



December 2023

Dear all,

With Christmas and the New Year rapidly approaching, please see below important updates and opening times for over the festive period.

Christmas and New Year 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**.

Local pharmacies offer an array of over the counter treatments for lots of minor ailments, and to help you find the nearest open pharmacies in Cornwall, [click here](#). For surgery and LIVI opening times, see below.

	Surgery + LIVI appointments booked by Surgery	LIVI appointments booked directly by patient using LIVI app
Monday 18 th December	Normal Hours	7am-10pm
Tuesday 19 th December	Normal Hours	7am-10pm
Wednesday 20 th December	Normal Hours	7am-10pm
Thursday 21 st December	Normal Hours	7am-10pm
Friday 22 nd December	Normal Hours	7am-10pm
Saturday 23 rd December	Closed	8am-4pm
Sunday 24 th December – Christmas Eve	Closed	8am-4pm
Monday 25 th December – Christmas Day	Closed	8am-4pm
Tuesday 26 th December – Boxing Day	Closed	8am-4pm
Wednesday 27 th December	Normal Hours	7am-10pm
Thursday 28 th December	Normal Hours	7am-10pm
Friday 29 th December	Normal Hours	7am-10pm
Saturday 30 th December	Closed	8am-4pm
Sunday 31 st December January – New Years Eve	Closed	8am-4pm
Monday 1 st January – New Years Day	Closed	8am-4pm
Tuesday 2 nd January	Normal Hours	7am-10pm

If you are staying away from home, please remember to take your medicines with you.

Don't forget local pharmacies & LIVI GPs

As well as visiting local pharmacies, don't forget that Old Bridge Surgery patients have **FREE** access to LIVI GPs in the evenings and weekends, which includes some limited access over the Christmas and New Year bank holidays.

Whilst they work remotely, you can access LIVI GPs from the comfort of your own home and they can access your medical records and access our referral pathways, just the same as if you were speaking to one of our own GPs.

Free of charge, 3769 of our patients (39%) 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](#).

Need to talk to someone this Christmas

Christmas and the festive period are not always a happy time for everyone, it can lead to feelings of low mood, loneliness and anxiety, especially with the added financial pressures.

Talking with someone you trust or walking and connecting with nature in the fresh air, are great ways to help you with how we are feeling. However, if you need further support, remember you are not alone at Christmas, [click here](#) for local services and/or call Crisis on **0800 038 5300**.

Coils and Implants – Update

Unfortunately, due to the pressures in primary care and us being able to meet increased demand we are not able to provide a service that fits implants or coils for contraception, or for coils that are to be used as part of a HRT regimen. We are also not able to remove coils.

If you would like to consider a coil or implant for contraception, or you need a change of your coil or implant that is being used for contraceptive purposes, please contact Brook Cornwall on 0300 3030 714 or [click here](#) to visit their website.

Please note that there is a waiting list for this service so if you need a change of coil or implant, please contact the clinic in plenty of time.

However, if you have a coil and it is not being used for contraception and you are only using it as part of your HRT, Brook Cornwall is not commissioned to change or remove these coils. A progesterone coil used as part of an HRT regimen is licensed for 4 years of use. If you need a change of your coil for HRT purposes, you will need to contact the surgery in plenty of time before the change is due as you will need to ask for a gynaecology referral for a coil change for HRT purposes. There is also a waiting list at the hospital for this service so please allow for this.

Access to your medical records - Reminder

Patients can now request access to their future 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 the [prospective record application form](#) or pop into the surgery to pick a form up from reception. Once completed, you will need to sign it in front of a member of our reception team, and bring two pieces of ID so that we can verify you.

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

...and finally

We are delighted to share some key performance highlights for 2023, year to date:

- Average number of calls received weekly = 1119
- Average call waiting time = 3 minutes
- Average monthly percentage of calls answered = 97%
- Average monthly percentage of patients who would recommend us in response to the Friends & Family test = 96%

'THANK YOU' for your continued support and whatever your plans, Merry Christmas and a Happy New Year to you ALL!

Old Bridge Surgery team