



Mevagissey Newsletter September 2020

Welcome to St Austell Healthcare. We are committed to providing you with a safe, sustainable and quality service. This newsletter will provide you with an introduction to us and the services on offer, but please do visit our website, www.staustellhealthcare.co.uk, for more information.

Meet the team

Partners



Dr Jane Brenton



Dr James Eagle



Dr Steve Gray



Paul Hughes



Dr Alistair James



Dr Alistair Lockwood



Dr James McClure



Dr Debbie McKay



Dr Will Moore



Dr Dan Murphy



Bridget Sampson



Dr Stewart Smith



Dr Clare Taylor

Salaried GPs

Dr Laura Ashton, Dr Jennifer Farrance, Dr Fiona Hickey, Dr Natalyia Klid, Dr Victoria Nicholson, Dr Josephine Simpson.

Multi-disciplinary team

We have a multi-disciplinary team of healthcare professionals to help provide your care. The clinical team includes doctors, clinical pharmacists, advanced nurse practitioners, physiotherapist, mental health practitioners, a physician associate, practice nurses, urgent care nurses, paramedics, healthcare assistants, and an integration nurse.

The integration nurse offers support to patients post discharge, concentrating mostly on the vulnerable and house bound group of patients, who have multiple agencies involved in their care.

Opening hours

Mevagissey Monday – Friday 8.30am – 5.30pm (No lunch closure)

Carlyon Road Health Hub Monday – Friday 8am – 8pm (Phone lines close 7:30pm)

Wheal Northey Monday – Friday 8.30am – 5.30pm, Saturday – 9am – 4pm

Park Monday – Friday 8.30am – 5.30pm

Contact us

Telephone: 01726 843701

Please contact us as early in the day as possible (ideally before 3pm) if you have an urgent health problem. We have **online bookable appointments** and **eConsult** (see over the page for details).

Prescriptions

You can order prescriptions via email to prescribing.meva@nhs.net, via paper form at the surgery, or via the NHS App. Please note that we can no longer take prescription requests over the phone.

How we work

We will always respond to urgent problems on the same day. The current average waiting times for GP routine appointments are under 1 week and all urgent matters are dealt with on the same day.

Please give the receptionist as much information as you feel comfortable with about the nature of your request. This information is passed onto the clinical team to triage, and to ensure that you are seen by the most appropriate clinician for your medical problem.

We have remained open during the Covid-19 pandemic. If you think your symptoms need urgent attention, we need to know about them so we can help. If you are unsure, you can use the NHS website, www.nhs.uk, for guidance and information. We have many of our consultations over the phone, with face to face appointments when necessary.

Other services

If you experience mental health difficulties you can get help and signposting from our qualified mental health practitioners.

We have a dedicated team that manages the repeat prescription requests and can help you with queries about prescribed medicines. This team includes three clinical pharmacists, a prescribing technician and prescription clerks. The clinical pharmacists support the management of long term conditions on a day to day basis, and can advise and review patients on multiple medicines.

We are a training practice, and currently have four trainee doctors, a pre-registration pharmacist and medical students on placement with us.

Online access

If you have internet access, you may find it easier to contact us online. Our telephone lines can be busy, particularly first thing in the morning, and we have recently recruited four additional reception staff to help to improve this. We also have a direct priority phone line for our most unwell and vulnerable patients to use: please ask reception for further details.

We highly recommend that patients download the NHS App. This will give you access to book appointments online, including same day doctor telephone calls. You will also be able to view test results and order repeat prescriptions via the NHS App. You can use eConsult via the App or our website, www.staustellhealthcare.co.uk.

Flu clinics

Annual flu vaccination is more important than ever this year due to Covid. A drive through flu vaccination option is planned for this year. Appointments will be available to book via a web portal, which is being developed by Public Health England and NHS Kernow, or via a dedicated telephone line. Vaccine supplies are in place, and clinics will also be run in the practice for those unable to travel. Further information and invites will be sent to all eligible patients shortly.

Social Prescribing



help@hand
Community Info

Social Prescribing is a way of helping people to feel happier and healthier by linking them to groups and activities in the local area. You can ask for one of our social prescribing team members to contact you, and you can also use our social prescribing app. More information about social prescribing is available on our website.

The Help at Hand app gives you access to a network of support and local activities, with information on everything from mental health services to exercise classes. Many of the listings on the app are for local groups, allowing you to connect with people in your community. The app and many of the services are free of charge.