

Surgery Updates – 21st March 2024

Staff update – including two new GPs!

We're thrilled to announce that we have two new GPs joining the surgery team:

- Dr Dani I'Anson – starts April 4th (working Tuesday, Thursday & Fridays)
- Dr Rosie Kemp – starts April 5th (working Tuesday, Wednesday & Fridays)

We look forward to their arrival and they look forward to seeing patients and supporting health care in our community.

Separately, we have a new Practice Manager joining the surgery. Tracey Stammers took on the role at the time of the Covid outbreak and has helped to lead our response to Covid, as well as overseeing the upgrade of our three surgeries simultaneously.

Tracey is leaving to spend more quality time with her family, and we would like to thank her for the energy, compassion, and commitment she has shown to the surgery and the community during the most challenging of times.

With Tracey's departure, we are delighted to share that a successor has been found. Lee Hallam arrives in the surgery from April 8th and has a wealth of senior management experience which included leading the Covid response for Plymouth, Falmouth & Exeter universities. He has also worked for Age Concern and is excited about joining our surgery and supporting our community.

Easter Opening - Reminder

As we approach the Easter break, this is a quick reminder that we will not be open on Friday 29th March and Monday 1st April 2024.

For assistance when we are closed, simply visit a pharmacy or contact 111. For details of local pharmacy opening hours [click here](#). For life threatening matters, please contact 999.

Alternatively, subject to availability, don't forget you can still see a GP using the LIVI app. Free of charge, if you are not already registered for LIVI, [click here](#), to register now.

Pharmacy First - Reminder

Community pharmacists are now able to assess and treat patients, without the need for a GP appointment or prescription, for seven common conditions:

Earache (1-17 years)	Impetigo (1 year & over)	Infected insect bites (1 year & over)
Shingles (18 years and over)	Sinusitis (12 years & over)	Sore throat (5 years & over)
Uncomplicated urinary tract infections (women 18-64 years)		

Our local pharmacies are participating in this new initiative, and we value their commitment and support, helping to protect GP appointments for patients who have more complex needs.

Norovirus – stay well

Cases of sickness and diarrhoea (norovirus) are rising and impacting local hospitals.

- If you or your family have symptoms, please do not visit a healthcare setting.
- Get better at home with simple self-care.
- Stay off school or work until you have not been sick or had diarrhoea for at least 2 days. This is when you are most infectious.

Self-care tips:

- stay at home and get plenty of rest
- drink lots of fluids
- take paracetamol if you're in discomfort
- wash your hands with soap and water often (hand gel is not effective against norovirus)

Early Cancer Diagnosis – Help us to Help You!

If you feel something doesn't feel right, please contact the surgery to book an appointment.

Mumps, measles and rubella (MMR) – are you up to date?

With the numbers of cases of measles on the rise, it's important that everyone has had their two doses of MMR. If you feel your child(ren) may not be up to date, please contact the surgery to find out and/or book an appointment (if appropriate).

Health advice for children and young people

Cornwall Council have a quick and easy way for young people and parents / carers to contact Health Visitors and School Nurses in Cornwall and the Isles of Scilly. To find out more [click here](#).

Hypertension – do you know your numbers?

Many of you may have seen the latest NHS campaign to encourage patients aged 40+ years to have their blood pressure checked.

Up to 4.2 million people in England could be living with undiagnosed high blood pressure, according to NHS. The 'silent killer' often has no symptoms but if left untreated, can lead to fatal heart attacks, strokes, kidney disease and vascular dementia.

If you currently fit and well i.e. you are not having your blood pressure monitored regularly, you are encouraged to visit your local pharmacy or the surgery to get your blood pressure checked. The surgery has a BMI / blood pressure machine situated in the waiting room at Looe Surgery, which provides the opportunity for our patients to walk in and have their height, weight and blood pressure whenever the surgery is open. With no appointment needed, this simple check could save lives.

Call for kindness!

We are here to help you; however, this is a gentle reminder that our staff have feelings too. We are continuing to experience very high levels of demand for our services, and we would appreciate patients treating our staff with the kindness and respect they deserve. Thank you.

Did Not Attend (DNAs) – February 2024

Please can we remind patients to cancel appointments they are unable to attend. Whilst giving notice may not always be possible, your help in cancelling (where you can) would be greatly appreciated. Unfortunately, some patients do not attend appointments repeatedly. With such demand on our services, these cancelled appointments can be given to other patients. Please help us to help others.

<u>Clinician Type</u>	<u>Amount of DNA's</u>	<u>Time Lost (Hours) during February 2024</u>
Healthcare Assistant	65	10 hours 50 minutes
Nurse	39	9 hours 45 minutes
Nurse Practitioner	0	0 hours
GP or Paramedic	35	8 hours 45 minutes
Pharmacist	15	2 hours 30 minutes
Physio / Osteopath	7	3 hours 30 minutes
Total	161	35 hours & 20 minutes

Finally, whatever your plans this Easter, have fun and if you are staying away from home, please remember to take your medications with you.

Kind regards,

GP Partners
Old Bridge Surgery