

St Austell Healthcare



Newsletter July 2020

Open for Business

Health is presently uppermost in everyone's minds. It is important to remember that there are significant health concerns beyond Covid-19.

Patients with symptoms that may suggest cancer still need to be investigated. Patients with chest pain that could be a heart attack still need emergency treatment. A patient who has appendicitis still needs treating. Children who are poorly or a concern still need assessing. The surgery remains open to help. Treliske Hospital also has capacity to continue managing urgent issues. You help us to help you by making contact sooner. Earlier treatment invariably gives better results.

The St Austell Healthcare team are very grateful for your support. We continue to be committed to care for you, whatever the nature of your problem. If it turns out that you have something that is not urgent, we can reassure you. We may suggest waiting until Covid restrictions are lifted to review you.

But 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.

The safest way to contact the surgery is by phone (01726 75555) or using eConsult, a simple form on the practice website. You can order prescriptions online, or via email to prescribing.sahc@nhs.net. By staying away from the surgery sites, unless attending an appointment, you are helping to fight Covid-19. Please wear a face covering when attending any of our sites.



Dr Murphy and Dr Brenton have made a video explaining how we are working to keep you safe when needing medical attention.

Please visit our website www.staustellhealthcare.co.uk and find the video on our home page.

Social Prescribing App



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.

Our social prescribing team have been working with a firm based near Falmouth to develop an app called Help at Hand.

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.

The app has been updated to include Covid-19 information such as food deliveries and telephone support.

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.

eConsult

eConsult is a secure form that you can use to contact your doctors online. It is found on our website (www.staustellhealthcare.co.uk) or on the NHS App.

You can use eConsult for new or ongoing medical problems, or for administrative requests such as sick notes.

eConsults can be completed at any time of the day, from the comfort and privacy of your home.

You can complete an
eConsult from any device
that has internet.

No more queueing on
the phone at 8am to
get help.



Practice Updates

Managing Partners

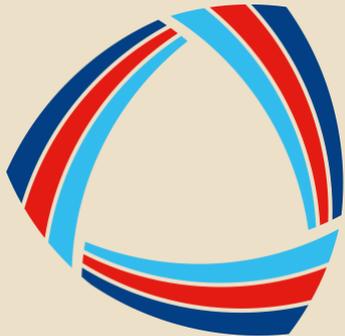
Mrs Bridget Sampson has retired from the role of Managing partner, but will continue to work part time to support the development of the Primary Care Network.

Dr Steve Gray has taken on the role of Managing Partner, and will be supported by his Management Team. Dr Gray will continue to work as a GP.

We hope that you will join us in thanking Bridget for her leadership over the last five years.

Physician Associate

We have a new clinical role within the practice. Physician associates are healthcare professionals with a generalist medical education, who work alongside GPs providing medical care as an integral part of the multidisciplinary team. Welcome to the team Paul Madden.



Armed Forces veteran friendly accredited GP practice

St Austell Healthcare are an Armed Forces veteran friendly accredited GP practice. Please let reception know if you are a veteran, so that this can be recorded on your medical record. This may help you to access any dedicated veteran services.

All veterans are entitled to priority access to NHS care for conditions associated with their time within the armed forces, although this is always subject to clinical need. We may include your veteran status with any hospital referrals.

For more information relating to NHS care for veterans, please visit

www.nhs.uk/using-the-nhs/military-healthcare



Year of the Nurse and Midwife

2020 is Year of the Nurse and Midwife, and we would like to give a big thank you to all nurses and midwives throughout the NHS.

We have many different nursing roles with the practice:

Nurse Practitioners and Advanced Nurse Practitioners are very experienced Registered Nurses who have undertaken additional clinical training and academic qualifications. They are able to examine, assess, make diagnoses, treat, prescribe and make referrals for patients who present with undiagnosed problems. They work alongside GP colleagues, seeing patients autonomously but, as with their GP colleagues, always have access to specialist advice when necessary.

An Integration Nurse offers support to patients post discharge acting as an advocate and as a point of contact, concentrating mostly on the vulnerable and house bound group of patients, who have multiple agencies involved in their care.

Practice Nurses will change dressings, remove sutures, perform immunisations, smear tests, etc. They also provide specialist advice on diabetes, asthma and heart disease.

Urgent Care Nurses are qualified nurses who have had extra advanced training to treat minor illness and undiagnosed conditions. Most urgent care nurses are nurse prescribers.

Healthcare Assistants carry out services such as blood tests, blood pressure monitoring and ECGs.