



December 2022

Dear all,

As Christmas approaches, we've never been busier. We're seeing record levels of demand, including those with typical winter illnesses and the emergence of increased cases of scarlet fever and Strep A. For the latest guidance from Public Health, please [click here](#). In the meantime, penicillin is in short supply, so please be patient with the pharmacies and our duty team when they are trying to help. They are dealing with unprecedented demand.

Other ways to help at this time, would be to ensure that if you are unable to attend an appointment, you cancel this as soon as possible. Unfortunately we are seeing high numbers of patients who do not cancel appointments, some repeatedly, and these appointments could be offered to someone else. Your help is greatly appreciated.

#### **CHRISTMAS OPENING TIMES**

If you need medical advice during the Christmas period, please visit our website, visit your local pharmacy or contact NHS 111. In medical 'life threatening' emergencies, please continue to call 999.

For local pharmacy opening hours [click here](#). For surgery and Livi opening times, see below.

	<b>Surgery + Livi appointments booked by Surgery</b>	<b>Livi appointments booked directly by patient using Livi app</b>
Monday 19 <sup>th</sup> December	Normal Hours	Normal Hours
Tuesday 20 <sup>th</sup> December	Normal Hours	Normal Hours
Wednesday 21 <sup>st</sup> December	Normal Hours	Normal Hours
Thursday 22 <sup>nd</sup> December	Normal Hours	Normal Hours
Friday 23 <sup>rd</sup> December	Normal Hours	Normal Hours
Saturday 24 <sup>th</sup> December – Christmas Eve	Closed	<b>8am-4pm</b>
Sunday 25 <sup>th</sup> December – Christmas Day	Closed	<b>8am-4pm</b>
Monday 26 <sup>th</sup> December – Boxing Day	Closed	<b>7am-10pm</b>
Tuesday 27 <sup>th</sup> December – Bank Holiday	Closed	<b>7am-10pm</b>
Wednesday 28 <sup>th</sup> December	Normal Hours	Normal Hours
Thursday 29 <sup>th</sup> December	Normal Hours	Normal Hours
Friday 30 <sup>th</sup> December	Normal Hours	Normal Hours
Saturday 31 <sup>st</sup> December – New Years Eve	Closed	<b>8am – 4pm</b>
Sunday 1 <sup>st</sup> January – New Years Day	Closed	<b>8am-4pm</b>
Monday 2 <sup>nd</sup> January – Bank Holiday	Closed	<b>7am-10pm</b>
Tuesday 3 <sup>rd</sup> January	Normal Hours	Normal Hours

#### **DON'T FORGET LIVI OVER CHRISTMAS!**

Livi GPs are all GMC-registered NHS GPs, who (with your consent) are able to access your medical records and give a considered, in-depth diagnosis based on your medical history. Free of charge, 3,018 of our patients have already signed up for Livi and are happy in the knowledge that they can access a

GP from their home, especially when we are closed. You can download the LIVI app via the App Store (iPhone) or Google Play (Android), or visit their website <https://bit.ly/32s8HCz> .

Remember our local pharmacies are also there to support too, so rest assured that there is help if you need it.

### **HOPE PROGRAMME FOR PATIENTS WITH LONG COVID**

For patients struggling with Long Covid, you are not alone. To find out about the Hope Programme, or book yourself onto a online course, [click here](#).

### **LOOKING AHEAD**

As we look to the New Year, we are delighted to announce that as part of the East Cornwall Primary Care Network, patients will be able to access some new specialist clinics as part of the government's commitment to provide enhanced access to primary care. These will include some evening and Saturday morning clinics, centred around medication reviews, diabetic group clinics, AF clinics and menopause support services, further details to follow.

Finally we would like to say a massive 'THANK YOU' for the continued support from our patients. We continue to be in the eye of a storm, however we remain committed to our patients and the community and we will continue to do our best.

Whatever your plans, Merry Christmas to you ALL!

Old Bridge Surgery team