



**ST AUSTELL
HEALTHCARE**

Welcome to our Spring 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

Woodland Road Surgery closure

St Austell Healthcare has closed Woodland Road Surgery and relocated all clinicians, staff and services to Wheal Northey from Tuesday May 2nd 2017.

We would like to reassure patients that all the doctors, nurses and the non-clinical staff have moved to Wheal Northey. Patients will still see familiar faces and be able to consult with the doctors and nurses as normal – just at different premises.

Patients wanting to make an appointment will still call the same number - 01726 75555.

Any patients who normally collect prescriptions or other paperwork from Woodland Road will be able to collect them from Wheal Northey from Tuesday May 2nd.

To make things easier for patients we recommend that prescriptions are transferred electronically to pharmacies. For further information on how to do this please speak to a receptionist at any site.

The move comes following a month-long consultation with patients after which an application was made to NHS England to close Woodland Road who confirmed in writing two weeks ago that it had been approved.

Dr Robinson Retires

Dr Colan Robinson has hung up his stethoscope as a partner with St Austell Healthcare after clocking up more than 23 years as a doctor in St Austell. He will continue to be associated with the practice undertaking a couple of sessions of clinical practice each week until he moves away.

Dr Robinson qualified as a doctor after studying at the School of Medicine University of Manchester. Dr Robinson worked in South Africa before ending up in St Austell in 1994 when he joined Belmont Surgery as a GP partner. Belmont moved to Wheal Northey Surgery in 2010.

Dr Robinson said: "I studied in Manchester and I left medical school in 1983, so I've been a doctor for 34 years and a GP for 23. In that time I've delivered babies at Penrice hospital, I've seen somebody collapse in front of me at Live Aid in 2004 in London Hyde Park and I've been called on an airplane to help someone who was feeling faint. I also worked for four years as a doctor in Rural Kwazulu, northern South Africa.

"I'm hoping to do lots of different things in my retirement. Firstly to just to unwind, secondly I'm going to take a bit more exercise, thirdly my wife, Jane, is very interested in art and I'm developing a slight interest in that, and fourthly travel."

Dr Robinson, who lives in Sticker, said there were also a number of projects in Africa he was hoping to get involved with. There are three projects I'm interested in and I'm not quite sure which one to undertake. One is based in Ethiopia with Truro Medical School, one is in Sierra Leone and the other is in Uganda.



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Farewell Dr Keast

Having worked with and for St Austell Healthcare for the last 2 years, Dr Sarah Keast is moving on to pastures new at the end of May.

She said: "It has been a positive and valuable experience working with the population of St Austell and colleagues at the various surgery sites, and I wish everyone all the best for the future. I hope to still contribute to the healthcare of St Austell with an ongoing role in the out of hours setting."

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.

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.

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.

Together with the doctors and staff of St Austell Healthcare the PPG 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 join the PPG then please email them at ppg.sahc@nhs.net

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.