

SUMMER 2026 NEWSLETTER



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Message from Dr Gilbert



As we move towards the winter months, I would encourage all eligible patients to take up the offer of seasonal vaccinations. Our flu and COVID vaccination clinics will be starting soon, and vaccination remains one of the most effective ways to protect yourself, your family and the wider community from serious illness. If you are invited for vaccination, please book your appointment as soon as possible. By getting vaccinated, you will be helping to protect yourself during the winter months and reducing pressure on NHS services when demand is at its highest.

We would also like to remind patients of the importance of attending booked GP and nurse appointments. Every missed appointment represents valuable NHS time that could have been used to help another patient. If you no longer need an appointment, please let us know as early as possible so that it can be offered to someone else.

Looking after your health does not always require major lifestyle changes. Small everyday choices can make a real difference, both for your wellbeing and for the environment. A recent study involving nearly 500,000 people found that people who regularly climbed stairs had a 39% lower risk of dying from cardiovascular disease and a 24% lower risk of dying from any cause compared with those who did not routinely use stairs.

New Staff

We are delighted to welcome Dr Cummins to the team this month. Dr Cummins previously worked with us during his GP training, and we are very pleased to have him return and join the practice on a permanent basis.

We are also pleased to welcome our new trainee GPs, Dr Sone, Dr Edhere, Dr Ferreira, and Dr Osman, who will be working with us over the next 12 months.

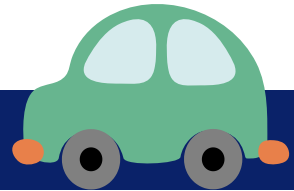
Researchers concluded: "If you have the choice of taking the stairs or the lift, go for the stairs as it will help your heart." [escardio.org], [sciencedaily.com]

These choices are becoming increasingly important in the context of the climate emergency. This summer has provided a stark reminder of the environmental challenges we face, with significant wildfires and drought conditions affecting many parts of Europe. Choosing to walk or cycle for shorter journeys, taking the stairs rather than the lift, and reducing unnecessary car use can benefit both our personal health and the health of the planet. The actions that help us stay active often have the added benefit of reducing our environmental footprint.

Thank you for your continued support of the practice. We look forward to helping you stay healthy this winter.

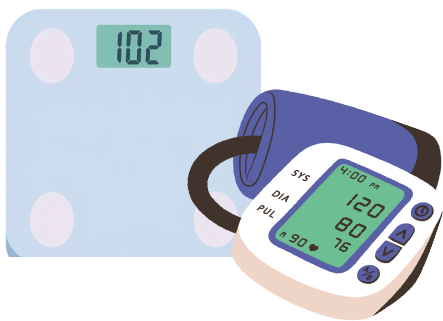
Together, small actions can make a big difference. We wish all our patients and their families good health in the months ahead and look forward to seeing you at our vaccination clinics this autumn

Parking at Oak Tree Surgery



We recognise that patients have recently experienced challenges with parking at Oak Tree Surgery due to the ongoing construction work at ALDI. Our car park is reserved exclusively for surgery patients, visitors and staff. Aldi customer parking is not permitted. Please be reassured that we are doing all we can to ensure that parking spaces remain available for patients.

Visiting the Surgery?



Use the Biometrics Kiosk!

Help us keep your medical record up to date by using the health kiosks located in each surgery reception area. The kiosks allow you to record your height, weight, and blood pressure, with the information automatically updating your medical record.

Month of Birth Recalls

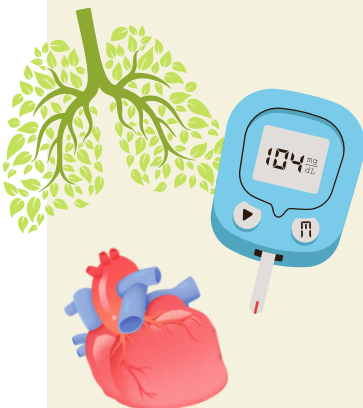
Since April we have returned to a Month of Birth recall for Chronic Disease Reviews. This means that patients with conditions such as asthma and diabetes will have one annual review in the month you were born.

Benefits:

- Easier for patients to remember their appointments
- Improves efficiency
- Ensures consistent and timely monitoring of conditions.

As we transition back to this process, some patients may find that their annual reviews are initially less than 6 months apart, but please ensure you book your review if invited.

Annual reviews are an important part of Chronic Disease Management as they provide an opportunity to monitor a patient's condition, adjust medication(s) and prevent complications.



Booking

If you have a chronic disease (such as asthma or diabetes etc), you will receive an invite to book your annual review(s) the month before your birthday. You will receive a text message with a self booking link or a request to contact the Surgery. If you do not have a mobile phone we will write to you or call you. If you require a review for more than one condition, we will aim to consolidate these into a single appointment, minimising the number of visits or calls for patients ensuring Every Contact Counts.



STAFF TRAINING

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

Please ensure any medications that need to be ordered or collected on these days are done so in good time.

09/09/2026

11/11/2026

09/12/2026

14/01/2027

16/03/2027

Did You Know? Oak Tree Surgery is Research Active

We are proud to take part in clinical research that helps improve healthcare for everyone.

We are currently involved in research studies looking at **cholesterol, high blood pressure (hypertension), weight management, and diabetes**. From time to time, a member of our team may contact you if we think you could be eligible to take part in one of these studies.

Taking part in research is entirely voluntary, and choosing not to participate will not affect the care you receive from the practice in any way.

If you are interested in learning more about our research studies or would like to find out whether you might be eligible to take part, please contact the surgery.

Our team will be happy to provide more information and answer any questions you may have.



PPG - Patient Participation Group



Have you downloaded the NHS App? At a recent PPG meeting we discussed the benefits of the NHS App. The App allows patients to view their GP health record and helps people to better manage their condition without having to phone the surgery. People can also access consultation notes, test results and future appointments.

Patients should switch on their notifications within the app, to ensure that they receive messages directly from the practice.

Here are the top five advantages to downloading the App:

1. Order your repeat prescriptions and nominate a pharmacy where you would like to collect them. The NHS App enables you to manage repeat prescriptions and easily change your nominated pharmacy, so you can send orders when it's convenient for you.
2. View your GP health record and access your test results. By downloading the App, you can view your GP health record to help you better understand and manage your condition, without having to phone the surgery. With the App you can access your consultation notes, letters and test results.
3. Turn on your notifications to receive messages about your care. The NHS App is a simple and secure way to receive messages from your trusted health care providers. Make sure you turn on notifications for the App to stay up to date.
4. Access health services on behalf of someone you care for. Parents, family members and carers can manage health services on behalf of other people in the NHS App.
5. Signpost you in the right direction when your practice is closed. You can find out your NHS number and access NHS 111 online to get instant advice or medical help near you when the practice is closed. Use NHS 111 online to answer questions and get instant advice or medical help near you.

The surgery is busier than ever and are seeing more and more patients, so if patients can use the App to manage appointments, check test results and order repeat prescriptions it really helps them to free up time to see those who need urgent appointments. By turning on your notifications within the App, it also allows you to receive messages directly through the app rather than via a text message or email, ultimately saving the practice money.





Missed Appointments



- Over 15 million GP appointments are missed every year in the UK.
- Each missed appointment costs the NHS around £30–£40.
- That adds up to nearly £600 million annually—enough to fund:
 - Thousands of extra nurses and doctors
 - Millions of prescriptions
 - More community health services



What Happen When You Miss an Appointment?

- **Wasted Time:** GPs and staff prepare for each appointment in advance.
- **Longer Waits:** Missed slots could be used by other patients in need.
- **System Strain:** It puts additional pressure on an already stretched NHS service



What Can You Do?

- **Can't attend?** Let us know as soon as possible—even short notice helps.
- **Cancel online** via an admin triage or on the NHS App
- **Set reminders** on your phone or calendar so you don't forget.



Together We Can Help the NHS

When you attend or cancel your appointment, you help:

- ✓ Ensure others can access care when they need it
- ✓ Keep services running efficiently
- ✓ Save valuable NHS resources

In July, 395 appointments were marked as, "Did Not Attend" at Oak Tree Surgery and Pensilva Health Centre.



Autumn Covid & Flu Clinics

Oak Tree Surgery

Saturday 3rd and
17th October

Pensilva Health Centre

Saturday 10th
October

Eligibility Covid

- Aged 75 or over
- Aged 18 and over with a severely weakened immune system (immunocompromised)

Eligibility Flu

- Aged 65 or over
- Aged 18-65 in a clinical risk group
- Registered carers

**Invites are being
sent out now. Don't
have a mobile
number or email ?
Contact the Surgery
to book**

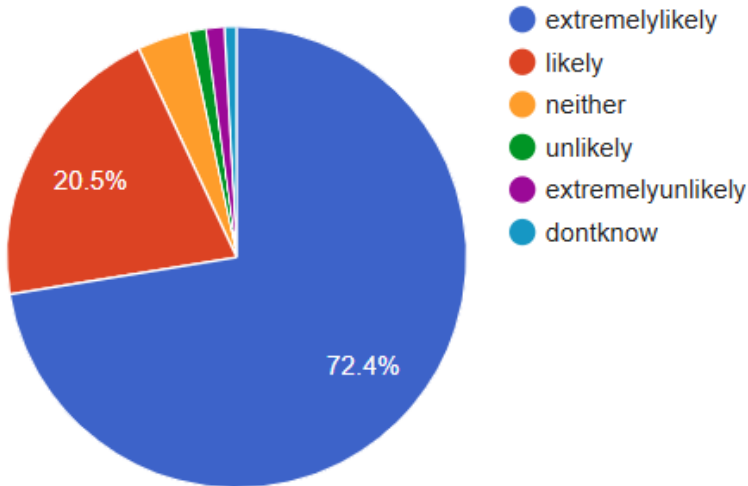
**Appointments also
available during
Surgery hours**



July 2026 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.



How likely are you to recommend us to friends and family if they needed similar care or treatment?



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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