

Oak Tree Surgery & Pensilva Health



A Message from Dr Jefferies

It's hard to believe that this will be my last newsletter entry before hanging up my stethoscope along with my colleague, Dr Graham Toms, on Christmas Eve. By then I will have been a doctor for over 44 years of which 41 have been serving the people of Liskeard and the surrounding area as a GP and Family Doctor. The job (although it is far more than a job) has changed beyond all recognition in that time as medical developments have enabled us to treat far more complex conditions. Change is a positive thing when embraced and here, at Oak Tree and Pensilva, we have always done our best to look at innovative ways of doing things. We were one of the first Practices in Cornwall to use a telephone triage system so, when Covid came along, we were all set up where many Surgeries were floundering. We have also strived to be as efficient as we can within the constraints of a chronically underfunded Health Service and these efficiencies have established a secure financial footing that has enabled us to have greater numbers of clinicians to look after our patients. Where other Practices have had to close we have taken on more work. We strongly believe that the key to providing a high level of care is to start by caring for our colleagues and, by having a happy and committed team, we can do our best for you as well. At a time when many Surgeries are losing doctors and related staff we have attracted some extremely talented and dedicated doctors and nurse practitioners as well as our excellent Nursing Team. Oak Tree Surgery and Pensilva Health Centre has developed a reputation as being a great place to work – and not just because of our legendary Christmas Parties! So, as I “pass the baton” on to Dr Chris Gilbert and my other Partners, I do so with confidence that the quality of Health Care delivered by our team will continue to thrive. You are in safe hands!



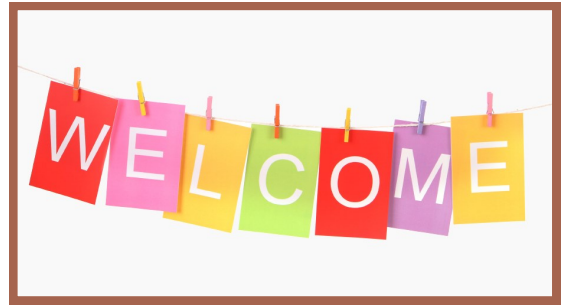
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New Staff

We would like to welcome our new members of clinical staff.

- Dr Tyler—GP
- Dr Btari—GP
- Dr Cummins—GP Registrar
- Lou—Advanced Nurse Practitioner
- Jill —Advanced Clinical Practitioner
- Becca—Practice Nurse



"I was very impressed with Dr Cummins who I hadn't met before, he was very easy to talk to. As it was the first time we had met, he took time to understand my ankle and back pain, and gave me some advice. I would be very happy to see him again."



Please do not arrive for your Covid and Flu appointment more than 5 minutes before your appointment time.

This is to help reduce wait times and traffic congestion.

Autumn Covid and Flu Vaccine Clinic

We have planned our Autumn Covid and Flu clinic with dates throughout October and November. The clinics will be held across both surgery sites. Please wait for invites from the surgery or contact us if you think you are eligible. As always, thank you to our staff and volunteers, without whom we would not be able to offer these clinics.

- **5th October**—Oak Tree Surgery
- **12th October**—Pensilva Health Centre
- **19th October**—Oak Tree Surgery
- **26th October**—Pensilva Health Centre
- **2nd November**—Oak Tree Surgery
- **9th November**—Pensilva Health Centre



RSV Vaccine (respiratory syncytial virus)

From September 2024, the RSV vaccine will be offered to adults when they turn 75 and women from week 28 of their pregnancy.



RSV can cause pneumonia and other life-threatening conditions in older adults, with thousands needing hospital care every year. Having the RSV vaccination in pregnancy reduces your baby's risk of severe RSV lung infection by around 70 % in the first 6 months of life.

The RSV vaccination is given as an injection into your upper arm and can be given all year round. Older adults only need 1 dose. You should have the vaccine during every pregnancy.

If you're aged 80 or over

If you turned 80 on or after 1 September 2024, you're eligible for the RSV vaccine until 31 August 2025.

You're not eligible for the RSV vaccine if you turned 80 before 1 September 2024.



Children's Flu Vaccine

The flu vaccine is offered to children aged 2 to 3 years, school-aged children (Reception to Year 11) and children with certain long-term health conditions. Most children are offered the nasal spray flu vaccine. It is the preferred vaccine for this age group.

Pre-school aged children are eligible to receive their nasal flu vaccine at their GP surgery. We have contacted those children who are eligible. If you have not been contacted but believe your child to be eligible, please call us to book an appointment. School age children will receive their vaccination through school.

Flu can be very unpleasant for children and can sometimes cause serious problems, such as pneumonia. Each winter in the UK, thousands of children who do not have a health condition need hospital care because of flu.

Children can catch and spread flu easily. Vaccinating them also helps protect others who are at higher risk of getting seriously ill from flu, such as babies, anyone who's pregnant and older people.

Having the RSV vaccine at the same time as other vaccines

If you are pregnant, you can have the RSV vaccine at the same time as other pregnancy vaccines, such as the whooping cough vaccine.

If you're aged 75-79, the RSV vaccine is not usually given at the same appointment as your flu and Covid vaccines. It is best to leave a week or so between the vaccines where possible.

You can have the RSV vaccination at the same time as shingles and pneumococcal vaccines.

If you have a high temperature, you will need to wait until you are feeling better before having the RSV vaccination.

Patient Participation Group—PPG

Oaktree Surgery and Pensilva Health Centre Patient Participation Group (PPG) is a group of volunteers, all of whom are patients of the Practice. The PPG aims to facilitate good relations between the practice and patients by communicating patient experience, interests and concerns.

Additionally, to work collaboratively, positively and to build two-way communication and co-operation with the Practice to improve services and facilities for patients. We also act as a sounding board for practice staff on issues affecting patients; and as representative group to support the practice and influence local provision of health and social care.

The PPG meets every other month, normally at Oaktree. Any patient, or carer of a patient, can become a member and it is our desire to achieve the widest cross section of patients as members.

Please let the practice know if you cannot make an appointment! More than 15 million GP appointments are being wasted across the country each year. You can cancel your appointment by calling reception, visiting the website, via the mobile phone text reminder (follow the blue link) or through the NHS app.

As autumn approaches the Practice will be holding covid and Flu immunisation clinics. Whilst the Government pays for the covid vaccination, the practice must buy-in the Flu vaccination. They place the order a year in advance and the numbers ordered are based on the number of eligible patients. If you book a flu vaccine appointment and fail to turn up that money is lost from the practice. So please, if you are booked in for covid and flu vaccinations attend for your appointment.

The PPG have just held their annual coffee morning and raised £165 for their chosen charity – The Sepsis Trust.



In the last week of September, our Workflow Lead Kath, organised a Macmillan Coffee morning for our staff. Kath, along with other members of our team, contributed a range of delicious bakes for us all. Over the course of two days we managed to raise around £330 for the charity! A big congratulations to all the team, and a special thank you to Kath for taking the time to organise the event!



Research



Do you have uncontrolled high blood pressure and low kidney function?

We're looking for people with the above who are taking 2 to 4 medications for high blood pressure to join a new research project we're running at Oak Tree.

If this sounds like you and you'd like more information, please contact the research team on oakpen.research.oaktree@nhs.net.

Didn't know we run research at the practice?! Find out more about what we do on our website under "practice information - research".

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.

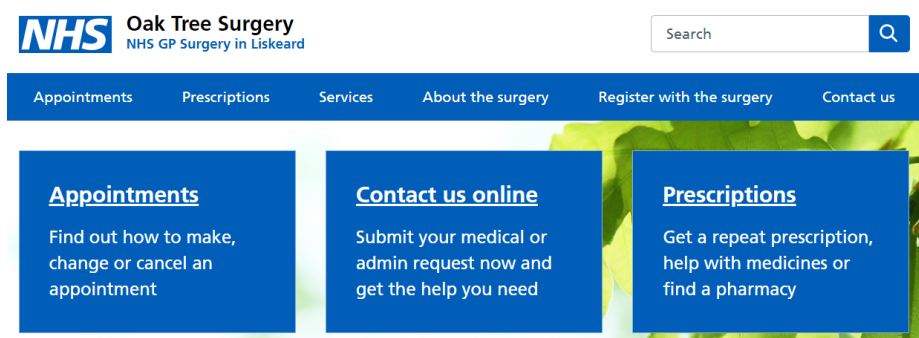
11 December 2024 - 13:00 – 18:00

12 March 2025 - 13:00 – 18:00



Our Website

Over the next month, you may notice a change to our website. We are in the process of updating it in order to improve patient navigation. The content will be clear, concise and user friendly saving you time. As with our current site, you will still be able to contact a GP online, request fit notes and register with our surgery.



The Primary Care Hub

If you have completed an online Patient Triage, you may be booked an appointment to attend the Primary Care Hub at Liskeard Hospital.



Primary Care Network

What is a primary care hub?

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

The hubs are offering additional appointments for people with acute minor illness symptoms. The clinics 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?

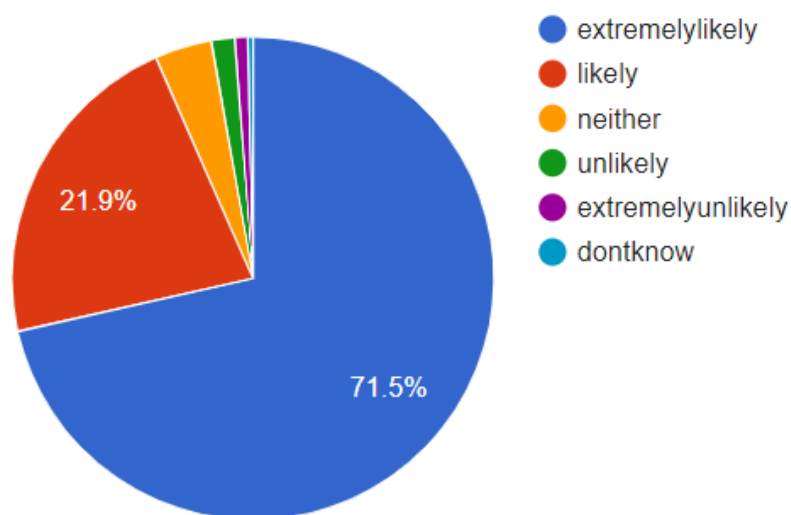
Our local primary care hub is at Liskeard Hospital. When patients arrive at the hospital, they enter through the main entrance. At the main reception desk patients turn left and take a seat in the waiting area.

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

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.

September 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.

