

Update – 24<sup>th</sup> July 2023

With the height of the holiday season now upon us, this is just a friendly reminder that (if asked) visitors to the area are encouraged to contact their own GP surgeries first. If they need to be seen in person whilst they are on holiday, their GP surgeries will advise them to contact us to book an appointment. This is a reciprocal arrangement for our patients visiting other parts of the country and helps us all with protecting and maintaining our services. However, for medical life-threatening emergencies, visitors should continue to call 999.

#### REMINDER - GP recruitment

Please see below our latest poster to help promote becoming a GP at the surgery. So many GPs visit Cornwall during the summer, so if you get the chance to share our posters or our [short promotional video](#) this would be great.



OLD BRIDGE  
SURGERY

**WANTED:**  
GPs to work in Beyond Paradise  
Not the fictional place, the thriving community of Looe!  
01503 266960 [www.oldbridgesurgery.co.uk](http://www.oldbridgesurgery.co.uk)

We really need new GPs to join us so that we can maintain our services. Alternatively, if you have GP friends or family who might be interested, please do encourage them to take a look at our video and/or contact our Practice Manager to find out more.

#### Referrals – what happens next?

Here at the surgery, we are committed to referring patients who need urgent assessments. These could include assessment for a possible cancer or for review by a cardiologist or a member of the orthopaedic team etc.

To explain the process, GPs/ANPs (Advance Nurse Practitioners) typically prepare their referrals on the day that they see the patient, and these are forwarded to the medical secretaries who aim to prepare and submit the supporting information within 2 days.

The medical secretaries send the referrals through a referral pathway called Devon Referral Support Services (DRSS) . At this point they are triaged by a relevant hospital consultant and this review process can take up to 10 days. During this period the surgery does **NOT** have access to the DRSS system.

Whilst cancer referrals are typically processed within 2 weeks, other referrals can take weeks, even months/years. For the latest NHS waiting times [click here](#).

If you have not heard from the hospital **after 14 days** from being seen by a GP / ANP, you can call the relevant hospital department directly to chase it up. The number for the Derriford switchboard is **01752 20 20 82**.

Unfortunately, we only receive an update once you have been seen by the appropriate department. However, if you call, and there is not a record of the referral, then please call us and ask to speak to a medical secretary.

### Repeat Prescriptions – how can you help?

Many of our patients are on repeat medications, which require prescriptions issued regularly i.e. monthly.

As a reminder, if you have a pharmacy nominated but you wish to pick-up some medications from another pharmacy, as a one-off (say for an acute illness), you need to contact the surgery after you have collected the acute medications to request that we re-instate the pharmacy you previously had nominated. **This does not happen automatically**. Please do this as soon as possible, as this ensures that your regular pharmacy can continue to process your repeat medications as normal.

The easiest way to update the surgery is by emailing us at [repeatprescription.looe@nhs.net](mailto:repeatprescription.looe@nhs.net).

### REMINDER - Are you able to join our Virtual Patient Participation Group (VPPG)?

We are setting up a virtual PPG, a new initiative designed to extend the involvement of the wider patient group. A virtual PPG is a group of patients who would like to be part of the Patient Participation Group but prefer not to attend the quarterly PPG meetings. Members of the virtual PPG get involved by email instead and information such as minutes of the PPG meetings, occasional surveys and relevant information about the practice will be shared electronically. It means that if you can't make face-to-face meetings, you can still be kept informed, give your views, and participate. All patients' views are important to the Old Bridge Surgery and will be listened to; where appropriate we will work together on solutions to benefit patients and the practice.

To join the virtual PPG please contact us by emailing [oldbridgesurgery.ppg@nhs.net](mailto:oldbridgesurgery.ppg@nhs.net).

More information about the Old Bridge Surgery PPG can be found on the [practice website](#).

What's more, there is also an Old Bridge Surgery PPG facebook page which you might like to follow/support. Latest posts include:

- an 85-year-old patient who has set himself a walking challenge to raise money towards equipment for the surgery.
- a community afternoon tea taking place on July 31<sup>st</sup> 2023 (2-4pm) at Looe Library to raise money for breast cancer.

Finally, let's hope the sunshine returns soon and thank you all for your ongoing commitment and support.

GP Partners & Staff  
Old Bridge Surgery