



Important Updates & More – 21st November 2023

Surgery Closure

To continue with our ongoing staff training, the surgery will be closed on the afternoon of Wednesday 6th December 2023. We are open in the morning, so if you are unwell on the day, you can call us as you normally would in the morning.

During this time, if you need assistance for a life-threatening condition, please dial 999 to contact the ambulance service. Please note that 999 should only be called for an emergency situation. If you have a routine or non-urgent request, please telephone the surgery when we re-open at 8.30am on Thursday.

Access to your medical records

Patients can now **request** access to their prospective medical records. This means that if you use an online service, such as the NHS App or Patient Access, you can see your medical problems, order your medications, check your test results, and have access to your prospective medical records and documents online.

To register now, you simply need to download our application form and pop into our surgery to sign it in front of a member of our reception team, together with two pieces of ID so that we can verify you. Alternatively, you can pop into Looe, Pelynt or Polperro surgeries to pick up an application form.

However you choose to apply, please carefully read the application form, which includes important safety information to consider before applying.

To download the application form now, and have your **future** medical records at your fingertips, please [click here](#).

We are aware that not everyone will want access to their future record on the internet at this time, and some patients may have concerns about their personal medical records being made available on their smartphones or online, especially if other people have access to their devices. If you know you will NOT want access, please email ciosicb.obsfuturerecordaccess@nhs.net with your name, date of birth and type '**DECLINE ACCESS**'. You can change your mind at any time by contacting the practice.

Help Needed – please remember to cancel appointments

For the period April to September 2023, excluding LIVI appointments, Old Bridge Surgery have delivered an average of 5.2k appointments per month, however heading into the winter months we have the added pressures of increased numbers of coughs, colds, chest infections and covid, so your help is really appreciated.

Please can we remind patients to attend appointments or cancel appointments in advance. We are experiencing an increasing number of patients who are not attending, some repeatedly, and these appointments could be offered to other patients, especially as our services are stretched.

Thank you for your understanding and support.

LIVI – accessing a GP in the evenings and at weekends

As well as visiting local pharmacies for over-the-counter remedies, don't forget that Old Bridge Surgery patients have access to LIVI GPs in the evenings and weekends.

Whilst not based at the surgery, you can access LIVI GPs from the comfort of your own home and they can access your medical records and access all of our referral pathways, just the same as if you speaking to one of our own GPs.

Free of charge, 38% of our patients are already registered with LIVI. To download the LIVI App now please [click here](#). For easy-to-follow details on how to book a LIVI appointment [click here](#).

Farewell message from Dr Kodde



Dear all

As some of you are aware, my decision to leave Old Bridge Surgery was taken after several years of turbulence in my family life which led to some serious soul searching.

After 15 years as a GP partner, a job that has been a great honour and privilege, I am following my passion to have more time for deep and meaningful conversations in the form of holistic health consultations in my own, independent, business. You may still see me occasionally as a locum GP.

I will miss the wonderful community of this beautiful town and the warm and supportive place the surgery has always been for me. Thank you for many great years.

We are of course sad to see Dr Kodde go but wish her well in her new venture, and of course look forward to welcoming her back as a locum GP where she will always be part of the Old Bridge Surgery family.

New arrival - Dr Dunne



Following an extensive GP search, Dr Dunne has now arrived and is settling into his new role at Old Bridge Surgery.

Dr Dunne trained in Brighton and has lived in the South West for ten years. He is interested in all areas of general practice and has a clinical fellowship in dementia and was previously clinical lead with the Care Home Visiting Service.

Outside work, he enjoys wakeboarding, surfing, paddleboarding, and forcing his teenage children to go on family walks.

HRT

Patients who have been prescribed eligible hormone replacement therapy (HRT) can get an HRT prescription prepayment certificate (HRT PPC) from the NHS. For more information, please [click here](#).

Cold Callers

The NHS has been made aware that there have been a number of calls from a company selling online medication that replaces what their GP has prescribed to them and in some instances bank details have been requested. Although there may be instances where a legitimate company is calling, please can we remind our patients not to provide their personal details to cold callers.

Finally, if you are eligible, and haven't had your flu and/or covid vaccine this year, please call and book your appointment as we only have a limited number of vaccines available. In the meantime, thank you all for your continued support.

Kind regards,

GP Partners
Old Bridge Surgery