

>>> AUTUMN NEWSLETTER <<<



OAK TREE SURGERY AND PENSILVA HEALTH CENTRE



A warm

Welcome to our

new GP, Doctor

Chan Thu!



As the days get shorter and the leaves start to turn, it's lovely to take a moment to catch up and share a few bits of news from the practice.

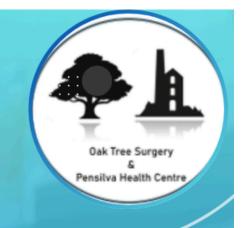
First of all, we're absolutely delighted to welcome Dr Chan to our team! She's already settling in brilliantly, and many of you will be meeting her over the coming weeks. We're thrilled to have her on board and know she'll be a great addition to the practice.

A big thank you as well to our fantastic Patient Participation Group (PPG) for organising the recent coffee morning. It was such a lovely event — great company, plenty of cake, and all for a brilliant cause! Thanks to everyone who came along and supported it, we raised £130 for the Cornwall Air Ambulance Trust. Well done and thank you to all involved.

We'd also like to remind everyone about the NHS App — if you haven't tried it yet, it really is worth a go. It's a quick, simple and secure way to order your repeat prescriptions, check results and manage your health online. It saves time and keeps things running smoothly, both for you and for us! If you're not sure how to get started, just ask our reception team — they'll be happy to help.

Finally, as we head into the colder months, please do keep an eye out for neighbours or friends who might need a bit of extra support. Whether it's picking up their medication, sharing a cup of tea, or helping with a small task, those little gestures can make a big difference.

Wishing you all a cosy, healthy and happy autumn



CQC Rating

We are delighted to share that we were once again rated Good across the board by the Care Quality Commission.

This is following an inspection carried out in August. We are extremely proud of this achievement and wish to thank all of our staff, our Patient Participation Group and patients for their hard work, dedication and commitment.



The full report can be found on the CQC website: https://www.cqc.org.uk/





DISPENSING UPDATE



>>> CHANGES TO HOW YOU ORDER REPEAT PRESCRIPTIONS

Oak Tree Surgery & Pensilva Health Centre will no longer be generating your medication via the 28 day repeat prescriptions process.

We have implemented this change as it's an important step in reducing medication waste and supporting the NHS by managing medication more effectively.

How to order your repeat prescriptions

Please order your medication at least 5 working days before you need it using one of the following methods:

- using your <u>NHS account</u> (through the NHS website or in the NHS App)
- · using the GP online system: Patient Access
- tick the items that you need on your repeat prescription slip. There is a letter box for repeat prescription requests in both surgeries.

You can send us your repeat prescription slip via Royal Mail, but please allow additional time for it to arrive if you do.

Thank you for your understanding and support in helping us improve how we deliver care.

We do not take repeat prescription requests over the phone or email.



Please note, if you order your medications too soon from your last order, it will be rejected for safety reasons and you will need to submit a new order.

COVID & FLU

A big thank you to our staff and volunteers who gave up their Saturday in October to support our Covid and Flu clinics.

We were able to vaccinate nearly 4000 patients over four weekends.

>>> RETIREMENT

Chris, from our Pensilva Dispensing Team, is retiring on the 25/11/2025. Chris has been a part of Oak Tree Surgery and Pensilva Health Centre Dispensing team for nearly 21 years! Chris originally joined Oak Tree Surgery when it was situated in the Parade in Liskeard.

We want to thank her for all her hard work and commitment to the team and wish her all the best for a happy retirement!



We are unable to dispose of used sharps or sharp bins.

Please do not bring them into the surgery



Please call 0300 123 4141 to arrange disposal







Order with a minimum of 5 working day's notice

Please be aware that the last day to order medication to ensure it is dispensed before Christmas is Tuesday 16th December

How to Order:

- NHS APP
- Patient Access APP
- Returning your repeat prescription to the Surgery



PATIENT PARTICIPATION GROUP



>>> PPG COFFEE MORNING 2025

The Patient Participation Group (PPG) recently held its annual Coffee Morning, aimed at working with the Practice to raise awareness of the PPG, and to raise funds for health-related charities and organisations. We raised £130 for Cornwall Air Ambulance, plus some online payments via the QR code. The raffle went down well, with one of the GPs winning the beautiful bouquet of flowers from Full Blooms, and patients winning meals at The Beach House, Seaton, Barnecutts saffron cake, candles, scarf and a large pumpkin!

The coffee selection and hot chocolate from the machine kindly loaned to us by S W Bean Co were delicious. We also offered several choices of teas and milks.

We had a good number of staff come through on their break to join us, but not so many patients. This was a little disappointing for those hearty PPG members who turned up armed with goodies and enthusiasm.

We have raised over £2000 in the 8 or so years we have been running them, all for healthrelated charities and organisations, once for small medical items for the practice, so we raise awareness of those organisations as well. We hope we will see more of you next year!



WINDSOR HOUSE

Blood tests at Windsor House are now by appointment only.

> Windsory House, Tavistock Road, **Derriford** PL6 5UG.



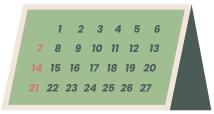
>>> HOW TO BOOK

- Scan the QR code (or use the following website) https://www.plymouthhospitals.nhs.uk/phlebotomy/
- · Click the link to SwiftQueue
- Select Phlebotomy Windsor House
- Choose your time and confirm
- You'll get an email/text confirmation & reminders

>>> OTHER IMPORTANT INFORMATION

- · Some specialist tests must be done at Derriford Outpatients
- · You can change or cancel your appointment online if needed.
- If you are unable to access this system, please ask a relative, friend or carer for support.
- If you are still unable to access the system please call 01752 433040, the team will be able to help with appointment scheduling or system access issues.

Missed Appointments



n June, there were **453** missed appointments at Oak Tree Surgery and Pensilva Health Centre. This accounts for approximately 4500 hours of our clinician's time, and wastes vital NHS resources. These missed appointments could have been used by other patients if they had been cancelled in time to rebook.

If you need to cancel or change an appointment, you can do this:

- by telephone call us on 01579 32 42 52.
- in person speak to one of our receptionists at either site.
- online if you are registered for online services via Patient Access or NHS App
- · online through an admin triage

Please help us to maximise appointment availability.

Lasting Power of Attorney (LPoA)

A Lasting Power of Attorney (LPoA) 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 'lack mental capacity').

There are 2 types of LPoA:

- health and welfare
- property and financial affairs

Health and welfare lasting power of attorney

Use this LPoA 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

It can only be used when you're unable to make your own decision.

As a GP Practice, a Health & Welfare LPoA is useful to us to help us provide you with the care you need. Once completed, bring your LPoA into the Surgery where it can be recorded onto your medical notes.

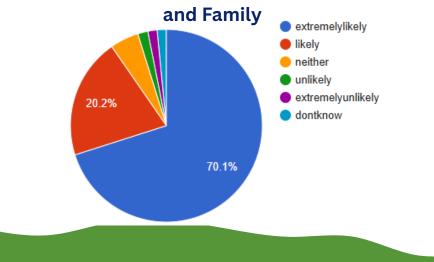


September Family & Friends

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.







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.

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



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