

# Oak Tree Surgery and Pensilva Health Centre

## Spring Newsletter 2025



**Phone:**  
01579 32 42 52

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A message from Dr Gilbert

#### Welcome to Spring – A Time for Health and Wellness

As we embrace the beautiful spring weather, we hope all our patients are enjoying the brighter mornings and longer evenings. With the winter months behind us and the decline of winter-related illnesses, this is the perfect time to reflect on how we can improve our health, focus on self-care, and reduce the strain on our community's healthcare services.

#### Small Lifestyle Changes Can Make a Big Difference

Incorporating small, manageable lifestyle changes can have a profound impact on your overall health. Simple actions like exercising more, walking regularly, eating less processed food, maintaining a healthy weight, reducing exposure to pollution, and staying up to date with your vaccinations can significantly improve your health and mobility while easing the pressure on local healthcare services.

#### The Importance of Vaccination

Since the 1800s, advancements in sanitation, housing, and vaccination have dramatically reduced the risks of infectious diseases. Thanks to widespread vaccination campaigns, diseases like smallpox have been eradicated, and many others have seen significant declines. However, with recent drops in vaccination rates, we've seen a resurgence of preventable illnesses. This year alone, Europe and the UK have experienced the highest spike in measles cases since 1997, as well as rising whooping cough cases and an increase in hospitalisations from flu and COVID-19.

To help combat this, our spring COVID-19 vaccination campaign is now underway. We are proud to offer these essential vaccinations to our patients locally, so you don't have to travel to Plymouth or Wadebridge. This service is vital in helping protect our community, particularly our vulnerable and elderly patients, by providing year-round COVID-19 protection.

#### Countering Misinformation

It's essential to address misinformation about vaccines. All vaccines provided by the NHS are safe, highly effective, and crucial in protecting against serious illness and death. If you are offered a vaccine, we strongly encourage you to accept it. If you have any concerns, please feel free to discuss them with our experienced team, who are always here to help.

#### Meet Our Growing Team

We are thrilled to announce that our practice continues to grow. In February 2025, Nicholas, a new nurse, joined our team and has quickly become an integral part of our care. Additionally, we are excited to welcome Dr. Hannah Mills, who joined in March 2025 and has already made a fantastic impact on our practice.

We are also delighted to share that Dr. Rachel Tyler will be joining the partnership team starting 1st April 2025. Dr. Tyler, who began as a salaried GP with us in September 2024, brings a wealth of experience in general practice. Her commitment to providing high-quality, compassionate care aligns perfectly with our practice values, and we are confident that she will be a valuable addition to our team.

Thank you for being a part of our community. We look forward to continuing to support your health and well-being as we move into this bright new season!

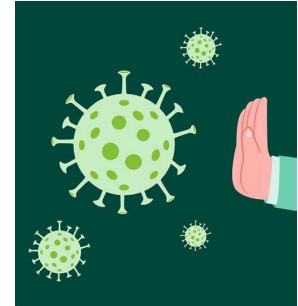
**Oak Tree**  
05/04/2024  
12/04/2025  
  
**Pensilva**  
26/04/2025

## Spring Covid Clinic

We have planned our Spring Covid clinics with dates throughout April.

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.



*"Oak tree surgery is so well organized and well-run, it's a brilliant example of how a busy, community surgery should be. They have great systems in place and are ensuring patients receive the level of care they require, when they need it - Thank you to the whole team at Oaktree". January 2025 patient feedback.*

## New Staff

We would like welcome the below members of staff to our team:

- Dr Mills—GP
- Dr Chaudhary—Locum GP
- Dr Silhanova—Locum GP
- Nicholas—Practice Nurse



## Partnership Update

We are delighted to announce that Dr Rachel Tyler will be joining our Partnership as of 1st April 2025. Dr Tyler brings a wealth of experience and expertise to our practice, and we are thrilled to welcome her to our partnership.

Dr Tyler has a strong background in general practice and is committed to providing high-quality care to our patients. Her dedication and passion for compassionate care aligns perfectly with our practice values, and we are confident that she will be a valuable addition to our team.

## Half Day Closures

Oak Tree Surgery and Pensilva Health Centre will be closed from 13:00 on the following dates for Staff Training:

- 15th May 2025
- 17th July 2025
- 18th September 2025
- 11th November 2025
- 11th December 2025
- 11th February 2026



*"I must compliment the staff at Oaktree for the service I received , I felt very comfortable and received with a smile ! The receptionist also was very courteous ,and would recommend anyone to use Oaktree". February 2025 patient feedback.*

## PPG—Patient Participation Group

I would like to take this opportunity to welcome 2 new members of the Patient Participation Group (PPG). This brings our numbers up to 17 however, we are always looking for new members. If you are interested in joining us, please speak to reception at either of the surgeries.

There appears to be some confusion amongst patients over the timescale regarding prescriptions and in particular repeat prescriptions. If you apply online through the NHS app or the surgery website or drop off your repeat request at the surgery, you should allow 5 working days for the repeat prescription to be actioned. If you have supplied the surgery with a mobile phone number, you will receive a text message to tell you when your medicine is ready for collection. However, if you have just seen a clinician who has given you an acute prescription, you can drop it off at the dispensary/pharmacy at the surgery where it will be actioned immediately. Alternatively, you can take that prescription to any of the other pharmacies e.g. Boots/Day Lewis, if that is more convenient. Check your prescription bag before leaving the surgery to make sure you have what you need and that there is nothing missing or indeed extra. If you return an item before you leave the surgery, the medicine can be reused. When ordering repeat prescriptions only order what you really need. If you are going to be away or know the practice will be closed e.g. Christmas, you can order extra so you do not run out, but make sure you explain why you are ordering more. Finally, return unwanted and expired medicine to the surgery. Unused medicines expire and may not provide the benefit expected.

## Zero Tolerance

As an employer, the practice has a duty of care for the health, safety and wellbeing of its staff. The practice follows the NHS guidance concerning Zero Tolerance. Any incident in which an employee is abused, threatened or assaulted in circumstances relating to their work is unacceptable and will not be tolerated.

This includes the serious or persistent use of verbal abuse, aggressive tone and/or language and swearing/foul language. Staff should not be left upset and distressed following an interaction with a patient.

If you are unhappy with the practice, we have a complaints procedure to assist you or you have the choice to register with another practice.

All instances of actual physical abuse or threatening behavior (verbal or physical), by a patient or their relatives will be reported to the police which will result in the immediate removal from the practice and registration with the Special Allocation Scheme.

We would like to thank the majority of our patients who are polite and respectful to our staff.





## Collecting Medications

Please can we remind patients to wait for their text before coming into the surgery to collect their medication. This will help to reduce queues and wait times.

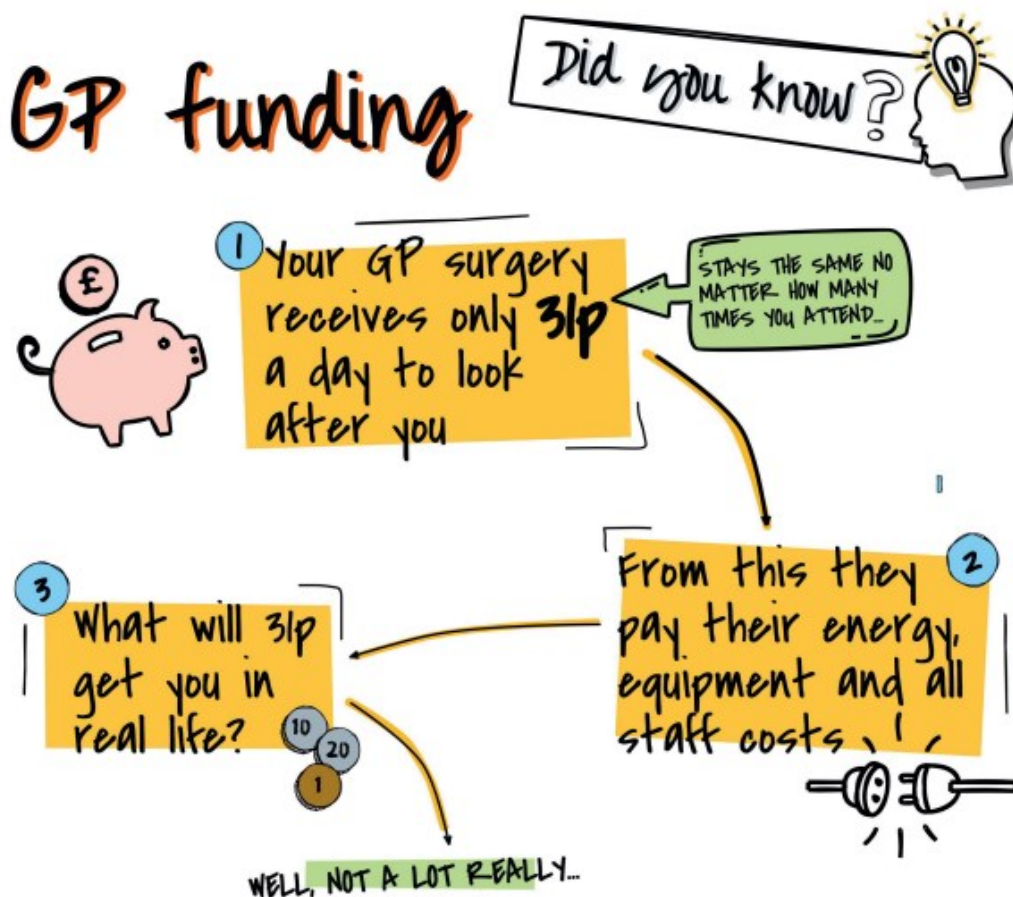


## Dispensary Phone

Please note that our dispensary lines are now open 10am-12pm and 2pm to 4pm.



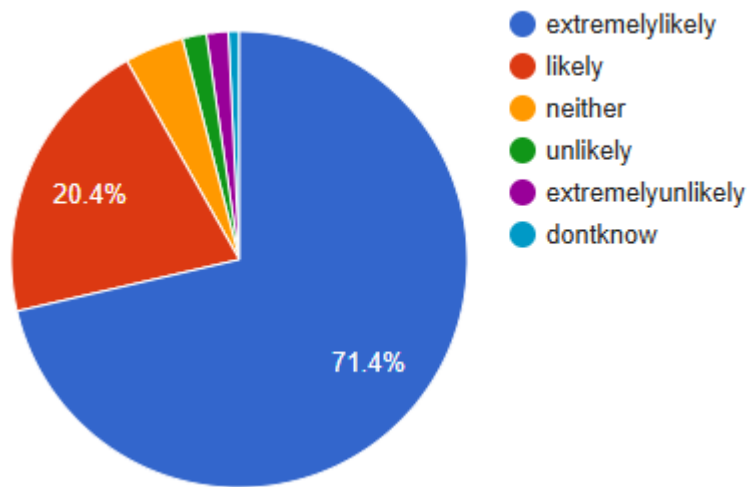
*"I have always had a fantastic experience with Oak Tree Surgery. The patient triage system works brilliantly, and I always get a quick response. Every Doctor and Nurse that I see in the surgery are always very understanding, empathetic and supportive of my needs. And I feel I'm heard, and we always try and find solutions for my many health problems". January 2025 patient feedback.*



## 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.

## February Friends and Family Results



### 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

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.*



