

# Oak Tree Surgery and Pensilva Health Centre

Spring 2023

*"Staff involved and treated patients with compassion, kindness, dignity and respect." CQC 2019*

## A MESSAGE FROM DR JEFFERIES

I am delighted to be contributing to the latest edition of the Oak Tree/Pensilva newsletter. As I'm sure you are all aware, years of underfunding of the NHS, and general practice have led to a situation where the health care resources available are no longer sufficient to meet all the increasing demands made on it by an expanding and aging population with increasingly complex and multiple conditions.

Compared to many Practices we have been fortunate to recruit several highly skilled Doctors, Advanced Nurse Practitioners and Nurses over the past couple of years. Nevertheless, our daily on-call list which, a year ago used to peak at 80-100 calls a day, now frequently reaches 150 calls, putting increased strain on the medical team. Please be kind and bear this in mind when you are having to wait for a call back!

In keeping with our mission of being a Greener Practice (we started this in 2017?! when we introduced telephone triage, saving many unnecessary car journeys to the Surgery), we have expanded the ways in which our patients can now consult with us. In addition to the phone and face to face consultations, we are offering the online Patient Triage service where patients can contact the surgery and may then receive a response by phone or text. This is a very good way to contact us for administrative queries and non-urgent medical problems.

We have recently completely re-vamped the speed with which we process the investigation results that we receive, which is often in excess of 400 a day. We now aim to contact you immediately if any action is required due to an abnormal result, often using the AccuRX system to send out texts direct to your mobile phones.

I would also like to take this opportunity to bring to your attention that both Pensilva and Oak Tree have active Patient Participation Groups which meet with myself and our Practice Manager Katie German jointly on a regular basis. This forum is an excellent way for the Surgery Team to communicate developments to patient representatives and for patients to feedback on what we are doing well and where they believe we can make improvements. I value these meetings greatly and would like to encourage all of our patients to consider joining the group to increase the diversity of representation for our patient population.

Despite these challenging times I would like to assure all of our patients that our entire team, both clinical and administrative, will continue to strive to give our patients the best possible service that we can.



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## WELCOME TO OUR NEW LOOK NEWS-LETTER.

Please let us know what you think of the new layout compared to previous editions.





I imagined I'd be writing this piece for the spring newsletter whilst enjoying the flowers starting to bloom, warmer afternoons and lighter evenings, unfortunately its high winds and torrential rain!

As Dr Jefferies mentioned, we have been under extremely high pressure due to the number of unwell patients and staff members recently. I want to thank all our patients for their patience with us and for engaging in services like Livi for online appointments. To assist in keeping our patients well, we will be working with local practices to deliver a Spring Covid Booster campaign for over 75s, care home residents, eligible housebound patients and those with a severely weakened immune system. If you are eligible, the practice will contact you via text, telephone, or letter in early April. We are looking forward to working with our amazing volunteers again on our latest campaign!

With the bank holidays approaching in April and May, we'd like to remind our patients to order their medication 7 days (5 working days) in advance of when they would like to collect them. Many of you will have been advised that our complimentary medication delivery service has been reduced to ensure we can still meet the needs of our most vulnerable patients; the partners and management team would like to thank you for your co-operation.

We have had some lovely feedback from our recent Friends and Family surveys. Feedback is invaluable for service improvements, and our dedicated team members really appreciate the recognition from our patients. Please also look out for our feedback forms which are on the dispensary windows at Oak Tree and Pensilva.

## PATIENT PARTICIPATION GROUP (PPG)

A Patient Participation Group (PPG) is a collection 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. 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 have a look on our website.

[www.oaktreeandpensilvahc.co.uk](http://www.oaktreeandpensilvahc.co.uk)

**A PPG has to represent a whole practice population, not personal or individual views, and so must have a strategic and overarching focus.**

*“Leaders were knowledgeable about issues and priorities relating to the quality and future of services and participated in external groups to ensure they understood the local changes and challenges” CQC Report 2019*

## A MESSAGE FROM OUR PPG

Dear Patients

The Patient Participation Group (PPG) is steadily growing stronger and provides the patient voice to the Practice, informing them what it is like to experience things as a patient and making suggestions about possible solutions for the Practice to consider implementing. After all, it is we patients who are on the receiving end of the decisions they make. We are currently looking at the delays and queues in handing out medications. We used to have a Virtual PPG and would like to re-introduce that for people who want to know more about what goes on at the practice but cannot attend the monthly daytime PPG meetings. We will email the minutes and agenda to you, and you can comment and raise matters and ways forward which can be taken directly to the people who can do something about it. We would like to be as inclusive as possible so if you are interested in being a virtual member please email your name to [oaktreesurgeryppg@mail.com](mailto:oaktreesurgeryppg@mail.com)

I hope we hear from many of you!

Penny Prisk, Joint Chair Oak Tree & Pensilva PPG

### PPG REGISTRATION

All registered patients are welcome to attend any meeting of the Patient Participation Group without giving prior notice.

If you are interested in hearing about the activities of the Patient Participation Group but cannot/ do not want to attend meetings, please complete the form on our website to receive newsletters and invitations to contribute to the group activities online.

## DISPENSARY INFORMATION

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

*Oak Tree Surgery*

*Pensilva Health Centre*

## MEDICATION

We no longer take repeat medication orders via telephone. The safest way to order medication is 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.

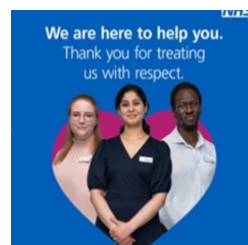


## DELIVERIES

Our complimentary medication delivery service is under high demand. We are therefore in the process of contacting patients who are no longer eligible for this free complimentary service. This will enable us to continue delivering medication to our most vulnerable patients. We thank you for your cooperation.

## RESPECT AND KINDNESS

The NHS operates a zero tolerance policy with regards to abuse. We have the right to remove abusive patients from our practice list. Please be patient and kind.



## APPOINTMENTS

Our receptionists are trained to triage your calls. When you make an appointment they will ask you questions about your condition.

Please provide as much information as you can as this will enable them to ensure you receive the correct care.

## PATIENT TRIAGE

We are now using **Patient Triage** for online consultations.

This means if you have a non-urgent admin or medical query, you can

### 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**

[View all opening hours](#)

[View practice news >](#)

[Practice Information >](#)

Consult with a GP via Patient Triage

## IMPORTANCE OF RESEARCH

We believe it is important to offer our patients the opportunity to benefit from participation in 'cutting edge' health research. We have been involved in research for over 20 years and have a dedicated and enthusiastic research team.

As a research active practice we routinely screen electronic patient records to identify those who may be eligible to participate in research. A member of the research team may contact you if this is the case

We work as part of a group of primary care research teams called the Cornwall Clinical Research Group. We are proud winners of the 'Embedding Research Culture Award' and received Bronze for Clinical Research Site Team in the PharmaTimes International Competition..

“The practice were research active, acting as a research site for several international studies into a variety of chronic disease areas over the last few years. “ CQC Report 2019



## RESEARCH

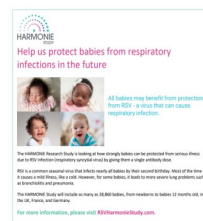
The **EAGLE 2** study, which was looking at a new antibiotic for the treatment of urinary tract infections, was successful!

This is the first new antibiotic for 20 years which is important due to increasing bacterial resistance to current antibiotics. Congratulations to our research team and everyone who participated in this study!

Oak Tree Surgery and Pensilva Health Centre 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>



## HIGH BLOOD PRESSURE INJECTION

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

## WHY DO WE DO RESEARCH?

Research study participants say benefits of taking part include:

- Learning more about their health condition and how best to manage it
- Feeling empowered
- Access to the very latest treatments
- Feeling good knowing they are helping others even if they are not going to necessarily reap the benefits directly themselves
- Satisfaction of contributing to medical advances
- Reassured health care professionals are doing their best for their patients
- Reassured by closer monitoring of their health condition

## WHAT IS SOCIAL PRESCRIBING?

Many things affect your health and wellbeing. GPs tell us that a lot of people visit them feeling lonely or isolated. Or they might be stressed out by work, money and housing problems. Sometimes it's the stress of managing long-term conditions.

That's where social prescribing comes in. The link worker is there to listen to you and put you in touch with the people and activities that might help you to feel better. We are privileged to have a Social Prescriber on site, Cherrie Cross. For more information about social prescribing, visit the Social Prescribing page on the NHS England website.



*Social prescribing can help you to have more control over your own health, and find ways to improve how you feel in a way that suits you.*

Ever had to wait in our pharmacy queue? Here's one of the reasons why:

Hundreds of patients did not collect their medication over a 6 week period.

This took:

- 90 minutes to clear from our shelves
- 120 minutes to remove patient detail labels
- 540 minutes to remove each item from the patient's electronic medical record.
- 180 minutes to put back on the shelves.

Each prescription takes, on average, 10 minutes to dispense if we have all the stock available on the day.

Please, only order what you need.

### **Green impact**

We have achieved silver in the Green Impact for Health Award! In 2020, the NHS launched its campaign For a Greener NHS. The campaign has 2 clear targets:

- Net zero by 2040 for the emissions the NHS controls directly;
- Net zero by 2045 for the emissions the NHS has the ability to influence.

We are proud to be contributing to these goals to help prevent the impacts of climate change



### OUR MISSION STATEMENT

Our aim is to provide high quality healthcare for all. Our philosophy is to treat people how we would want to be treated. To us every patient matters.

To be leaders in the health and wellbeing of our staff and patients.

We are a large, innovative practice which enables us to offer a wide range of additional services to our patients, including minor injuries, minor surgery and contraceptive services.

We have approximately 16,700 patients across two sites and have a large practice area covering many surrounding villages. Both sites are modern, purpose built buildings with ample car parking facilities for patients.

#### Oak Tree Surgery

Clemo Road,  
Liskeard  
Cornwall  
PL14 3XA

#### Pensilva Health Centre

School Road, Pensilva,  
Liskeard  
Cornwall,  
PL14 5RP



### STAFF UPDATES

**SMITESH PATEL** - GP, Qualified from University College London Medical School in 2006. He has recently moved to Cornwall after working in Essex as a GP and Clinical Director for the last 10 years. His initial training was in Trauma and Orthopaedic Surgery. Within Primary Care he has a specialist interest in joint injections, minor surgery and acute/emergency medicine.

**JANE DAVIS** - GP with Women's Health Specialism

**BETHANY GOLDSWORTHY** - Qualified as an Adult Nurse from King's College in 2019. She previously worked in Major Trauma and then Systemic Anti-Cancer Therapies in London, but has recently moved back home to Cornwall.

**JULIE GIBSON**— Qualified from Plymouth University in 2021 as a mature student. She has previously worked in the Plymouth dialysis unit, but Julie says working in primary care is where she wants to be. She has a particular interest in women's health.

**MALGORZATA DIMITROPOULOS (GOSIA)** - Nurse

### OPENING TIMES

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

*Oak Tree Surgery*

*Pensilva Health Centre*

*We regularly update our social media pages with information relevant to the practice and local community. Follow us on Facebook and Instagram to keep up to date.*

