

Oak Tree Surgery & Pensilva Health Centre



A Message from Dr Jefferies

As I write this the sun is shining and it actually feels like Summer. We all feel better when the days are bright and long (not to mention the rise in our Vitamin D levels!) so this is the time of year for us all to try to re-charge our batteries and build up resilience for winter when it comes. We are also trying to build resilience in the Surgery by implementing health care systems that are both sustainable and safe. For years General Practice has been underfunded and is often, rightly, seen as the "Cinderella" of the Health Service. We are at the forefront of providing Health Care yet only 6p of every pound the NHS spends is allocated to General Practice. For years our arguments for improved funding have been ignored. Let us all hope that, given time, the new Government will be able to implement the changes that they promise.

Inside this issue

Primary Care Hub	2
Summer visitors?	3
E-coli outbreak	4
Medication	5
OAK Referrals	6
PPG	6
Friends and Family.....	7

New Staff

We'd like to welcome our new members of clinical staff.

- Dr Brewer—Trainee GP
- Dr Kodde—Regular Locum GP
- Kellie James—Advanced Nurse Practitioner
- Kirstin Rogers—Advanced Nurse Practitioner
- Rebecca Negus—Practice Nurse



A video of the ECPCN Liskeard Clinical Hub - Arrival process can be found on YouTube



East Cornwall
Primary Care Network

Primary Care Hub

What is a primary care hub?

Brand-new primary care hubs have been set up to enable patients to see a health professional more quickly.

The hubs are offering additional appointments for people with acute minor illness symptoms. The centres are set up to support in-hours general practice and are staffed by Health Care Professionals such as GPs and Advanced Care Practitioners.

Where is my appointment?

Our local primary care hub is at Liskeard Hospital. When patients arrive at the hospital, they enter through the main entrance. At the main reception desk patients turn left and take a seat in the waiting area

Please do not go to the hub unless you have been given an appointment by your GP surgery.

Staff Training

This is advance notice of our planned surgery closures for Staff training.

The surgery will be closed on the following dates from 13:00.

11 September 2024 - 13:00 – 18:00

11 December 2024 - 13:00 – 18:00


12 March 2025 - 13:00 – 18:00



STAFF
TRAINING





Have Friends or Family Visiting?


 Nearly 100 Cornish pharmacists providing the Pharmacy First service, which can help with ear infections, rashes, infected insect bites, shingles, sinusitis, urinary tract infections and sore throats – age restrictions do apply. No need for an appointment, medications can also be provided. <https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy>

 Ten minor injury units and an Urgent Treatment Centre open every day, including weekends, bank holidays and evenings - check opening (and waiting times) online before you go - here: <https://www.cornwallft.nhs.uk/miu-waiting-times/>

Three things to know if you're visiting Cornwall:

 If you have forgotten to pack your prescription medication, pharmacists can arrange an emergency supply, even if you are far from home. You can also order a prescription online or from your own GP.

 If you are visiting Cornwall and need non-urgent advice, please call your own GP and not the one closest to where you are staying.

 You can also visit NHS 111 online or call 111 for advice, any time day or night.

Bank Holiday

A reminder that the August Bank Holiday is on Monday 26th of August. The surgery and Oak Tree Pharmacy will be closed.

Please be aware of this when ordering and collecting your medications,

111 can be contacted 24 hours a day, 365 days a year and can signpost you to the most appropriate service.

A&E departments will remain open for life threatening emergencies, like heart attacks.



PPG?

The aim of the Patient Participation Group (PPG) is to facilitate good relations between the practice and patients by communicating patient experience, interests and concerns and providing feedback to the practice on current procedures and proposed new developments. To that end, if any patient wishes to raise anything with the PPG please leave your details at reception with a request that it be passed onto the PPG.

The Terms of Reference for the PPG can be read on the notice board in either practice as can the minutes of PPG meetings

David Jones, PPG Chair

E.coli Outbreak

The UK Health Security Agency together with public health agencies in Scotland, Northern Ireland and Wales, are investigating an increase in the number of E. coli cases in the UK in recent weeks .

Infections caused by the bacteria can cause severe bloody diarrhoea and, in some cases, more serious complications. It is often transmitted by eating contaminated food but can also be spread by close contact with an infected person, as well as direct contact with an infected animal or its environment.

There are steps you can take to reduce your risk of gastrointestinal infections, as well as limiting the spread to others:

- regularly wash your hands with warm water and soap — alcohol gels do not kill all bugs that cause diarrheal illness
- follow food hygiene measures such as washing fruit and vegetables and cooking food properly
- if you have diarrhoea and vomiting, you should not prepare food for others and avoid visiting people in hospitals or care homes to avoid passing on the infection
- you should not return to work, school or nursery until 48 hours after your symptoms have stopped



Generic medicines vs brand names

Every medicine has an approved generic name. If it is made by several companies, each will also give the medicine a brand (trade) name. So one medicine may have a generic name and also have one or more brand names. For example, Paracetamol is a generic name. There are several companies that make this with brand names such as Panadol®, Calpol®, etc. This can sometimes lead to confusion.

The colour, size, shape, etc., of brands of the same medicine may vary depending on which company makes it. Do not be alarmed if your regular medicine seems to have changed colour or shape. It may be that the Pharmacist is getting it from a different company, or the Doctor has written the prescription in a generic way rather than using a brand name. However, the medicine will be the same if the generic name is the same as before.



Doctors are encouraged to prescribe by using the name of the generic medicine. This is because:

- The generic medicine name is the one Doctors are trained to use.
- Generic medicines are often cheaper for the NHS. Even for medicines that you can buy, such as Paracetamol, there is often a big price difference between brands (much like every day supermarket items).
- If generic medicine is prescribed, a Pharmacist can dispense any suitable (available) product to the patient. This cuts out the risk of delays in the patient receiving their treatment whilst waiting for a specific brand.

What about quality of medicines?

In the UK there are strict quality controls before a product licence is granted for brand (trade) named or generic versions of medicines. This means that a generic or brand name version of the same medicine will be of the same quality, and have the same action.

The brand name: this is given to a medicine by the pharmaceutical company

The scientific or generic name: named for the active ingredient of the medicine, which is decided by an expert committee

There are many health conditions which, although they are not life threatening and we do not yet have a cure for them, can have a long term effect on our lives, such as Osteoarthritis of the knee and low back pain. For the majority of long term conditions there are treatments which are effective at reducing symptoms and improving quality of life.

Oak have created a service which provides education about Osteoarthritis of the knee and low back pain to help you understand what they are and what can be done to help you manage the condition. They have created some resources to help you learn about the options available to you and to show you what is available in your local community and local health service.

To self refer or for more information, please telephone: **01495 768645** or email: abb.oakreferrals@wales.nhs.uk



Spring Covid Clinic

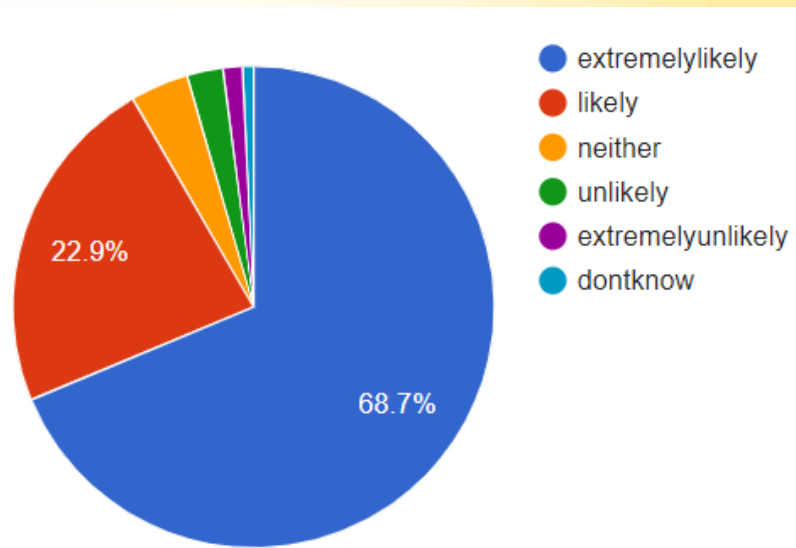
We would like to thank everyone who contributed to our successful Spring Covid Clinics. We vaccinated over 1500 eligible patients, including our Care Homes and Housebound patients.

A special thank you to our dedicated volunteers and members of staff who give up their free time. Without them, we would not be able to run these clinics.

Feedback

We are continually looking to turn our patients' 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. Please use the form on our website for suggestions and feedback.

June Friends and Family Results



Surgery contact details

Oak Tree Surgery
Clemo Road
Liskeard
PL14 3XA

Pensilva Health Centre
School Road
Pensilva
Liskeard
PL14 5RA

Phone:
01579 32 42 52



Contact us online, provide feedback, complete travel risk assessments and find all of our practice information on our website.



www.oaktreesurgeryandpensilvahc.co.uk



Oaktree Pensilva



@oaktreepensilva_surgery1

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.

