

Oak Tree Surgery and Pensilva Health Centre

Spring 2024 Newsletter



A message from Dr Jefferies

Watching ITV's "Breathtaking" last week brought all the memories and emotions of the Pandemic flooding back. Of course, in General Practice, we had nothing of the intensity of those working in Intensive Care but, in principle, the difficulties we faced were the same. We were totally unprepared for the deluge of illness that swamped communities with no known treatment and the fear that, with inadequate PPE and lack of testing, we would be exposing ourselves to a potentially fatal illness.

And although, thank goodness, the vaccines and time have relegated Covid to just another unpleasant viral illness, we are still paying the price. For the best part of eighteen months when we were unable to carry out our day to day healthcare as usual a lot of preventative medicine was put on the back burner. It has, in itself, been hard enough to play "catch up" but the thousands and thousands of Covid courses and boosters that we have given to our patients have all been extra work on top of a very demanding working day.

Therefore, when my medical colleagues show increasing amounts of ill health themselves, I should not be surprised. Frankly we are all exhausted! We will, of course, continue to do our utmost to provide the best care that we can to all our patients, but progressive underfunding and dwindling resources coupled with unprecedented demand have meant that General Practice throughout the UK is on its knees.

So, if you sometimes find that your appointments are not as soon as you would like them to be, please take a minute to reflect on the fact that we would also like them to be sooner. The reality, though, is that we can only do what we can do – we are human too!

Let's hope, for everyone's sake, that the long promised but unseen investment in General Practice will come before the system breaks down entirely. For now we are focusing on trying to help our community stay as healthy as possible, so go for that extra walk each week, drink the water and chose the healthy option wherever possible, and most importantly get all the vaccinations you are eligible to receive.



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NHS
Cambridge and Peterborough
Local Commissioning Unit

Our GP practice staff are here to help you get the right treatment at the right time.
#BeKind

Our Research

We believe it is important to offer our patients the opportunity to benefit from participation in 'cutting edge' health research. We have been involved in research for over 25 years and have a dedicated and enthusiastic research team.

Research

We'd like to welcome our new Research Team members:

- Karen Rudge - Research Nurse/Coordinator
- Dawn Diprose - Research Nurse
- Alex Parkinson - Research Nurse
- Kate Northridge - Research GP
- Bridget Aire - Research HCA

Find out more about our award winning research on our website: (oaktreesurgeryandpensilvahc.co.uk)

Patient Participation Group (PPG): We would like to know how we can improve our service to you and how you perceive our surgery and staff. Registration forms for the PPG can be found on our website.

All registered patients are welcome to attend any meeting of the Patient Participation Group without giving prior notice. If you are interested in hearing about the activities of the Patient Participation Group but cannot/do not want to attend meetings please complete the PPG registration form on our website to receive newsletters and invitations to contribute to the group activities online.

Patient Participation Group (PPG)

As I start my tenure as Chair of the PPG, my first action must be to acknowledge the tremendous work and contribution to the PPG from my predecessor Penny Prisk. She will certainly be a hard act to follow. Whilst it has been a quiet time for the PPG, the practice has been incredibly busy. The introduction of the new TRIAGE procedure would appear to be very successful and the Practice should be commended on its introduction. I have spoken to a number of members of staff at both surgeries as well as patients and, indeed have experienced it myself; the feedback has been very positive. I look forward to the future as the Chair of the PPG and would encourage anyone who is interested in the PPG to leave their details at one of the surgeries and I will be in touch. David Jones.



Pharmacy and Dispensary News

Collecting medications for someone else?

Please ensure you are aware of what medications the patient is expecting and check items carefully before leaving the practice.



Dispensary Phone Lines



The times that our Dispensary phone lines are open will be changing. From Monday 18th March we will be opening the lines from **10am until 4pm**.

Please note, we do not take repeat medication requests over the phone. Please use our repeat ordering services, either online through our Patient Triage or in person at the surgery to order your medication.

Collections

Please order your medications in good time, allowing 7 days.

To avoid queues, please collect medications throughout the day, avoiding 17:30-18:00 where possible.

Oak Tree Pharmacy Opening Hours

From January, the Pharmacy opening hours are as follows:

Day	Opening hours
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



General practice is in crisis. These figures are very revealing:

- 1.9% (£178m) - national GP contract uplift for 2024/25 on offer from Government
- £800m – value lost from the contract since 2019 due to cost inflation
- 31% - average drop in GP contractor earnings before tax for 2022/23 compared with the previous year
- 1,900 - fewer full time, qualified GPs since September 2015 when....
- 6,000 - additional GPs were promised by this government in 2019
- 1.39 million - average daily appointments delivered in general practice across England
- 6.25 million - extra NHS general practice patients in Jan 2024 compared to 2015
- £107 – practice payment per patient per year (excluding PCN and COVID payments)
- 5-6% - of the overall NHS budget spent on general practice-level contracts in England in 2022/23 (latest data)
- £0 – this is the deficit accrued by GP surgeries in 2023/24.

We are a very efficient part of the NHS trying to cope with limited resources. We are doing our best during this difficult time. There is no getting away from the fact that our budgets are inadequate to provide the service that is either wanted or needed by our patients and communities.

Please contact your MP and support your practice

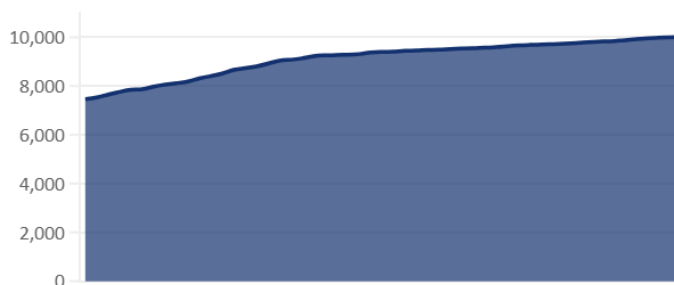
#saveyourgeneralpractice

BMA – February 2024

Change in average number of patients per practice and GP to patient ratio

September 2015 to January 2024

Patients per practice



Patients per FTE GP*



Measles

- Measles is in the news again. There have been serious outbreaks in Wales and England and the number of children catching measles is rising.
- Measles can be a very serious disease, leading to ear and chest infections, fits, diarrhoea, and damage to the brain. Measles can kill.
- Your child is at risk of measles if he or she has not had the MMR vaccination.
- A child with measles will infect almost all unprotected children they have contact with.
- Two doses of MMR vaccine are needed to get the best protection.
- If your child is due to have had two doses of MMR but has not yet received them, no matter what age they are, you should contact us to get them vaccinated as soon as possible



For more information about measles and MMR go to www.nhs.uk/conditions/measles



Easter Opening Times

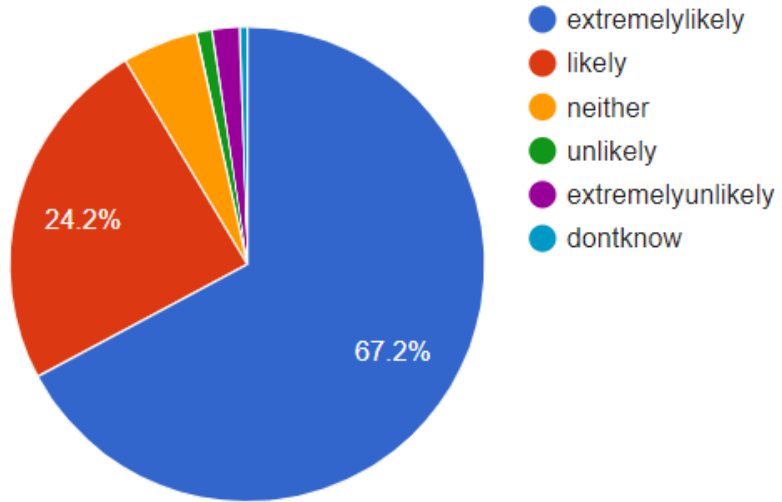


Date	Oak Tree Surgery & Pensilva Health Centre	Oak Tree Pharmacy
Thursday 28 th March	08:00 – 18:00	08:30 – 18:00
Friday 29 th March	Closed	Closed
Saturday 30 th March	Closed	Closed
Sunday 31 st March	Closed	Closed
Monday 1 st April	Closed	Closed
Tuesday 2 nd April	08:00 – 18:00	08:30 – 18:00

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



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

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 our Practice Information on our website.



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.

