

Surgery Updates – 10th April 2024

Spring Covid Boosters

To help maintain protection, Covid Spring boosters are available for patients aged 75 years or older (on or before 30th June 2024), plus younger patients who are immunosuppressed.

With increased demands on our services, we are holding our Covid booster vaccination clinic at Looe Community Academy on **Saturday April 27th 2024**. Eligible patients are encouraged to book online via the text / email link you will have received. If unable to book online, please contact the surgery **after 10:30am – 01503 266 960**.

For those who are not quite confident enough to download the NHS app, or want to find out more, surgery staff and Looe Lions volunteers will be on hand to show you how. Once registered you'll be able to order your medications, see your test results, and access your future consultation notes and documents, all at your fingertips!

We'll also have the surgery BMI machine on hand, for those wanting to be shown how to use the machine which is typically situated in the waiting room at Looe Surgery. Don't worry, it doesn't say your height, weight or blood pressure out loud, so you're in safe hands and you can drop-in to Looe Surgery to use it whenever you want, giving you greater control about keeping up to date with your numbers!

Surgery Closure – new date announced!

To continue with our ongoing staff training, the surgery will be closed on the afternoon of **Wednesday 24th April 2024**. We are open in the morning, so if you are unwell on the day, you can call us as you normally would first thing.

During the closure, 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 25th April 2024.

Pharmacy First - Reminder

Community pharmacists can 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.

Two new GPs have arrived!

Following the announcement that we have recruited two new GPs; we're delighted to confirm that they have arrived. Introducing Dr Danica l'Anson and Dr Rosie Kemp.



Originally from Cornwall, **Dr l'Anson** (pronounced 'eye-anson') completed her GP training in Nottingham.

Dr Dani (as she is happy to be called) enjoys all areas of general practice. She has a diploma from the Faculty of Sexual and Reproductive Healthcare with a special interest in women's health; including menopause and long acting contraceptive technologies.

Outside of work she enjoys reading, all manner of crafting, travelling to new places and spending time with her family.

Dr Kemp qualified from Manchester Medical School in 2017 and moved to Devon to complete her post graduate training.

She enjoys all aspects of General Practice and is currently completing the GP New to Practice Fellowship to explore potential areas for specialist interest.

Outside of work she enjoys sailing and swimming.



Long term conditions and medication monitoring

Many of our patients have at least one long term condition, including Diabetes, Asthma, COPD and Coronary Heart Disease amongst others. These conditions, require annual monitoring, and to make the most of these appointments we also consider what medications you are taking so that we can monitor these too. Please make sure you attend these appointments, which help to keep you healthy and ensure that we are prescribing safely.

Don't fear your smear!

It's been wonderful to see so many patients attend to have a smear, and we're keen to continue to help screen as many patients as possible. If you have been contacted to advise you are eligible now, please call to book your appointment as soon as possible.

Similarly, if you are invited for any type of screening, by any health professionals, including bowel or lung checks etc, please don't delay, as these important screening programmes really do help to save lives.

Bank Holiday Opening

Looking ahead to the next Bank Holiday weekend break, this is a quick reminder that we will not be open on Monday 6th May 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, with increased levels of demand on our services, please don't forget you can see a GP from the comfort of your own home, or around work, in evenings and at weekends via the LIVI app. To find out more, and download the app, [click here](#).

If you are lucky enough to be going away, please remember to take your medications with you.

Did Not Attend (DNAs) – March missed appointments – up to 47 hours and 30 minutes!

Please can we remind patients to cancel appointments they are unable to attend. Month on month, we have seen 47 hours and 30 minutes of lost time in March, compared to 35 hours and 20 minutes in February and this a very worrying trend, given the demand on our services.

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 and, with such demand on our services, these cancelled appointments can be given to other patients.

Please help us to help others, please call or email the surgery to cancel your appointment, ideally at least 24 hours in advance. Call **01503 266 960** or email oldbridgesurgery.looe@nhs.net

| <u>Clinician Type</u> | <u>Number of DNAs</u> | <u>Time Lost (Hours) during March 2024</u> |
|-----------------------|-----------------------|--|
| Healthcare Assistant | 56 | 9 hours 30 minutes |
| Nurse | 42 | 10 hours 30 minutes |
| Nurse Practitioner | 33 | 8 hours 15 minutes |
| GP or Paramedic | 53 | 13 hours 15 minutes |
| Pharmacist | 8 | 1 hour 30 minutes |
| Physio / Osteopath | 9 | 4 hours 30 minutes |
| Total | 201 | 47 hours 30 minutes |

Finally, fingers crossed that we start to see a little more sunshine soon!

Kind regards, GP Partners, Old Bridge Surgery