full Online Medical Records

This programme is being rolled out nationally and the latest information we have received is that this will be enabled in "Summer 2022". We have not been informed of an official date yet but we will communicate this to patients when we receive more information. Once the full online access is enabled, patients will have access to future entries to their medical record from the date of the switch on.

We appreciate the delay by NHS England could be frustrating for patients, and unfortunately we have no influence on the date, as it is a national programme.

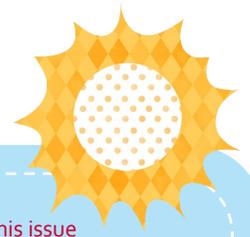
Medication Orders over the Jubilee Bank Holiday

Due to the forthcoming Jubilee bank holiday, both practices will be closed on Thursday 2nd and Friday 3rd June.

Please could we ask that you order your repeat medication no later than Wednesday **25th May** for collection on Wednesday 1st June or Monday 6th June.

If you are due a medication delivery over the bank holiday your delivery will take place prior to the 2nd June.

Thank you for your patience and understanding.



Inside this issue

Medical Record Access	1
Covid Restrictions	2
New Staff	3
LIVI GP Service.....	4
Green Team Update	5
September Walk.....	6

Covid Vaccines

Spring Covid-19 booster vaccinations are available to all patients over the age of 75 and those who are immunocompromised.

The majority of our eligible patients have already received their spring booster or booked an appointment for one of our clinics. However, if you believe you are eligible and have not yet heard from us please contact us as soon as possible to arrange your appointment at our final clinic on Saturday 28th May 2022.

You can get a COVID-19 vaccination from a walk-in site without an appointment. You do not need to be registered with a GP to use a walk-in vaccination site.

Please visit www.nhs.uk to find information about eligibility and to see a list of walk in centres and pharmacy sites offering Covid-19 vaccines across Cornwall.

NHS

If you're visiting our GP practice, please:

Wear a face mask

Maintain social distancing

Be kind



♦ STAY SAFE ♦ BE KIND ♦

NHS

We are still here to help you.

You might not need to see a GP and we will make sure you see the right person, at the right time.

#BeKind



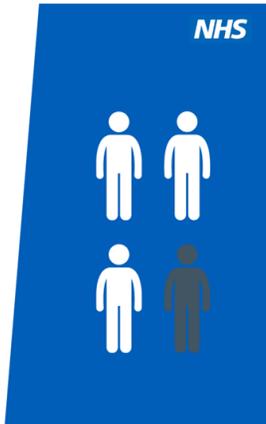
Look out for your lung health letter



Lung cancer rarely has symptoms at the earlier stages.

As a result sadly
3/4 OF PATIENTS ARE DIAGNOSED LATE.

Targeted Lung Health Checks help
IDENTIFY ISSUES AT THE EARLIER STAGES
before symptoms occur.



Local people in Cornwall are being invited to take up the offer of a free NHS lung health check.

Anyone aged between 55 and 74 years old, who is a smoker or with a history of smoking, and who is registered with a GP in Cornwall will receive a letter from our provider InHealth inviting you to attend a telephone appointment on a specific time/date.

The phone call will take place with a specially trained health professional and, if necessary, you will be offered an appointment for a simple scan to take a picture of your lungs.

The lung health check can help spot any problems early – often before you even notice anything is wrong. If a problem with your breathing or lungs is found early, treatment could be simpler and more successful.

If you are eligible for a Lung Health Check, you will be sent a letter in the post. Attending a targeted lung health check could save your life, so look out for your letter

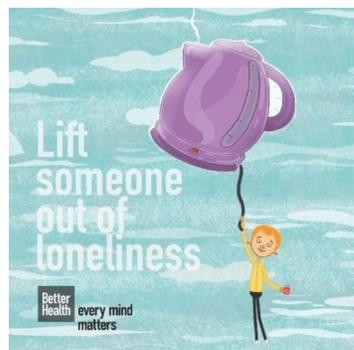
Covid-19²

Covid-19 is still with us, so it's important that we continue with simple things to protect our families and communities, particularly those at the greatest risk of severe illness.



If you test positive, here's what you should do if you can:

- Stay at home and avoid contact with others
- Follow the latest government guidance for people who test positive, including reporting your result via the NHS app or website
- You should not attend work while you are positive if you can avoid it - talk to your employer about what options are available
- Avoid inviting anyone into your home and cancel routine medical or dental appointments
- Tell people you've met with recently about your positive test result so they can follow the right guidance



There are plenty of simple actions you can take to help lift someone out of loneliness and in doing so, it might help you to feel less lonely too. Find out more about the steps you can take to help yourself and those around you and where you can find further support at www.nhs.uk/every-mind-matters/

Menopause Service for East Cornwall

Would you like specialist medical support with the menopause? Bia Care's Menopause Programme is an NHS service, connecting you to a menopause doctor who can help to improve your menopause journey.

Dr Jane Davis is one of the UK's leading menopause doctors, acting as a director of the NHS Women's Health special interest group as well as dedicating her time to training other doctors in menopause.

How do I access the service? You can self refer online [here](#) or please contact our reception team who will be able to send you the referral link via text message.



Staff Update

3

We would like to warmly welcome some new clinical colleagues who have joined our practice recently.

- Paula Jones - Advanced Nurse Practitioner
- Vicki Poll - Advanced Nurse Practitioner
- Helen Scott - Advanced Nurse Practitioner
- Jane Cross - Mental Health Nurse
- Rebecca Sant - Practice Nurse



We are very proud to announce that our Nursing and HCA Team were recently announced winners of the 2022 South West Practice Nursing Award for collaborative working towards the future! The judges chose our team from many nominations across the Southwest Primary Care Teams. An amazing team!

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.



In the last 12 months, the NHS in Cornwall and the Isles of Scilly spent over £790,000 on prescriptions for paracetamol. This is the equivalent of:



Only request a prescription for paracetamol if you really have to. It can cost as little as 19p from the shops.

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

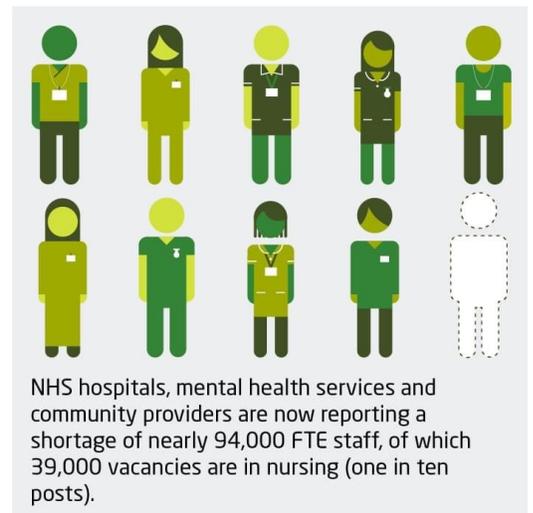
Please could we remind our patients to give at least **seven days notice** when ordering repeat medications, i.e., if you order your medication on a Monday, it will be ready for collection on the following Monday.

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
 - Hand it back to the delivery driver when your medication is delivered
 - Hand your repeat slip in at the dispensary with at least five working days' notice.

We will then process the request and have your medication ready again for your next collection/delivery date.

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



Book a GP Appointment with LIVI

4

Sexual Assault and Abuse Campaign

Download the LIVI app or visit the website- Sign up and select your existing GP practice for access to the free NHS service www.livi.co.uk



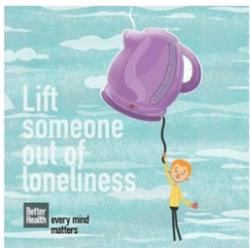
Book an appointment at a time that suits you - See a GP online the same day or book up to 5 days ahead. Your GP will call you in the app to start your video appointment. LIVI GP appointments are available between 7am—10pm on weekdays and 8am—4pm on weekends.



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.



A new 3 month campaign has been launched to raise awareness of sexual assault referral centres (SARCs) and to encourage victims and survivors to seek help. Health service leaders are encouraging anyone who needs support to turn to the NHS at one of the country's 24-hour centres. SARCs offer confidential specialist, practical, medical and emotional support to anyone who has been raped, sexually assaulted, or abused – regardless of when the incident happened. For further information, help and support visit sarchelp.co.uk



SHAPE

Please see the research section of our [website](#) for more information about research

Online Self-management and HeAlth Promotion in early-stage dementia with E-learning for carers

Research Update

Oak Tree Surgery and Pensilva Health Centre are participating in a new group-based online educational programme that combines approaches of self-management and health promotion to improve quality of life, well-being and health outcomes in people with dementia and their care partners.

Who can take part? People with mild to moderate dementia, over the age of 65, with a care partner who is willing to participate.

Participants will be randomly assigned to 1 of 2 research groups, involving either the online programme (intervention) or no programme (treatment as usual).

KARDIA₂

Let's explore a new direction in hypertension research, *together*.

A twice-yearly injection to lower blood pressure is being investigated at our practice.

We are recruiting patients with high blood pressure that is not adequately controlled with medication. Please contact the research team for more information.



Green Team Update

Green Impact for Health Toolkit

This practice is delighted to be signed up to the Green Impact for Health Toolkit and is actively taking steps to reduce our carbon footprint. The climate emergency is also a health emergency, and health care in the UK contributes 5.4% of the UK's carbon emissions.

We need to enhance the health of our current population without compromising the health of future generations, and this means operating within the sustainable boundaries of the planet.

Fortunately, most of the solutions for the planet also make our health better - for example eating a mainly plant-based diet, engaging in active travel and exercise in nature, avoiding smoking, reducing pollution etc all enhance our health and reduce our need for medications, with further benefits to the NHS, your health and the carbon footprint of healthcare.

Take a look at www.greenerpractice.co.uk/ to learn more about this.



WHEELS 2 WORK ELECTRIC

What is Wheels 2 Work Electric (W2WE)?

For a period of 3-6 months people in Cornwall can hire an eBike for just £10 per week to use for their daily commute, short journeys, accessing services and much more.

Backed by the Department for Transport and Cornwall Council, the project will be delivered by Wheels 2 Work South West & Wheels 2 Work Cornwall.

To apply, visit www.wheels2worksouthwest.org/ebikes

In partnership with

Department for Transport
CORNWALL COUNCIL

WHEELS 2 WORK SOUTH WEST
WOW CORNWALL

@w2sw @wheelstowork.cornwall
@forcornwall @transportgovuk

Beach Cleans!

Have you had a go at a beach clean? They're fantastic for the planet, and for meeting people. find out more at www.beachguardian.org and www.sas.org.uk



Find out what you can do to help!

There is so much you can do to help – and we can't wait to hear your ideas to help us be even better at looking after our people, place and planet.

We've got some ideas brewing below: what can you add?

- Refills are great!
- When you go shopping, take your own bag, and buy loads of our fabulous Cornish grown vegetables, fed with Cornish sunshine and watered with Cornish rain.
- Did you know you can recycle your inhaler? Just take it back to the pharmacy when empty.
- We have cycle racks at the Practice! You can walk or cycle here.
- We have purchased some surgery litter pickers and will be planning some group litter picking walks.

Please send us your ideas— either pop in to reception or visit the feedback page of our website.

Home Compost for Cornwall



As part of our Green Initiative we're encouraging our patients and staff to get themselves a bin and start recycling their food and garden waste.

Compost is nutrient-rich material that can transform your soil and give plants a dramatic boost. It is created from decomposed organic matter, with help from bacteria, fungus, insects, and other organisms.

Composting is a natural process, transforming your household waste into nutrient-rich food for your garden. There is so much goodness that can come from composting. The Council offers a subsidised compost bin from www.getcomposting.com.

#CompostWeekUK #CornwallRecycles #GreenMonth



September Walk

The surgeries will be taking part in the 5 mile St Luke's midnight walk in July. The theme of this year's event is 1982, the year St Luke's began. Then and ever since, the charity has kept going the extra mile to give outstanding, compassionate care and support to local families at the toughest time of their lives. If you would like to support our team we will be organising a patient raffle nearer the time for a chance to win a hamper and to help raise funds for this fantastic cause.



National Breastfeeding Week 27

June – 3 July 2022



This year National Breastfeeding Week will run from 27 June – 3 July. The theme for the week is **'Everyone has a part to play in helping mums to breastfeed'**. The key focus will be the difference that can be made if everyone supports breastfeeding e.g., partners, the wider family, community, health and education services and workplaces. Our surgery is breastfeeding friendly. You can feed your baby in any of our public areas, or if you prefer a quieter space, please speak to one of our team who will be happy to help.

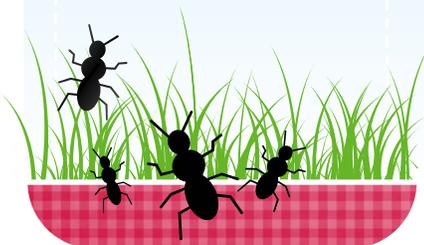
Childhood Nutrition

Download the [NHS Food Scanner app](#) to encourage and help your children to explore what's in their food and make healthier choices.



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Vitality
partner
parkrun

RCGP
Royal College of
General Practitioners

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 9am. It would be great to see some of our patients there. Please visit the parkrun [website](#) (www.parkrun.org.uk) for more information and to sign up.