

# Oak Tree Surgery and Pensilva Health Centre



## A Message from Dr Gilbert

As the festive season approaches, we are surrounded by the warmth of family, friends, and cherished memories. Christmas is a time for celebration and reflection, but it can also bring moments of remembrance for those who have experienced loss or feel alone. This Christmas let's remember those we've lost and reach out to those who may feel isolated. Small gestures, like inviting a neighbour for tea or sending a kind message, can make a significant difference and foster a sense of community and wellbeing.



Winter is our busiest time, and our team work hard to provide the best care. Please bear with us if staff illness affects appointment availability; we'll reschedule as soon as possible. There are alternative services available to all our patients, including 111, attending the Cumberland Centre, having your blood test at the Future Inn instead of the practice, booking a virtual appointment with a Livi GP or visiting your local pharmacy where the Pharmacist can help with sore throats for those over 5 years old, some UTIs, sinusitis for those over 12 years and ear infection in those ages between 1 and 17 years old.

This winter is also a time of significant change for our team. Whilst we have been delighted to welcome new staff over the last few months, we are sad to say goodbye to two of our longest standing doctors. On December 24th, we will bid farewell to Dr. Jefferies and Dr. Toms as they move into retirement. Both have been dedicated doctors who have served our community with exceptional care, compassion, and unwavering commitment for many years. Dr Jefferies has been a GP at the surgery since 1984 giving over 40years of service and Dr Toms, who started in 1991, over 30years.

Their impact on our patients and the entire staff cannot be overstated. Personally, it has been a real privilege and inspiration to work alongside them since I joined the practice. Whilst we are sad that they are leaving us, we hope you will join us in wishing them all the best in future.

In this season of giving, let's express gratitude for the connections we share. Wishing you a warm, healthy, joyful, and peaceful Christmas filled with love and cherished moments.

Dr Gilbert, Senior Partner.



## New Clinical Staff

Dr Adityani—GP

Dr Mosforth—F2 Doctor

### Routine Appointments

We kindly ask that if you have a routine appointment but are feeling unwell, that you reschedule your appointment for when you are feeling better. This will help reduce the amount of germs entering the building, keeping other patients and our staff healthier.



*“Everyone I come into contact with is friendly, helpful and professional. I feel fortunate to be patient at your practice. “. October patient feedback*

### PHARMACY FIRST

Pharmacists are able to care for 7 common conditions including earache, sore throat and UTIs.



## Autumn Covid and Flu Booster Clinics

We have now finished our Autumn Covid and Flu clinics. Over the course of 9 weekends, we vaccinated around 4300 patients. A huge thank you to our staff and volunteers who gave up their Saturdays to ensure these clinics could go ahead.

All eligible patients were contacted twice, but if you now wish to have your boosters, please use one of the local walk in clinics , or pharmacies, which can be found online.

<https://www.nhs.uk/nhs-services/covid-19-services/>

# THANK YOU

# Suvera

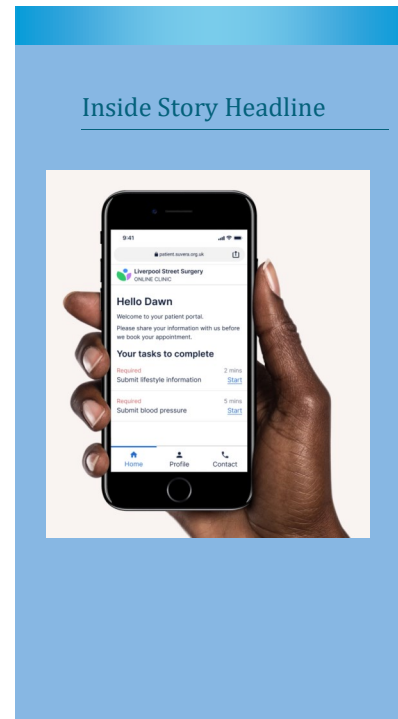
We're excited to work with Suvera, a trusted digital health NHS Partner, to provide our online clinic for long-term conditions.

## Why are we moving online?

Moving some of our long-term condition management online, we hope to improve your overall experience with our practice by:

- Reducing the time you have to wait for an appointment
- Provide you with easier access to clinicians when you need it
- Give you a clear management plan much quicker

Most of your appointments for long-term conditions will be done via phone or video call. In this appointment, you will discuss your long-term conditions, medicines, and other important lifestyle factors like diet and exercise.



## What will you have access to?

You can access Suvera's secure patient portal as part of our online clinic. From here, you can submit information about your health from home.

## Getting your invite

Eligible patients will receive a text message inviting you to use the online clinic and a link to the patient portal. To access the patient portal, log in using your full name and date of birth.

## Submitting information through the patient portal

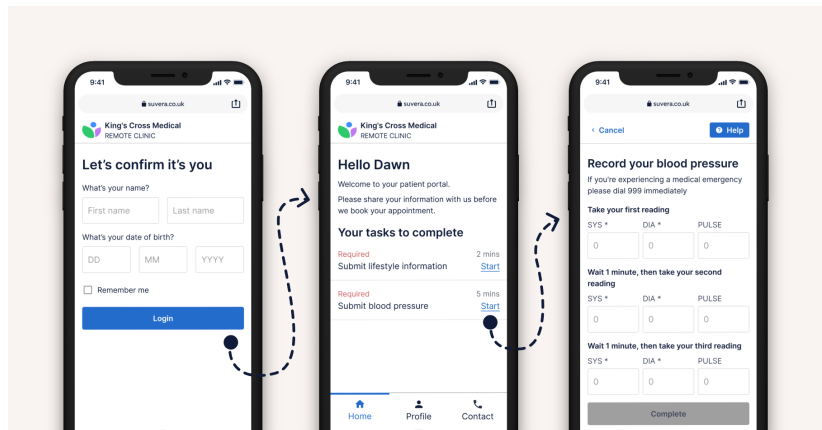
You'll be able to answer the health questionnaires through the patient portal and submit data such as blood pressure readings if we need it.

When you share information about your health, a dedicated and specialised care team will review your data. They then provide clinical support all year round for your condition management.

Any information you share is safe and secure and won't be shared with anyone but your GP practice.

## Ongoing appointments

A member of the care team will review the information you share and decide on the appropriate actions or next steps. Most of your appointments for long-term conditions will be done via phone or video call. In this appointment, you will discuss your long-term conditions, medicines, and other important lifestyle factors like diet and exercise.



## Gold award!

We're really proud to have achieved a gold award in the Green Impact for Health Awards 2024. We have worked hard to make daily changes in order to improve our sustainability. We're looking forward to starting work on our 2025 sustainability campaign!

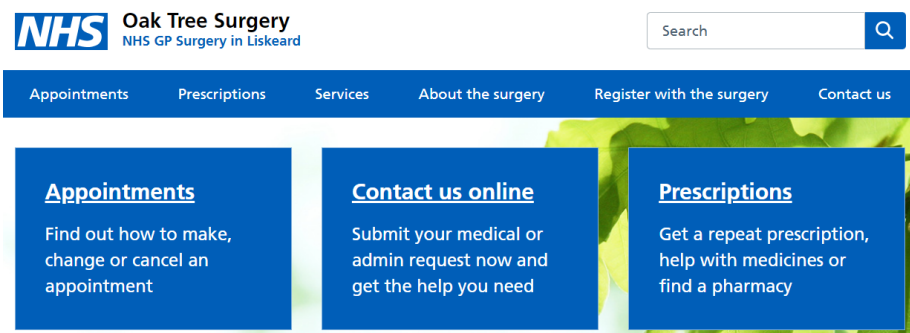
## Green Impact

### GOLD AWARD

Delivered by Students Organising for Sustainability - UK

## Our Website

You may have noticed a recent change to our website. We have upgraded our site 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.



## PPG—David Jone PPG Chair

As a PPG we have been looking at lasting power of attorney (LPA), it is a legal document that lets you (the 'donor') appoint one or more people (known as 'attorneys') to help you make decisions or to make decisions on your behalf. This gives you more control over what happens to you if you have an accident or an illness and cannot make your own decisions. You can use this LPA to give an attorney the power to make decisions about things like:

- *your daily routine, for example washing, dressing, eating*
- *medical care*
- *moving into a care home*
- *life-sustaining treatment*

If you have an LPA or are the attorney for a family member or other person, then you should inform the Practice of its existence. This can then be entered on the patients records and will be visible not only to the Practice but to others who can access the records (with your consent) such as Derriford and the Royal Cornwall hospital.

The autumn round of Flu and COVID vaccinations is now complete. I had the pleasure of volunteering at a number of these clinics; patients were very grateful and appreciative of the practice staff and volunteers giving up their weekends to provide this service. From discussions with the team, at times they have experienced unreasonable behaviour from patients. As a PPG we want to remind our fellow patients that there is no place for anything considered unreasonable behaviour such as rudeness, shouting, swearing, being aggressive or being abusive. It will not be tolerated under any circumstances, and patients who are abusive may be asked to leave the premises and could be removed from the patient list.

## Medication Information

### Christmas Deliveries

From the 19th December 2024 to the 6th January 2025, there will be no medication deliveries. Please arrange for your medication to be picked up from Oak Tree Surgery or Pensilva Health Centre during this period. Friends, family and neighbors may be able to assist you with this.



### Christmas medication requests

Friday 13th December will be the last day that patients can request medications in time for Christmas.



### Christmas Opening Hours



Oak Tree Surgery, Pensilva Health Centre and their dispensaries will all be closed on Christmas Day, Boxing Day and New Year's Day. Oak Tree Pharmacy will also be closed on these days.

If you require medical assistance during this period, please call 111 or 999 if it is an emergency.



**when it's less  
urgent than 999**

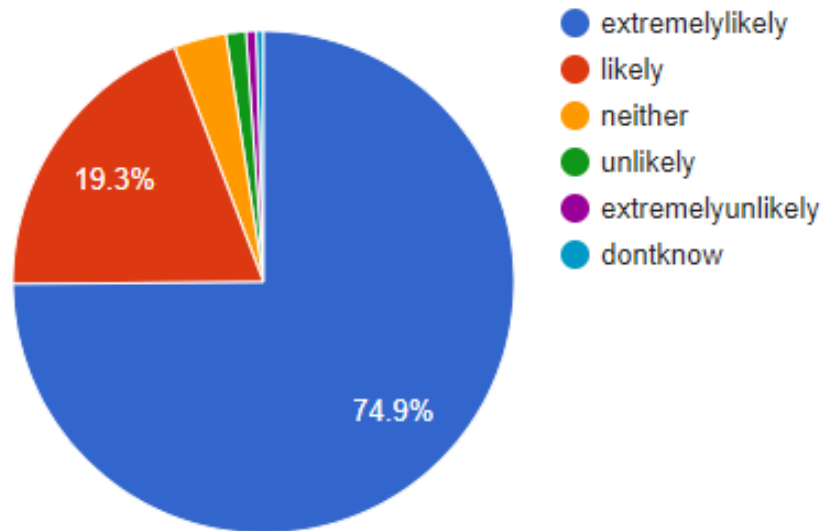


*If you have borrowed one of our surgery Blood Pressure Machines for home, please can you return it to the surgery as soon as possible. We have a number of patients on our waiting list for blood pressure machines.*

## 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.

## November 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](http://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.*

