

# Oak Tree and Pensilva Winter Newsletter

2023

As I enter my 40th Year as a Partner at Oak Tree and Pensilva (previously being just The Parade Surgery in the middle of Liskeard) it has dawned on me that this will be my last Christmas working in General Practice. Christmas is supposed to be a time for family celebration and a chance for everyone to unwind from the day to day stresses of life.

Yet, for all those in the caring professions, the work still goes on. And while, in Winter, the population at large tends to have more illnesses, so do those doing the caring! We have a huge team of dedicated clinicians and support staff who work tirelessly to provide the best service that we can in a Health Service that has been systematically underfunded for well over a decade.

In an attempt to distribute care as fairly and equitably as possible we have introduced the Total Triage system. This now means that every medical request is looked at carefully by an experienced clinician who then triages the clinical urgency of the problem. Our aim is to provide our patients with the right care in the right place at the right time. Considering that we have not had a fully fit team ever since its introduction we have received very positive feedback. Our lovely receptionists are always happy to help any patient who finds completing the form difficult.

There has been a lot in the media about the Winter Pressures on the NHS. Rest assured that we will do our utmost to care for you over this challenging time but please be kind to us if unpredictable staff illness means that we sometimes have to re-schedule your appointments.

Merry Christmas and a Happy Healthy New Year to you all.

Dr Jefferies

# Please Be Kind and Respectful to Our Staff

Our staff are here to help and to make sure you get the right treatment from the right person.

They are working extremely hard and doing their very best, whilst keeping patients safe.



Unfortunately, in recent months our teams, including clinicians, have been on the receiving end of verbal abuse from a small minority of our patients. Please treat us as you would like to be treated.

Please be kind.

## We will not tolerate abuse!



### At Home BP Machines

If you have one of our surgery Blood Pressure Machines at home, please may we kindly request they are brought back in a timely manner. We have a waiting list of patients who also require monitoring.

### *Future Surgery Closures*

*The surgery will be closed from 13:00 on the following dates for staff training:*

Thursday 11th January

Thursday 8th February

Wednesday 6th March



## Patient Participation Group

Merry Christmas and a happy, healthy New Year to all patients and staff from the Patient Participation Group. I have been a member of the PPG since it first started and have been chair for a number of years,. We have covered a lot of ground in that time, acting as a conduit between the practice and the patients, making sure the patient voice is heard, and importantly feeding back to the practice how some of the working practices affect the patients. We have helped out at the covid and flu vaccination clinics, undertaken questionnaires and have been on hand in the waiting room to help any patients with concerns about the implementation of new working practices. We hold annual coffee mornings to inform patients about the work of the PPG and to raise funds for medical/health relevant charities such as Macmillan, Liskeard Memory Cafe, and Cornwall Blood Bikes. We have also written to and met local MPs and senior people within the NHS voicing patient concerns requesting more funding for our local GP services. It is interesting and far reaching - why not think about joining? Just drop your name and phone number into reception and we will get in touch. I am standing down as chair and am gratefully handing over to David Jones who will likewise be pleased to welcome you into the PPG for monthly or virtual meetings. Give it a go! Penny

## Dispensary Information

### Ordering Medication

We no longer take repeat medication orders via telephone. Please order medication 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.



## Research News

The Research team are renewing efforts with virology surveillance to help track what infections are prevalent and whether the vaccines are working. Patients may be contacted if they have symptoms of coughs/colds/flu/covid -19 and will be asked to perform a self swab test. This provides important information to the government and the World Health Organisation. Any volunteers are greatly appreciated.

The Research Team also have two new staff members. We'd like to welcome:

Bridget Aire – Research Health Care Assistant

Dr Timothy Hall



# Total Triage



AccuRX Patient Triage is an online form used to contact the practice about your health.

Our surgery moved to the Total Triage system on Thursday 5th October.

The model is as follows:

All patients submit an AccuRX patient triage from their smart phone or computer, the link for which is on our website.

If you do not have access to the internet or are unable to do the online form you can call the practice and the reception team will complete the form on your behalf.



All clinical patient triages are reviewed by a GP.

All triages will be looked at the same day and responded to within 72 hours, unless deemed urgent.



Upon review the team will contact you with an appointment or will signpost you to the correct service



# Christmas 2023 Opening



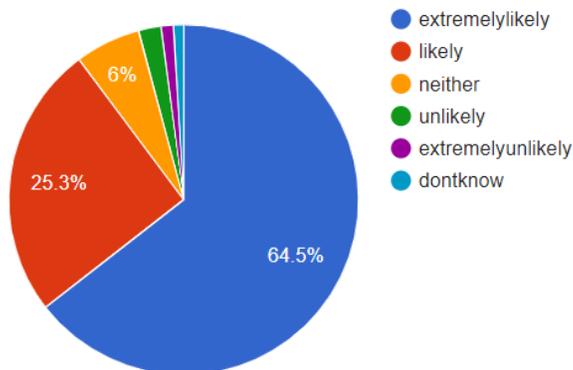
Call 999 in case of an emergency over the Christmas period.

If you are ill or hurt and need help fast, but it is not a 999 emergency, use NHS 111

	Date	Oak Tree	Pensilva	Pharmacy	
December	Monday 18th	07:30-18:00	08:00-18:00	08:30-18:30	
	Tuesday 19th	08:00-18:00	08:00-18:00	08:30-18:30	
	Wednesday 20th	07:30-18:00	08:00-18:00	08:30-18:30	
	Thursday 21st	08:00-18:00	08:00-18:00	08:30-18:30	
	Friday 22nd	08:00-18:00	08:00-18:00	08:30-18:30	
	Saturday 23rd			09:00-13:00	
	Sunday 24th				
	Monday 25th			12-14:00	
	Tuesday 26th				
	Wednesday 27th	07:30-18:00	08:00-18:00	08:30-18:30	
	Thursday 28th	08:00-18:00	08:00-18:00	08:30-18:30	
	Friday 29th	08:00-18:00	08:00-18:00	08:30-18:30	
	Saturday 30th			09:00-13:00	
	Sunday 31st				
	January	Monday 1st			
		Tuesday 2nd	08:00-18:00	08:00-18:00	08:30-18:00
Wednesday 3rd		07:30-18:00	08:00-18:00	08:30-18:00	

## October 2023

### Friends and Family Report



### Patient Feedback

We make every effort to give the best service possible to everyone who attends our practice. We are continually looking to turn our patient 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. We would like to hear from you if you have a suggestion on how we can do things better to improve our patients' experiences, or if you would like to tell about something you feel we're doing well. Please use the following section of our website to provide your feedback.

[oaktreesurgeryandpensilvahc.co.uk/triage/feedback-complaints/](http://oaktreesurgeryandpensilvahc.co.uk/triage/feedback-complaints/)

### 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 16,800 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.

### Surgery contact details

#### Oak Tree Surgery

Clema Road  
Liskeard  
PL14 3XA

#### Pensilva Health Centre

School Road  
Pensilva  
Liskeard  
PL14 5RA

**Phone:** 01579 32 42 52

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



Oaktree Pensilva



@oaktrepensilva\_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.

