



# ST AUSTELL HEALTHCARE

## What we can do for you

### Help the Practice to Improve Services

- Provide feedback from patients on any issue relevant or researched
- Monitor the accessibility of the SAH communications e.g. reception / website/ surveys and feedback to SAHC
- Carry out surveys e.g. patients satisfaction / health
- Needs / patient awareness/ available information / expectations
- Builds / services / opening hours etc.

### Providing Information

- Organising a health fair for health education
- Promoting special days or health promotions e.g. no – smoking, walk to work, diet advice, diabetes, COPD, long term medical conditions, disability awareness, some cancers etc
- Representing the SAHC when patient voices are needed
- Ensuring any information is “user friendly” and available for all

### Helping With Health Events

- Encouraging health education activities within SAHC

### Being Representative and Promoting Patient Voices

- Acting as a representative group that can be called on to influence the local provision of health and social care

### What we cannot do...

- Whilst we welcome patients' comments on the Practice (both positive and negative!), unfortunately we are not in a position to deal with any individual specific complaint regarding a patient's treatment. All such complaints should be addressed direct to the Complaints Manager at our Head Office at Wheal Northey or by emailing [complaints.sahc@nhs.net](mailto:complaints.sahc@nhs.net)