



**ST AUSTELL  
HEALTHCARE**

## Welcome to our summer 2016 Newsletter

The aim of the Newsletter is to keep our patients up-to-date with that is happening within St Austell Healthcare. If there is an item you would like to see us address in future issues, please let us know by emailing: - [info.sahc@nhs.net](mailto:info.sahc@nhs.net)

### Partnership Changes

At the end of July, Dr Anthony Hereward is retiring. His last day is Friday 29<sup>th</sup> July and any patient who wishes to pop in and say farewell between 2pm and 4pm would be very welcome. Dr Hereward will be in his usual consulting room on the ground floor at Wheal Northey that afternoon.

We are very sad to say goodbye to Dr Hereward who has been with Belmont, Wheal Northey and St Austell Healthcare since 1995 and he will be greatly missed by colleagues and patients alike. Dr Hereward is returning to university to undertake a MSc course in sustainable development and climate change at Exeter University. We wish Dr Hereward a long, happy and healthy retirement. A letter to his patients can be found under the "News" section of our website.

We are very happy to announce that Dr Fiona Hickey will be replacing Dr Hereward. She will already be known to many patients as she has been with the practice for a year mostly working at Wheal Northey.

Dr Hickey is looking forward to commencing her new role as a salaried doctor at St Austell Healthcare and welcomes the privilege of continuing to care for the people registered with the surgery. Dr Hickey is passionate about her work as a GP and strives to ensure that all the patients are able to access excellent quality care. Dr Hickey is extremely family orientated and aims to deliver the standard of care that she would want her own loved ones to receive.

### Appointment System

To make an appointment please either telephone us on 01726 75555 or visit one of our 5 sites; alternatively you can book some GP appointments and blood tests on-line.

If you telephone or visit one of our sites to make your appointment you may then be asked a series of questions to establish whether you need to be seen that day or offered a routine appointment. This will help us make sure that you see the correct clinician.

### Cancelling Appointments

If you wish to cancel an appointment with the practice and do not require an alternative one you can simply phone **01726 871999** and leave the details of the appointment you wish to cancel.

### Flu Vaccinations

We are fast approaching flu season. From 1<sup>st</sup> August 2016 we will be taking bookings for our Flu Clinics on the following dates:-

- Wed 21<sup>st</sup> Sept – Wheal Northey
- Thurs 22<sup>nd</sup> Sept – Woodland Road
- Friday 23<sup>rd</sup> Sept – Park
- Sat 24<sup>th</sup> – Carlyon Road Health Hub
- Wed 28<sup>th</sup> Sept – Foxhole
- Sat 1<sup>st</sup> Oct - Carlyon Road Health Hub

All eligible patients will either receive a text, email, phone call or letter detailing the clinics and how to book appointments.

## Online Services

If you wish to get set up for online services for ordering repeat prescriptions, booking blood tests, some GP appointments and Flu Vaccination appointments, please visit one of our sites and request a SystemOne user name and password. All you will need to take with you is **photographic ID** (i.e. passport or Driving Licence).

## Update your contact details

It is very useful for us to have your correct home telephone number, work number, mobile number and email address to enable us to contact you efficiently. This also enables us to send you text reminders for any appointment you have with us. If you would like to update or confirm your contact details please complete the form below and either email it to [info.sahc@nhs.net](mailto:info.sahc@nhs.net) or alternatively take it to reception at any of our 5 sites. Forms are also available from each of our receptions. [Up-date Info Form](#)

## Annual Reviews

Do you suffer from a chronic disease e.g. diabetes, heart disease or a respiratory problem? We are intending to invite patients for annual review during the month of their birth. This may mean you could be invited sooner than 12 months since your last review. If you have any questions please ask at reception.

## Practice Leaflet

We now have a practice leaflet for all our patients available on our website and from all of our Receptions. This booklet informs patients of the necessary information regarding our practice. This leaflet is kept up-to-date as it is important for us to know that our patients are kept fully informed. [Link to Practice Leaflet](#)

## Website

We now have a new-look website. This has been designed to be both informative and helpful to patients. Our website address remains unchanged [www.staustellhealthcare.co.uk](http://www.staustellhealthcare.co.uk)

## Hearing Aid Batteries

Did you know hearing aid batteries are available for our registered patients at our Wheal Northey Site. Just ask at our Wheal Northey Reception.

## Medication Reviews

Unless clinical need dictates otherwise, patients will be offered an annual review of their medication with a GP. This may take the form of a face-to-face review, or telephone review depending on the nature of the prescribing.

The number of issues left prior to a review being required is printed on the prescription counterfoil that you receive when you get your medication. It is advisable to check this prior to ordering online.

When ordering a repeat medication if the GP indicates that a review is required you will be given one final prescription to allow time to make an appointment for a medication review. Patients will not be left without medication due to an overdue medical review

If you have any questions or queries regarding your medication please contact the Prescribing Team on [prescribing.sahc@nhs.net](mailto:prescribing.sahc@nhs.net) or 01726 932093 (please note requests for repeat medication cannot be made over the telephone).