




Appointments

Our receptionists are trained to triage your calls when you call in to make an appointment. They will ask you questions about your condition, please share this information with them so they can help you get the right care.



Top up your immunity this winter.



Vaccines are the best protection we have against dangerous viruses like flu and COVID-19. Find out if you're eligible for these two essential vaccines now at nhs.uk/wintervaccinations

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Autumn/Winter Covid/Flu Vaccines

2022/23

- We have been busy with our Winter vaccinations this year and our Clinicians have administered 7227 Covid Boosters from 1st October & 7147 Flu Vaccines from 1st September
- A huge Thank You to all our volunteers

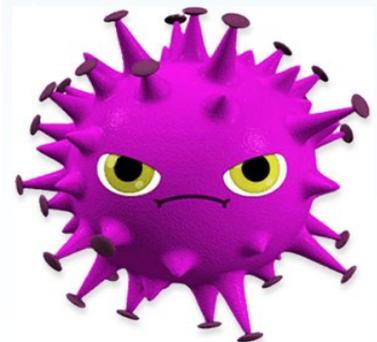
Oak Tree Surgery and Pensilva Health Centre

Christmas Food Bank Appeal

Any donations to our Christmas appeal will be greatly received. The Foodbank would be particularly grateful for the following items for their 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 and chutneys, Iced fruit cakes, Christmas chocolate logs, Sponge puddings, Packets of Crisps, Twiglets & they are also collecting deodorant's and small gift items this year.

Donations can be handed to reception any time during opening hours.

Before Wednesday 14th December



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 please go to our website

www.oaktreeandpensilvahc.co.uk

Public Health England

NHS

Remember to book cervical screening!

Cervical screening can stop cancer before it starts

CERVICAL SCREENING SAVES LIVES

Pharmacy

Pharmacists are highly trained experts and fully qualified to give health advice on a range of health issues including:

- Aches and pains
- Allergies
- Colds and flu
- Ear care
- Eye care
- Headaches
- Hay fever
- Stomach aches
- Skin or mouth problems
- Head lice

If you need urgent repeat medication, you should contact NHS 111 who will arrange for you to collect your medication from a local pharmacy.

Search NHS choices for your nearest pharmacy:
www.nhs.uk

Your Cornwall guide to

WINTER Wellbeing

Reducing fuel poverty, improving health and progress to work

0800 954 1956 | advice@cep.org.uk



Welcome Warm Space

Free Soup, Roll and hot drink in our warm church hall

Wednesdays 12-1.30pm
Starting Nov 2nd - during winter months

St Martin's Church Centre (Upper Hall),
Church Street, Liskeard

Winter Wellbeing

Independent energy advice tailored to your individual needs, including home visits and follow-up support. Access to heating and insulation grants. Providing practical advice on understanding and reducing your energy bills and combatting condensation and damp. Details Above



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 . If you no longer need your medication delivered & are able to collect please let us know.
 - Hand your repeat slip in at the dispensary with at least seven 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 continued support

Christmas/New Year - Medication Ordering

If your repeat medication is due between 19/12/22 & 03/01/23 please order your medication by 4pm on Friday 9th December.

You can order through The NHS App, by posting your repeat slip or hand your slip back to delivery Driver.



NHS

Norovirus is circulating in the community



Please do not visit a health care setting if you (or someone you have been in contact with) has had diarrhoea or vomiting, until at least 48 hours after symptoms stop



www.nhs.uk/conditions/norovirus

RN I:D

• rnid.org.uk
 • [rnid](#)
 • [@rnid](#)
 • [@rnid](#)



Your Hearing is Precious!

Do you have hearing loss or tinnitus or know someone who does?

Come to our Hearing Aid Clinic for:

- Cleaning
- Re-Tubing
- Batteries
- Get advice on hearing equipment



This is a FREE service for NHS Hearing Aid wearers!

Where – Oak Tree Surgery, PL14 3XA
 When – Every 2nd Thursday of the month
 What time – 14:00 – 16:00



We are also now providing a free hearing check! It's as quick as making a cuppa!

Any questions, email:
heartohelp.devonandcornwall@rnid.org.uk

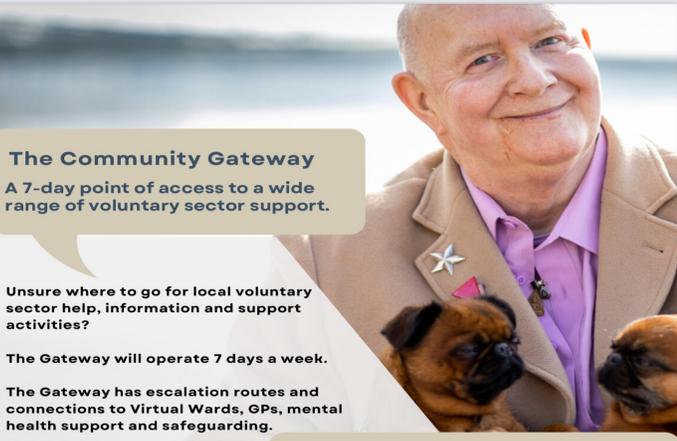


Elizabeth, social worker

"I use the NHS App to check my GP medical record and book appointments at my surgery."

Your NHS, your way
 Download the NHS App 🍏





The Community Gateway
A 7-day point of access to a wide range of voluntary sector support.

Unsure where to go for local voluntary sector help, information and support activities?

The Gateway will operate 7 days a week.

The Gateway has escalation routes and connections to Virtual Wards, GPs, mental health support and safeguarding.

Call:
8am - 8pm
01872 266383
7 days a week

It is your gateway to:

- Prevention and anticipatory care
- Personalised 'what matters to you' conversations
- Admission avoidance
- Discharge planning and support
- Wellbeing activities
- Community hubs
- Winter support including hot food and warm spaces
- Falls prevention.

Current partners:

- Community hub network
- Age UK Cornwall & The Isles of Scilly
- Pentreath
- The CHAOS Group
- Volunteer Cornwall
- Cornwall Voluntary Sector Forum (VSF)
- Cornwall Neighbourhoods for Change (CN4C).

gateway@ageukcornwall.org.uk

We regularly update our social media pages with information relevant to the practice and local community.
Follow us on Face Book & Instagram to keep up to date with everything going on.




Grow a beard and help save lives



Research Update

Antibody Boost in Children at Oak Tree: All babies under 12 months may benefit

Oak Tree/Pensilva is part of the HARMONIE study that could protect babies from RSV (Respiratory Syncytial Virus) this winter. RSV can cause fever and difficulty breathing. >45000 UK babies are hospitalised with RSV each year. The jab for this common and potentially dangerous winter virus has now been approved by the UK regulator.

This study aims to protect babies using a single antibody dose. You can find out more at:

<https://rsvharmoniestudy.com/en-gb>

Injection for High Blood Pressure

We are recruiting for the KARDIA 2 Study which looks at an injection which potentially lowers blood pressure for 6 months.

If your blood pressure is poorly controlled and you either take no medication, or up to two medications for this already, you may be eligible to take part.

Please contact the surgery for more Information



Green Update



If you suffer from long term lung disease including asthma or COPD, heart and circulatory disease, diabetes, dementia or are pregnant, you may be more vulnerable to the impacts of air pollution.

cleanairhub.org.uk





OAKTREE & PENSILVA ENERGY ANGELS

We now have a dedicated Team at both locations who complete energy saving checks at lunchtime & at the end of each day.

WHY GO ORGANIC?

Adopting an organic lifestyle means changing the way you think about the food, beauty products, and other ingredients you use on a daily basis. Yet it's one of the most important and positive choices you can make for your health. Why are so many people "going organic?"

THE BEST REASONS TO SHOP ORGANIC:

- FOR NUTRITION -** When you eat organic food and use organic beauty products, you reduce your intake of pesticides and other harmful chemicals. Organically farmed food is also actually more nutritious than conventionally farmed food.
- FOR ANIMAL WELFARE -** Organically harvested meat comes from animals who have not been subjected to the unhealthy and immoral methods used by many big corporations. The animals are free-range, fed a natural diet, and not given antibiotics.
- FOR THE PLANET -** Organic farming reduces greenhouse gases, introduces far fewer harmful chemicals into the soil, and protects waterways.
- FOR YOUR LOCAL ECOSYSTEMS -** By not spraying pesticides, farms allow the local ecosystem to flourish. Butterflies, birds, and bees, (all essential to the health of the environment), can benefit from the plants without harming them.
- TO AVOID ANTIBIOTICS -** Because the plants and animals in organic farms aren't given antibiotics, those antibiotics can't get into your body when you eat the food and cause a range of health problems.

Source: <https://www.soilassociation.org/organic-living/why-organic/>



SAVE ENERGY

Recycle 4 Charity

We recycle our toners and raise funds for our chosen charity

www.recycle4charity.co.uk

How Can I Reduce My Carbon Footprint?

- Consume local & seasonal products
- Limit meat consumption
- Select fish from sustainable fishing
- Insulate your home
- Buy energy efficient products
- Use less water
- Go Digital
- Switch off computers, don't leave on standby
- Turn off lights when not required
- Cycle to work
- Reduce, reuse & recycle
- Set up a composting area
- Use public transport
- Take local trips
- Take direct flights
- Eliminate single use plastic

Please send us your ideas, either pop into Reception or visit the feedback page of our website.



Social Prescribing Link Workers are part of your general practice team.




Your health matters Help us help you



WINTER SUPPORT

Need a warm space this winter?
Come and join us at the centre where you can hang out in a warm and friendly environment. There will be activities available FREE Wi-Fi and FREE Soup, Roll and Hot Drink during lunchtime.

OPENING HOURS
MON - 11AM - 4PM
TUES - 12PM - 6PM
THUR - 11AM - 4PM

FOOD Served between 12.30PM - 2PM



HAVE YOU GOT LONG COVID?

If you are suffering the effects or symptoms of Long COVID, seek advice from your GP. They may refer you onto the Post-COVID Service who can assess and put things in place to help you to start to feel yourself again.

FATIGUE
BREATHLESSNESS
BRAIN FOG

If you continue to feel unwell 12 weeks after getting COVID-19 you may have Long COVID. Symptoms can vary and change over time.

Do you have a Lung, Cardiac or Other long-term condition?



Join our Breather groups...

A friendly welcome awaits
Run by patients for patients

For more info
Mary: 01872 248819
mary@chaosgroupcornwall.co.uk
Jan: 07849 611401
jan.howells@ageukcornwall.org.uk






Meet new people and find ways to boost your health and wellbeing. Free, everyone welcome.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Downderry Hub The Zone, Downderry 2pm - 4pm, 4th Monday of the month	Wellbeing Morning Launceston Library, 10am - 12noon, Every Tuesday	Saltash Hub The Community Kitchen, 8 Fore Street, Saltash, 10am - 1pm, Every Wednesday	Looe Hub Looe Library 10am - 12noon Every other Thursday (last one was on 22nd Sep)	Crafty Toasty Liskerret Centre, Liskeard, 10am - 12noon, 2nd & 4th Friday of the month
	St Germans Hub Eliot Hall, 10am - 12noon, 2nd Tuesday of the month	Torpoint Hub Torpoint Library, 1pm - 3pm, Every Wednesday	'Well Played' Games Club Callington Library, 2pm - 4pm Every Thursday	Millbrook Meetup Millbrook Village Hall 9am - 11am Every Friday
	Cuppa Companions Old School Hall, Menheniot 10am - 12noon, 3rd Tuesday of the month			

Updated 30 Sep 2022

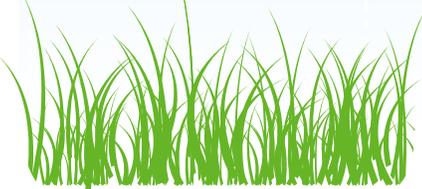
PPG Laura Chapman 07974 706376 | laurac@volunteercornwall.org.uk
Jayne Roycroft 07968 706112 | jayner@volunteercornwall.org.uk





Oak Tree Surgery
Clemo Road
Liskeard
Cornwall
PL14 3XA
Phone: 01579 324252

Pensilva Health Centre
School Road
Pensilva
Cornwall
PL14 5RP
Phone: 01579 362249




We're now using Patient Triage for online consultation

This means if you have a non urgent admin or medical query, you can contact the practice online!

How do I use Patient Triage?

- Open the link from our practice website (There's no need to download an app or create an account!)
- Select either admin or medical request
- Confirm this is a non urgent request
- Write the request to the practice, giving as much information as possible
- Tell the practice how you want to be contacted
- Enter your details
- Press submit!



accuRx

