



**ST AUSTELL
HEALTHCARE**

Welcome to our Winter 2017 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

For all our latest information please visit our website at www.staustellhealthcare.co.uk

St Austell Healthcare would like to wish all our patients a happy & healthy New Year!

Stop Smoking

We have an in-house Smoking Cessation Advisor who holds Stop Smoking Clinics at Woodland Road on Tuesdays 2pm-5pm and Fridays 9am-5pm (appointments are required) and a weekly drop-in session at the Hub on Wednesdays 6pm - 7:30pm (no appointment required).

These are one-to-one chats/appointments which can be booked in advance by calling 01726 75555 or at Reception at any of our sites.

Stop Smoking Service – 01209 215666

Quit – charity that helps people stop smoking
Quitline: 0800 00 22 00 Web: www.quit.org.uk

NHS Smokefree - 0800 022 4 332 (Mon-Fri: 9am-8pm, Sat & Sun: 11am-5pm)
Web: www.smokefree.nhs.uk

Social Prescribing

St Austell Healthcare has recently started a new social prescribing service for patients.

Community / social prescribing is a way of linking patients to sources of appropriate, non-clinical support in the community. The Social Prescribing Team provide links for patients to opportunities that will support them with improving their physical and mental wellbeing. Programmes are bespoke for individual patient needs and combine follow-up and motivational appointments.

Some of the initiatives we can refer patients to include: walking groups, support groups, exercise classes, gardening groups and gym based opportunities. Many have charges associated with their services but offer concessions for St Austell Healthcare patients.

We are not currently accepting self-referrals but if you feel that you would benefit from the service please see your GP who can refer you to the social prescribing team.

Diabetic Patients

We have made some changes to the way we manage the care of our Diabetic Patients. In future we will write to our Diabetics in the month they were born, inviting them to attend for monitoring of their bloods, blood pressure and general health (including a foot check) with one of our Healthcare Assistants. Once the investigations have been completed the Diabetic Team will review the results and will contact the diabetic patient if a further appointment with our Specialist Nurse or GP is required. Please note NOT all patients will require a follow-up appointment.

Vaccinations

Appointments are still available for the FREE seasonal adult Flu Vaccination, Shingles Vaccine and the Pneumococcal Vaccine (helps prevent pneumonia).

Details of who is eligible for these vaccines can be found on www.nhs.choices or alternatively ask the Receptionist when you next visit the surgery and she will tell you whether you are eligible for any of these vaccines and make the appropriate appointment for you.



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Patient Participation Group (PPG)

The PPG aim to enhance two-way communication between St Austell Healthcare and its patients and to promote health in any positive way they can. The Group meets every month.

Currently the PPG are raising money for a Bladder Scanner to save patients having to go to Treliske for this procedure.

Together with the doctors and staff of St Austell Healthcare they are always looking at ways of improving the patient experience and you can learn more about their work by reading the minutes of their meetings, which are published on our website <http://www.staustellhealthcare.co.uk>

Everyone at the PPG works hard to ensure success for St Austell Healthcare, but also listening to any patient difficulties that are brought to their attention.

If you have any comments, suggestions, or would like to be involved with the PPG then please email them at ppg.sahc@nhs.net

Text Reminder Service

If you have a mobile phone and wish to receive appointment reminders please let us have your mobile telephone number. When you receive a reminder, if you can no longer make the appointment, simply text the word CANCEL to the number provided. Please do not type anything else in the text otherwise the appointment won't get cancelled automatically.

On-Line Service

Did you know you can access your test results, make appointments and request repeat medication if you have a **SystemOne** Online account with us? If you would like an account please just present at any one of our sites with photographic ID (ie passport, driving licence etc) and request on-line access and the Receptionist will set up an account for you.

Health Checks

The **NHS Health Check** is a health check-up for adults in England aged 40-74 years. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk.

If you are in the 40-74 age group without a pre-existing condition you are invited for a free NHS Health Check every 5 years. To make an appointment just telephone 01726 75555 and request a "Health Check", appointments are available on some Saturdays and early evenings for convenience.

More information about NHS Health Checks can be found at www.nhs.uk

Appointments

Routine appointments are available to book Monday to Friday at 10am in the morning. It is advisable to contact us as close to 10am as possible, but **NOT** before, in order to try and arrange a convenient routine appointment. You can do this on-line, by visiting one of our sites or by telephoning 01726 75555.

If you feel you require an "on-the-day" appointment please telephone 01726 75555 from 8am where your details will be taken for a ring back from the Duty Dr or Minor Illness Nurse in the first instance.

Currently Blood Tests and some GP appointments are available to book on-line. GP appointments are released Monday – Friday at 10am. If there are no appointments showing on-line, then it means unfortunately they have all been taken for that day and you are advised to try again on the next working day at 10am.



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Are you a Carer?

Do you look after a sick, disabled or frail relative, friend or neighbor without payment?

If so, please let us know by emailing us at info.sahc@nhs.net or informing one of our Receptionists so that we can send you a one off information sheet about help, advice and support that is available to Carers.

You Said, We Listened

St Austell Healthcare is always striving to find ways to improve the service we offer to patients. We don't always get it right the first time, but we do endeavor to rectify situations and make improvements. This process is constantly evolving.

All the comments that we receive from patients are listened to/read and we do take them on board and try to make improvements where possible.

Comments can always be emailed to info.sahc@nhs.net where we will endeavor to respond within 5 working days.

Alternatively if you are dissatisfied with our service and wish to make a formal complaint, a leaflet is available at all our Receptions and details of the complaints procedure can be found at www.staustellhealthcare.co.uk

Friends & Family Test

We would like your feedback on the care or treatment we give you any time you visit or have contact with St Austell Healthcare. It doesn't take long just visit www.staustellhealthcare.co.uk and complete the "Friends and Family Test". Please tell us what is working and what we can improve. You can say what you think without giving your name and we will use the information to plan improvements to our services.

Primary Care Innovation Awards



At the end of 2016 St Austell Healthcare received a South West Award for creating a sustainable solution which averted service failure. This was deemed an excellent example of how primary care is responding to the many challenges being faced.

The judges said..... ***"St Austell Healthcare is a fantastic example of how a crisis situation was turned around due to a practice handing back its contract and as a result a sustainable model of primary care has been developed. There are multiple examples of innovative ways of working including different skill mix, a new model for acute care and flexible working to encourage recruitment of salaried GPs. This significant change has been done in consultation with the public and in a relatively short space of time (2 years). The new model has had national recognition for its innovative approaches."***



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**Get the right care, in the right place,
at the right time!**



Emergency Department or 999

These services should be used in an emergency, a critical or life-threatening situation.

Heavy bleeding, chest pain, stroke or serious injury?



Minor injury unit / urgent care centre

Offers access to a range of treatment for minor illnesses and injuries, including broken limbs.

Deep cuts, sprains, strains, burns or broken limbs?



GP

For expert medical advice, medical examinations and prescriptions for illnesses.

Fever, ear pain, unexplained pains or feeling ill?



Pharmacy

Provides local confidential, expert advice and treatment for a range of common illnesses.

Runny nose, bites, stings, headache or minor infection?



NHS 111

Call NHS 111 free if you need medical advice, but it is not a 999 emergency.

Unwell, unsure, confused or need advice?



Self care

A range of common illnesses can be treated with a well stocked medicine cabinet or plenty of rest.

Upset stomach, hangover, grazed knee or sore throat?

