



OAK TREE SURGERY
Clemo Road, Liskeard
Cornwall PL14 3XA
VAT Number 879 1026 04

PENSILVA HEALTH CENTRE
School Road, Pensilva, Liskeard
Cornwall, PL14 5RP
VAT Number 879 1026 04



NEWSLETTER

SPRING 2018 Volume 8, Issue 1

Pensilva Health Centre

Welcomes new patients, please call in to the surgery, telephone or go online

Merger of Oak Tree and Pensilva Surgeries

On 31st December 2017, Pensilva Health Centre was taken over by Oak Tree Surgery Partners to maintain a local GP service for patients. The General Medical Services (GMS) contracts remain separate although the Partners are the same for both practices. The Partners would like to merge the GMS contracts in July 2018 to allow working across both sites in the interests of improved patient care.

The Partners would like to merge the Practices to allow the following benefits –

- *Allows staff to cross cover across both sites*
- *Opens the different services at each site to all of our patients*
- *Improves the staff skill-mix available to patients to allow more treatment options*
- *Increases the chances of care being delivered closer to home rather than a trip to Plymouth*
- *Creates the possibility of a more efficient management system across both sites*
- *Allows the practice to recruit a wider range of specialist staff*
- *Means that patients can see a GP at either Pensilva Health or Oak Tree Surgery*
- *Makes life more convenient for patients*

For more information please see our website for the Merger Document which includes a feedback form.

Dr Buchanan Leaving

"It is with great regret that I have decided to resign my position as salaried doctor at Pensilva Health Centre. It has been a difficult year for the practice and for me personally. I was determined to stay until the future of the practice was safe and secure, which I firmly believe it now is, in the capable hands of the Oak Tree team. For family reasons, we have decided to move back to Scotland in the summer. I have enjoyed working with the team here and have found our patient group to be the most supportive and understanding of any practice I have ever worked at. Thank you all for your patience and perseverance. I wish you all the best for the future."

Ian

Nurse Practitioners

Sarah Clegg our Nurse Practitioner will be leaving us on 14th May. We wish her well for the future.

We have a new Nurse Practitioner starting in early June.

Dispensary News

Online Ordering: From 22nd May we will be turning off the old way of ordering repeat medications online. We have contacted patients individually and are currently in the process of moving patients over to The Waiting Room. If you are not currently registered and would like to order your repeat medications online, please see our website for more information.

Oak Tree Pharmacy: Oak Tree surgery also has a pharmacy which any of our non-dispensing patients are able to use. There is free onsite parking and easy access.

Delivery Service: We will soon be able to provide a delivery service to our patients, we will let you know once this facility is available.

Pensilva Health Centre

School Road
Pensilva
Liskeard
Cornwall
PL14 5RP

Appointments: 01579 362760
Enquiries: 01579 362249
Fax: 01579 363323
Website:
www.pensilvahealthcentre.co.uk

Opening Hours

Monday to Friday 8:30am to 6:00 pm
(Closed Tuesday 1:00 to 2:30pm for staff training)
Dispensary closed from 1.00 pm to 2.00pm all other days

We are on the web! www.pensilvahealthcentre.co.uk

Moving house?

If you are moving house but would like to remain a patient at the surgery, do enquire at reception, we may be able to help you.

If you are relocating to within a certain proximity to the surgery it is possible we can still fulfill your needs.

If you are moving to within one mile of a pharmacy we can still provide all our other services to you however we can no longer dispense to you.

Please do ask and we

will do our best to help you.

Changed your contact details?

Please do let us know if you do change your address or contact telephone number(s) so we can keep your records up to date.

We now have a debit card machine and are able to accept payments for prescriptions and other requests by Debit card.

Doctors Availability

Dr Jefferies (m)	Wednesdays
Dr Toms (m)	Thursdays
Dr Yu (f)	Mondays
Dr Basterfield (m)	Fridays
Dr Buchanan (m)	Monday, Tuesday, Thursday & Friday
Dr Baines (f)	Monday, Tuesday, Wednesday & Friday (am)
Dr Davis (f)	Wednesdays
Dr Mantle, Dr Gilbert, & Dr Symonds ad hoc days at Pensilva	

Repeat prescriptions

If you prefer, you can order your repeat prescriptions online via our website at www.pensilvahealthcentre.co.uk

If you are using the new Waiting Room 2, please note that you will no longer receive a confirmation email. However if you go back into the order, you can see your order has been sent.

Please find order and collection information

Order placed	Ready to collect
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday
Friday (after 6pm)	Thursday

Feedback...

We welcome feedback on our services to you. If you have any suggestions or feedback about our services, please let us know by writing to the surgery or filling in one of our feedback forms located in the surgery or online at www.pensilvahealthcentre.co.uk. You can also put your feedback on NHS choices website at www.nhs.uk