

## Summer Newsletter 2023

### A messages from Dr Jefferies

Since the last newsletter we have continued to look at ways in which we can make the process of accessing health care easier for all our patients; particularly so that we enable equality of access, either in person at our reception, via telephone or by using our website. Many of you will have used our new phone system. This system now informs you where you are in the queue and, depending on your place in the queue, gives you the option to request a call back when you are number one in the queue. As long as you can have your phone near you, you are able to get on with your day rather than waiting on the phone! Many of you may prefer to send in details of your health issue or query using our Patient Triage system via the practice website. This is much easier to use than the previous e-consult and allows you, in your own words, to explain what it is that you need, whether that be advice, test results, a prescription, or a consultation with a Healthcare Professional. On the topic of consultations there has been much in the media about how every patient must be offered a face-to-face appointment. The tradition of patients coming to the surgery and waiting in a queue for hours (and I am old enough to remember working in that system!) was founded in a world where telephones were a luxury, videos were something out of sci-fi and the internet hadn't even been invented. Do we really think we should remain rooted in the past or should we embrace the technology that helps us do the job more efficiently? The truth is that all GP Surgery staff are now dealing with far greater numbers of patients than ever and the level of complexity of our patients' illnesses has also increased. The more efficiently patients' needs can be triaged and signposted to the most appropriate service or clinician, the more patients we can continue to support. Oak Tree Surgery and Pensilva Health Centre appreciate our patients support in achieving this.



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## New phone System



We introduced our new phone system in May. Below are some examples of how this system will benefit our patients:

- Patient Call-back holds your place in the queue. Depending on your place in the queue, you will be offered the option of a call back instead of waiting on the line, saving time.
- Integration with our patient record system means when you speak to any member of the practice team your information is to hand.
- Phone consultations can be switched to video consultations mid-call with one click when appropriate.



Twitter Facebook Phone Location Message

Oak Tree Surgery & Pensilva Health Centre

CQC Inspected and Rated

Good

Oak Tree Surgery is currently open.

Pensilva Health Centre is currently open.

[View all opening hours](#)

[View practice news >](#)

[Practice Information >](#)

Consult with a GP via Patient Triage

## Our mission statement

Our aim is to provide high quality healthcare for all. Our philosophy is to treat people how we would want to be treated. To us every patient matters.

To be leaders in the health and wellbeing of our staff and patients.

We are a large, innovative practice which enables us to offer a wide range of additional services to our patients, including minor injuries, minor

surgery and contraceptive services.

We have approximately 16,800 patients across two sites and have a large practice area covering many surrounding villages.

Both sites are modern, purpose built buildings with ample car parking facilities for patients.

## Appointments

Our receptionists are trained to triage your calls. When you make an appointment they will ask you questions about your condition.

Please provide as much information as you can as this will enable them to ensure you receive the correct care.

## PATIENT TRIAGE

We are now using Patient Triage for online consultations.

This means if you have a non-urgent admin or medical query, you can contact the practice online!

Inform us about new or ongoing symptoms, request sick notes and test results.



There are three ways to get in touch with us at this surgery.

Go to our website and use an online form, call us or visit us.

# PPG

The Patient Participation Group (PPG) is steadily growing stronger and provides the patient voice to the Practice, informing them what it is like to experience things as a patient and making suggestions about possible solutions for the Practice to consider implementing. After all, it is we patients who are on the receiving end of the decisions the Practice and the NHS make.

We are currently looking at the new telephone system, procedures for annual reviews and results of tests, and the dispensary/pharmacy. We would like to re-introduce the Virtual Group for people who want to know more about what goes on at the practice but cannot attend the monthly daytime PPG meetings. We will email the minutes and agenda to you, and you can comment and raise matters and ways forward which can be taken directly to the people who can do something about it.

We would like to be as inclusive as possible so if you are a patient at Oak Tree or Pensilva and are interested in being a virtual member please leave your name, telephone number and email address at reception and we will contact you.

We are holding a Coffee Morning at Oak Tree on Wednesday 6th September so come along then to meet us!

Penny Prisk Joint Chair Oak Tree & Pensilva PPG



## Cervical Screening

It was National Cervical Screening the week beginning 19th June 2023. Two women die every day from cervical cancer, yet it is one of the most preventable cancers. Around 2,700 women in England are diagnosed with cervical cancer each year and it is the second most common cancer amongst women under 35.

All women and people with a cervix aged 25-64 are eligible for cervical screening. In England, those registered as female with their GP practice will be invited for screening every three years if aged 25-49 and every five years if aged 50-64.

Life can be hectic and it's easy to let your cervical screening appointment fall to the bottom of your 'to do' list, but it only lasts a few minutes - it's a few minutes that could save your life. The symptoms of cervical cancer are not always obvious, and it may not cause any symptoms at all until it's reached an advanced stage. That's why it's important that you attend all your cervical screening appointments.

For further information please visit: [nhs.uk/cervicalscreening](https://nhs.uk/cervicalscreening)



Don't ignore your cervical screening invite

Screening saves lives Help us help you

## Autumn 2023 Covid and Flu Vaccinations

- We are currently working on our Autumn 2023 vaccination clinics
- Clinics will be held at Oak Tree and Pensilva
- Our first clinic will be held at Oak Tree on Saturday 30<sup>th</sup> September 2023
- Please wait for your invitation from the surgery



## Spring Covid Clinics

We recently completed our Spring Covid Clinics, vaccinating 1578 patients in the surgery, 123 house-bound patients and 59 patients in care homes. Thank you to all who participated, ensuring the success of this vaccinating program.

A special thank you to our wonderful volunteers who helped with the smooth running of these Clinics. If you would like to help with the Autumn clinics, please email [ciosicb.oaktree@nhs.net](mailto:ciosicb.oaktree@nhs.net).



## Childhood Vaccinations

Vaccines are the most effective way to prevent infectious diseases. They prevent up to 3 million deaths worldwide every year.

### Things you need to know:

#### Vaccines do:

- protect you and your child from many serious and potentially deadly diseases
- protect other people in your community – by helping to stop diseases spreading to people who cannot have vaccines
- undergo rigorous safety testing before being introduced
- sometimes cause mild side effects that will not last long



#### Vaccines do not:

- cause autism – studies have found no evidence of a link between the MMR vaccine and autism
- do not overload or weaken the immune system
- do not cause allergies or any other conditions

## Ordering Medication



We no longer take repeat medication orders via telephone. Please order medication in writing by either submitting your repeat slip at the surgery, handing it back to your delivery driver, or ordering via the NHS app or Patient Access app.

Please allow at least 7 days when ordering repeat prescriptions. Any order received after 4pm will be processed the next working day.

*Please note, all of our staff are passionate about supporting you to access the right care at the right time and with the right person. Please treat us as you would like to be treated. Please be kind.*

## Research

We recently took part in the HARMONIE RSV study which will hopefully help keep babies out of hospital in the future.

The trial recruited 8120 participants globally and primary analysis demonstrates 83.2% effectiveness in preventing hospitalisations from RSV – the primary endpoint.



A huge thank you to everyone on the team who has helped with the study and especially to our participants. Our research is making a difference!



Our research team are now looking for patients with mild-moderate Psoriasis to participate in a research study looking at a new treatment containing Herring Roe extract.

Please speak to reception if you are interested in participating.

### Pharmacy and Dispensary Opening Times

#### Oak Tree Dispensary

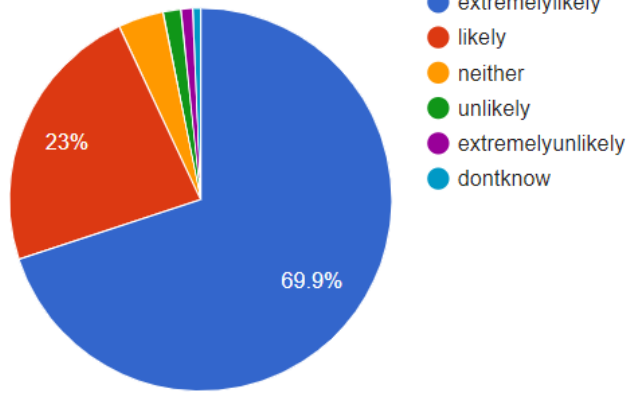
Monday	08:30 to 18:30
Tuesday	08:30 to 18:30
Wednesday	08:30 to 18:30
Thursday	08:30 to 18:30
Friday	08:30 to 18:30
Saturday	Closed
Sunday	Closed

#### Pensilva Dispensary

Monday	08:30-18:00
Tuesday	08:30-18:00
Wednesday	08:30-18:00
Thursday	08:30-18:00
Friday	08:30-18:00
Saturday	Closed
Sunday	Closed

#### Oak Tree Pharmacy

Monday	08:30 to 18:30
Tuesday	08:30 to 18:30
Wednesday	08:30 to 18:30
Thursday	08:30 to 18:30
Friday	08:30 to 18:30
Saturday	09:00-13:00
Sunday	Closed



**MAY 2023 Q:** How like are you to recommend us to friends and family if needed similar care or treatment?

## Patient Feedback

We make every effort to give the best service possible to everyone who attends our practice. We are continually looking to turn our patient 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. We would like to hear from you if you have a suggestion on how we can do things better to improve our patients' experiences, or if you would like to tell about something you feel we're doing well.

Please use the following section of our website to provide your feedback.

[oaktreesurgeryandpensilvahc.co.uk/triage/feedback-complaints/](http://oaktreesurgeryandpensilvahc.co.uk/triage/feedback-complaints/)



*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.*



### 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

[www.oaktreesurgeryandpensilvahc.co.uk](http://www.oaktreesurgeryandpensilvahc.co.uk)



Oaktree Pensilva



@oaktreepensilva\_surgery1

## Opening Hours

### Oak Tree

Monday	07:30-18:00
Tuesday	08:00-18:00
Wednesday	07:30-18:00
Thursday	08:00-18:00
Friday	08:00-18:00
Saturday	Closed
Sunday	Closed

### Pensilva

Monday	08:00-18:00
Tuesday	08:00-18:00
Wednesday	08:00-18:00
Thursday	08:00-18:00
Friday	08:00-18:00
Saturday	Closed
Sunday	Closed