

Old Bridge Surgery

In Looe, Pelynt and Polperro



Practice Newsletter – December 2019

Welcome to our Newsletter and Merry Christmas. This edition of our newsletter includes some information about new (and new-ish) services which may be useful to you; we hope you find the newsletter informative – please let us know if there are topics you would like included in future.

Our hours and other options over the holiday period

The practice is open throughout the holiday period, closed at weekends and Bank Holidays only. We expect to be busy so you may find it easier to contact one of the services below, many of which are available when we are closed too:

- Call NHS “111” for healthcare advice anytime or to access the local out of hours GP service when we are closed,
- Visit a pharmacy, they can offer advice or treatment for a variety of minor ailments,
- Check the NHS website (www.nhs.uk) for advice on a huge range of topics,
- Visit the Minor Injury Unit at Liskeard Community Hospital

or try our new video consultation service – see below.

Video consultations – “LIVI”

Along with a number of other local practices we’re pleased to be working with “LIVI” to offer GP appointments out of hours using a video link on your mobile phone or tablet. Once registered, patients can book an appointment to see a GP via video link at a convenient time in the evening (6pm to 10pm) or at the weekend and bank holidays including Christmas (8am to 4pm). The LIVI GPs can help with a wide range of issues but for more complex problems may have to ask you to make an appointment at the surgery. The service can prescribe medication or make referrals as necessary; with your consent the GPs can access your medical record which will be updated with notes from your video consultation to help with continuity of care.

You can read more about LIVI on their website: <https://www.livi.co.uk>.

To register you need to download the app from your usual source, register, link to Old Bridge Surgery and confirm your identity. Then you’re ready to use LIVI; you can book appointments to be seen within less than an hour or up to seven days ahead.

Patients will still be registered here at Old Bridge Surgery; this is just an additional way to seek medical support at times which may be more convenient – and without having to come to the surgery.

On-line services

Our usual on-line services are still available, allowing patients to register to book appointments on-line and to order repeat prescriptions from your home pc, laptop or other device. If you haven’t already, please ask reception for a registration form; we’ll need to verify your identity as part of the process.

We plan to renew our website in 2020 to offer a wider range of on-line advice and other services. Look out for news of this development.

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Social Prescribing

Although not strictly a new service, you may not be aware that we offer “Social Prescribing” or indeed how social prescribing can help. Here, Sara Reddaway, our local Social Prescribing Link Worker, introduces the service and reviews her first year in the role:

“Social Prescribing has just completed its first year at Old Bridge Surgery. Looe is one of the few surgeries offering this service at the moment but in the future the NHS aims to offer Social Prescribing to all surgeries in England.

“Social Prescribing is about working alongside your surgery to link people with non-medical sources of support within the community. This may include increasing your social circle by joining in activities with others, increasing physical activity, arts/crafts, reducing barriers you face, help with seeking advice with housing/benefit/debts, volunteering opportunities, training, or trying something you didn’t realise you could.

“It is about helping you to make positive changes, supporting you to change some areas of your lifestyle. If we can’t help directly, we may know someone who can.

“Our local community in Looe is full of groups and organisations that you probably aren’t aware of that provide great activities/support and it is all about linking you to these with the aim of improving your health and wellbeing.

“Patients are referred by their GP or healthcare professional. Once referred patients meet with a Link Worker to discuss their needs and interests and what matters to them. Appointments are carried out individually at the surgery and not in groups.

“A few quotes from some of the people that have benefited from the Social Prescribing service:

- “I’m a lot happier, lot more relaxed and sleeping better, my health is improving and I’m not taking other peoples’ stresses on!”
- “The sessions have helped more than myself. Has had a ripple effect, as advice has been passed onto my family.” ”

If you would like to access this service, please discuss it with a GP at the practice.

Not too late for flu vaccination!

Deliveries of flu vaccine were much disrupted this year and we know many patients were frustrated as supplies were unavailable and clinics were cancelled. We apologise for any inconvenience but do still have supplies and it’s not too late for a vaccination.

If we have invited you for a flu vaccine and you have yet to take this up, please do so now and contact the surgery to book an appointment. Flu can be a serious illness, particularly for those with other health conditions, and much of the “flu season” is still ahead of us so vaccination is a worthwhile precaution.