

Oak Tree & Pensilva

Patient Newsletter—Spring 2021

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The 12th April saw the biggest lifting of restrictions so far this year with many of us now able to enjoy some precious time with friends and family (albeit outdoors and at a safe distance), and we are all keeping our fingers crossed that restrictions will be lifted further again on the 17th May. However, while our freedoms are increasing it is vital that we keep doing the things that have been keeping us safe. We must continue to wear face coverings in enclosed public spaces, wash your hands often for 20 seconds and use hand sanitiser frequently, keep 2 metres apart from anyone you do not live with - even when socialising, take up the vaccine when offered, and get and tested and self-isolate if you have symptoms.

We are all looking forward to a time when these safety measures are no longer necessary but, for now, we must adhere to these rules to help keep ourselves and those we love safe, and to help keep the roadmap out of lockdown on track.

Remember - Hands, Face, Space, Fresh Air!

Covid Vaccination Programme Update

As of 5 May 2021 a total of 34,795,074 first doses have been administered across the UK and 15,887,493 people have now received both doses of the vaccine. The East Cornwall Primary Care network and the nine GP practices across East Cornwall have been working incredibly hard to deliver an efficient and safe vaccination programme for our patients.

1st Doses: You can book your vaccination appointments at a larger vaccination centre or a pharmacy that provides Covid-19 vaccinations if any of the following apply:

- You are aged 40 or over (or you will be turning 40 before 1 July 2021)
- You are at high risk from coronavirus (clinically extremely vulnerable)
- You have a condition that puts you at higher risk (clinically vulnerable)
- You have a learning disability
- You get a carers allowance, get support following an assessment by your local authority or your GP record shows you are a carer



If any of the above criteria apply, you do not need to wait to be contacted by the NHS, you can book your vaccination appointments [online](#) or by calling 119 now (PLEASE DO NOT WAIT TO BE CONTACTED BY YOUR GP SURGERY, BOOK AN APPOINTMENT AT A MASS VACCINATION CENTRE NOW). If the above criteria do not apply to you then you must wait your turn in line with the JCVI vaccination priority list.

2nd Doses: East Cornwall Primary Care Network are now delivering second doses in the Covid-19 vaccination programme. If you attended either Millennium House in Pensilva or the China Fleet Club in Saltash for your first vaccination you do not need to contact us regarding your second dose, we will be in touch when it is your turn to receive your second vaccination and an appointment will be booked for you by one of our dedicated team. If you have not heard from us by the eleventh week after your 1st vaccine please call the surgery.

If you **ARE NOT REGISTERED** with one of the nine GP practices in East Cornwall and attended either Millennium House in Pensilva or the China Fleet Club in Saltash for your first Covid-19 vaccination please contact the PCN via email - eastpcn.support@nhs.net

Staff Update

We would like to warmly welcome some new colleagues who have joined our practice recently. We hope they will enjoy being part of the Oak Tree and Pensilva Surgery family.

Katie German - Practice Manager

Nick Furze - Emergency Care Practitioner

Zoe Sandon - Receptionist

Michelle Ryan - Receptionist

Matthew Cook - IT Administrator

Cheryl Ingram - IT Administrator

Jill Bartlett - Practice Nurse

Clare Crago - Mental Health Practitioner

Michelle Sobey - Health Care Assistant

Similarly we would like to say farewell to our colleagues who have recently left the practice and to wish them every success in their future endeavors:

Dawn Diprose - Lead Nurse

Spencer Casey - Practice Manager

Caroline Thorne - Receptionist

Lizzie Statton - Dispenser

Natalie Fitch - Pharmacy Assistant (17th May)

Debbie Behennah - Workflow Lead (28th May)

You will be missed by staff and patients alike!

Pensilva Refurb Update

We are delighted to share with you the outcome of the refurbishment works carried out at Pensilva Health Centre over recent months. The works are now complete and we hope that you will enjoy the new and improved reception and waiting area. It is with huge thanks to the Friends of Pensilva Health Centre that this work was made possible, we are very grateful for their help in funding this refurbishment.



Get to know the role...

Introducing Nick Furze -

Emergency Care Practitioner

Nick previously worked for the South Western Ambulance Service for 16 years as a frontline emergency Paramedic. In 2016 he started working for a GP surgery in Plymouth to become one of the first few Paramedics working in general practice. Nick joined our surgery in January of this year as part of our On Call Team and has already made a great impact on our team. He is a qualified prescriber and is also trained in minor procedures and joint injections. Day to day Nick works on our On Call Team helping to triage all of the daily urgent calls that come into the surgery, he holds his own face to face clinics, carries out home visits when required, and also sees patients with suspected covid symptoms down in our "Hot clinic" at Liskeard Hospital.

The Waiting Rooms

Up until recently our waiting rooms have been closed due to our infection control measures relating to Covid-19. At the end of March, with the restrictions easing slightly in line with the government's roadmap, we successfully trialled a reopening of our waiting rooms. We have new systems and signage put in place to continue to keep everyone safe and we are delighted to now be able to offer you a seat in our waiting rooms or to queue for dispensary indoors. However, if you would prefer to continue to wait outside (in the British sunshine fingers crossed) then please let our reception team know and we would be happy to accommodate this.

Please see the research section of our [website](https://oaktreesurgeryandpensilvahc.co.uk/practice-information/research-2/) for more information about research - <https://oaktreesurgeryandpensilvahc.co.uk/practice-information/research-2/>

COVID-19 Virological Surveillance

Oak Tree Surgery and Pensilva Health Centre are participating in a national virology surveillance programme to monitor the spread of respiratory viruses (including influenza, COVID-19, RSV) and measure the effectiveness of influenza vaccinations through the winter season.

Patients presenting with an influenza-like-illness, lower respiratory tract infection or other symptoms consistent with COVID-19 may be eligible to participate.

Eligible patients will be offered a self-testing kit which will be delivered directly to the patients' home.

Recruits needed for a study of a new antibiotic to treat urinary tract infections. Please contact the Research Team at the practice for more information.



VOLUNTEERS NEEDED

Do you have suspected or confirmed COVID-19?

Are you aged 65 or over? Or 50 to 64 with underlying health conditions? with symptoms within the past 14 days?

Please visit www.principletrial.org to find out how to take part in an Urgent Public Health Clinical Trial for COVID-19 Treatments

More than one million participants (1,075,000) have now taken part in COVID-19 research across the UK, the National Institute for Health Research (NIHR) and NHS can proudly announce.

People across Cornwall, Devon and Somerset have played an important role in reaching this remarkable milestone, with more than 15,000 participants taking part in nationally-prioritised COVID-19 studies, supported by the NIHR Clinical Research Network South West Peninsula.

Professor Michael Gibbons, Clinical Director for the NIHR Clinical Research Network South West Peninsula, said: "Over the last year there has been astonishing support for research into COVID-19. I would like to personally thank all those participants in the South West who volunteered to support the shaping of the history of research into COVID-19. You are all amazing individuals, thank you, you should be proud."



The Oak Tree and Pensilva Research Team have been awarded Highly Commended in the Research Practice Award category at the South West Peninsula Clinical Research Network Awards. The digital awards ceremony can be found [here](https://local.nihr.ac.uk/news/south-west-research-awards-digital/25714) <https://local.nihr.ac.uk/news/south-west-research-awards-digital/25714>



CASNET2 Study

This practice is taking part in the CASNET2 study. This is a study run by researchers at the University of Oxford looking at a new electronic safety netting tool which is part of the practice computer system. The tool helps GPs to make sure that patients get followed up if they have symptoms that might lead to a new diagnosis.

The researchers are hoping to find out whether the tool helps to reduce the time it takes for people to get a diagnosis. They will be using anonymised patient data from the practice computer system to find out how well the tool works. Using data in this way will not affect your privacy or care, and no-one will be able to identify you personally, but please speak to your GP if you have any concerns, or if you wish to opt out of the study.

For further information please visit <http://www.rcgp.org.uk/rsc> or contact:

Prof Simon de Lusignan
RSC Director
MedicalDirectorRSC@rcgp.org.uk

Practice Liaison
Team
practiceenquiries@phc.ox.ac.uk



Have your say...

We are committed to providing you with the best healthcare experience possible. The best way for us to offer a healthcare service tailored specifically to our patients is to listen to what you have to say, your feedback is invaluable. We have created an anonymised survey on our website to help us understand how we can help you better. The surgery will not be able to identify you from any answers you give to the questions however, anonymised data from the survey may be used for training and communication purposes. We would be very grateful if you could spare a minute to visit our [website](https://oaktreesurgeryandpensilvahc.co.uk/navigator/patient-questionnaire/) and tell us how you feel -

<https://oaktreesurgeryandpensilvahc.co.uk/navigator/patient-questionnaire/>



We regularly update our social media pages with information relevant to the practice and local community. Follow us on Facebook and Twitter to keep up to date with everything going on at the surgeries.

Online Services

Livi; free NHS service whereby you can access virtual consultations with a GP in minutes!

E-Consult; A service whereby you can complete an online consultation and receive a response within two working days! This can be used for clinical and administrative queries.

For more information regarding our online services please visit the practice [website](https://oaktreesurgeryandpensilvahc.co.uk/).
<https://oaktreesurgeryandpensilvahc.co.uk/>

Prefer to speak to an actual person?

Although the NHS are embracing digital services we know the world of technology is not for everyone. So, if you would prefer to hear a friendly voice rather than using our online services, please just pick up the phone and speak to our dedicated team who are here to help. Our trained administration and reception teams can give you all of the information that you would normally find online and will be able to signpost you to any relevant services that you might require.

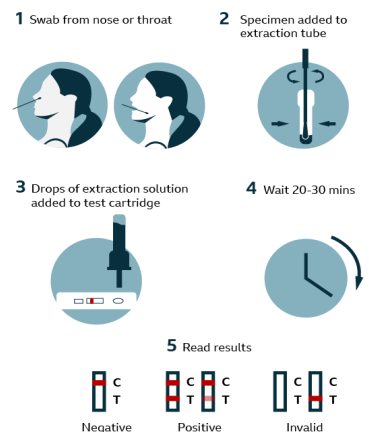
Free Delivery Service

The increased delivery service for Pharmacy and Dispensary has been running since last September and we are now delivering to approximately 70% of our dispensing patients. If you would like to have your medications delivered to your door (free of charge) please contact a member of the Dispensary Team (on the usual surgery number) who will be happy to discuss this with you.



Check out our new Oak Tree Pharmacy Facebook page for the latest information about our Pharmacy services - Just search "Oak Tree Pharmacy" on Facebook.

How the rapid tests work



What is Social Prescribing?

Social Prescribing is a method of linking people with non-clinical sources of support within the community. "At Volunteer Cornwall, our Project has dedicated Link Workers based within GP surgeries, to offer confidential, 1:1 support to patients referred from their GP or health care professional." Social Prescribing can help you with being more active, financial support, living more independently, improving social connections, a healthier lifestyle, and mental wellbeing support. If you feel you would benefit from a referral to our Social Prescribing Team please speak to a member of staff in the surgery.

Pick up your NHS Covid-19 lateral flow testing kits from Oak Tree Pharmacy

If you have a child in school, leave the house for work, have been advised to self-test by your GP or other health care professional, or require regular testing for another reason please visit Oak Tree Pharmacy to collect a free pack of testing kits. The kits provide you with a three week supply of tests and you can collect up to four kits per household. Our Pharmacist can provide you with further information should you require.



Patient Participation Group (PPG)

What is this group for?

This is **your** opportunity to be part of a group of patients to support, challenge and initiate relevant health and social developments at your GP practice.

Now is a challenging time of great change and uncertainty in health, with an opportunity to influence the decision makers and their impact on the community and its reaction to the changes. It is important that patients' voice are not only heard but considered, and you can be part of that process.

Come and find out what we can achieve. Take this opportunity to get involved and improve the patient experience.

How can we make sure our Patient Participation Group truly reflects the practice population? By having you on board and hearing your views. We meet every other month for about 2 hours, and you can join virtually if this is better for you. Let the practice know you're interested (and one of the PPG will be in touch by telephone. It's worth a try!

Thank you for reading

Penny Prisk, Chair Oak Tree PPG

Marlene Carr, Chair Pensilva PPG

To find out more about our PPG and to register your interest click [here](#) or go to our website www.oaktreeandpensilvahc.co.uk

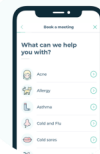
Flu Season 2021

We are already working hard to plan a smooth and efficient flu programme for Autumn/Winter 2021. Last year, despite the pandemic and all of the difficulties the restrictions posed we had a hugely successful flu programme, managing to reach our flu vaccination target before the end of December! We are planning a similarly successful programme this year and will be sending out information regarding flu jab appointments as soon as plans are finalised. We expect our clinics to be open and vaccinations to start in September this year. We have been advised that the flu programme will be extended to the over 50's again this year, but would ask that those aged 50-64 without an underlying health condition remain patient whilst we vaccinate our most vulnerable patients first. We will open up our flu clinics to this cohort of patients later in the Autumn/Winter.



Book a GP appointment with LIVI

- GP appointments from home, work, or on the go
- Get medical advice, referrals and prescriptions
- Free NHS Service



Download the LIVI app - Sign up and select your existing GP practice for access to the free NHS service.

Book an appointment at a time that suits you - See a GP online the same day or book up to 5 days ahead. Your GP will call you in the app to start your video appointment.



Get medical advice, prescriptions & referrals - LIVI GPs can offer medical advice, prescriptions delivered to a pharmacy near you and referrals to a specialist if necessary.

Wave goodbye to waiting rooms

Livi is perfect for those times when you can't get to the surgery, or need to book a GP appointment quickly. They're open 7 days a week, including evenings and weekends, with appointments available the same day. You can also book a GP appointment up to a week ahead. With Livi on your mobile you can see a doctor from wherever you are – at home, work or on the go! With over 3,000,000 online appointments available don't delay, book your appointment through LIVI today!

For more information please visit the [LIVI Website](#) - www.livi.co.uk



We're working hard to look after you



A month in numbers...

GP surgeries are working hard to see you safely. Your GP may want to call you or see you via a video consultation regarding your concerns. However, if your GP needs to see you face to face it is important that you attend. Here are just a few figures from the month of March to show you that

WE ARE OPEN AND CAN SEE YOU SAFELY!

Oak Tree and Pensilva Surgery

Data collected from 1st - 31st March

16'523 - Registered Patients

32'757 - Prescription Items Generated

13'874 - Incoming Calls Answered

4'046 - Telephone Consultations

5'088 - Appointments in the surgery, including...

2'118 - Nurse Appointments and...

148 - Chronic disease reviews

266 - Sick notes

20 - Home Visits



Mental Health Awareness Week - 10th - 16th May 2021

We are aware that mental wellbeing may be front of mind for many of us as we recognise Mental Health Awareness Week starting on May 10th. COVID-19 has impacted the whole country; for almost everyone, life has had to change fundamentally. Research shows that since the start of the pandemic there has been an increase in a range of mental health conditions for adults, from low wellbeing, sleep problems and anxiety to depression. So, for Mental Health Awareness week starting on May 10th, we have shared below some useful information about services that are available in Cornwall to help conversations about mental health and the things in our daily lives that can affect it.

Children and Young People's Mental Health

Looking after a child's mental health:

There are times when we all feel the strain. As parents and carers, there are ways we can support children and young people to give them the best chance to stay mentally healthy. Visit the [Children's Mental Health Page](#) on every mind matters for helpful information including; top tips to support children and young people, going back to school or college, signs something is wrong, looking after your own mental health, getting support, and more.

Mental Health and Self Care for Young People:

It's fair to say 2020 was not exactly easy, and many of us are feeling uncertain or anxious about the future. But there's loads of things we can all do to look after our mental wellbeing, and taking any time you can for self-care is massively important, especially now. Knowing what steps we can take to support our mental wellbeing can help us feel better, sleep better and have better relationships with the people around us – and that goes not just for today but for the future too.

Check out the videos on the [youth mental health page](#) of every mind matters for all sorts of tips on exercise, sleep and how to take care of yourself on social media. You will also find links to help for groups of people who may be finding things particularly tough, or have additional needs, and support with some of the issues you may be facing.

Valued Lives -

Supporting Cornwall's Mental Health and Wellbeing

#FightTheStigma



Valued Lives are an innovative mental health organisation based in Cornwall who offer 24 hour crisis services, wellbeing focused workshops and activities, and residential recovery and transition services. Their services can be broken down into two key areas: Their Crisis Service, and their Wellbeing Club. Each service runs differently, to help tackle the different obstacles in your journey towards recovery.

Do you need help today? Call the booking line on 0800 260 6759 or visit their [website](#) (www.valuedlives.co.uk).

Looking after your mental health

Having good mental health helps us relax more, achieve more and enjoy our lives more. [Every Mind Matters](#) has expert advice and practical tips to help you look after your mental health and wellbeing. And remember, mind and body go hand in hand – visit [Better Health](#) for lots of free tools and support to help you kick start your physical health too.

every mind
matters

Discover simple
steps to look after
your mental health

Search every mind matters

NHS

Cornwall Bereavement Network was set up in early 2020 to help people affected by bereavement find support and services in one central resource.

The network's goal is to make support easily accessible to those experiencing bereavement, whether that is through end-of-life care, funeral planning, legal services, counselling, or support groups. For more information please visit their [website](#) (www.cornwallbereavementnetwork.org) or call 01208 834 620 9am - 5pm Monday to Friday.

Legal Advice for Housing Cases

Lawstop is a legal aid solicitors' firm which has recently expanded and set up staff in the Cornwall area. They have legal aid contracts in housing, so can offer free legal advice and help in this area to individuals eligible for legal aid.

Lawstop can take all housing cases and has just started a telephone clinic for free legal advice on housing issues, every Wednesday 9.30am to 1pm. Call 01726 219677 or visit their [website](#) for further information.

FEELING LOW?
GETTING
ACTIVE COULD
MAKE A
DIFFERENCE

Take our free Mind Plan
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