



ST AUSTELL HEALTHCARE

WINTER 2021 NEWSLETTER

Message from the Partners

Dear Patients,

Welcome to our winter 2021 newsletter. It's been another hugely busy year for St Austell Healthcare and we'd like to take this opportunity to thank you all for supporting us through the past 12 months. Some data outlining this years workload can be seen further down this newsletter.

Despite what the government and certain media outlets may have us believe, General Practice in Cornwall has been open for business as usual over the past 12 months and has provided more face to face appointments than the national average.

St Austell Healthcare has continued to see patients face to face throughout the pandemic, our surgery doors have remained open and we continue to do our very best to offer prompt care to those who need it most as well as striving to offer continuity of care where it's needed.

We took on a two year contract for Mevagissey Surgery in September 2020 and are delighted to have received some positive feedback from our patients in Meva and surrounding villages. Added to this we've had the pressures of delivering the Covid vaccination and seasonal flu campaigns.

All of this is in the context of high levels of staff sickness / isolation, ever increasing levels of demand on our services, a national shortage of 6000 GPs and significant wider NHS / social care pressures.

Whilst primary care is never perfect and we're always working on plans to improve what we do, the partners are extremely proud of our staff and of the levels of care we aspire to and (usually) meet. Quite frankly our exhausted staff go above and beyond every single day to offer the best possible care to our patients and every single one of them deserves the highest possible praise.

We know that prioritising the covid vaccination programme is the best possible way to keep us all safe and see life return to normal over coming months. To that effect we welcome the governments move to stand down certain routine checks from our workload. Rest assured, we will still be carrying out these reviews on our most vulnerable patients, will ensure patient safety and will reinstate the programme fully from April 2021.

As always, if you feel you are unwell or your health is deteriorating we encourage you to come forward early. We moved to an urgent only clinical service from 15/12/21 until 03/1/21 to allow us to cope with pressures of the Christmas period and to prioritise covid booster vaccinations for our patients including those that are housebound.

We should also acknowledge the support from our volunteers in the surgery and vaccination centre and the numerous extra clinical staff who have supported our successful vaccination programme, the delivery of which would have been impossible without this wonderful team.

Finally, we'd like to wish you all a happy and healthy Christmas and New Year. We are incredibly proud to serve our wonderful community and will continue to do our very best to offer you the best possible healthcare in 2022 and beyond.

Best Wishes

Dr Stewart Smith on behalf of all the Partners at St Austell Healthcare

Best wishes



Dr Alistair James has decided to retire from General Practice. He has worked as a GP in St Austell since 2000 and has been an integral part of the Practice, helping shape the future of primary care in St Austell in the last few years.

He will be greatly missed by his fellow GP Partners, staff, and patients alike and we wish him all the best in the future.

If you are currently registered with Dr James, you will be re-registered with one of the other list holding Doctors. You do not need to do anything about this and will be allocated to another Doctor automatically. We will write to you directly to inform you who your new Doctor is.

Staff Changes

Dr Grant Joseph, our regular summer locum, has been a welcome addition to the team again. We hope that he will be returning next year.

We have welcomed Alan Lawler as our new Executive Strategic Business Manager, and wish Bridget Sampson a relaxing retirement.

Two new salaried doctors have joined St Austell Healthcare: Dr Jomel George and Dr Emily Trebilcock. Dr Fiona Hickey has also returned from maternity leave.

Our team of Clinical Pharmacists has grown, with the addition of Haley Igoe and Jen Preston.

Hayley Burgoyne, Head of Social Prescribing, has left for new challenges, and is replaced by Jack Watterson.

Other new staff have included a Physician Associate, an Integration Clinician, a Practice Nurse, two Treatment Room Nurses, a Contraception / Women's Health Nurse, Urgent Care Practitioner, Assistant Practitioner, four Healthcare Assistants and various administrative staff.



NHS

HOW CAN A
PHYSICIAN ASSOCIATE
HELP YOU?

I can help you by...

- Working with GPs to support patients.
- Diagnosing illness or injuries.
- Performing physical examinations.
- Recommending possible treatment plans.

THE RIGHT CARE, FROM THE RIGHT HEALTH PROFESSIONAL.
#WEAREGENERALPRACTICE

The infographic features a woman wearing a grey NHS uniform and a light pink hijab, standing against a green background with a hexagonal pattern. The text is arranged in white boxes on the left side.



NHS

HOW CAN A
SOCIAL PRESCRIBER
HELP YOU?

I can help you by...

- Looking at how illness affects all parts of your life.
- Helping you get the support you need with day to day challenges.
- Providing detailed assessments of what services might be needed.
- Helping navigate financial & social services support.

THE RIGHT CARE, FROM THE RIGHT HEALTH PROFESSIONAL.
#WEAREGENERALPRACTICE

The infographic features a woman with long dark hair wearing a white NHS uniform, standing against a blue background with a hexagonal pattern. The text is arranged in white boxes on the left side.

Congratulations!

Congratulations to our newly qualified Nurse Jodie!

Jodie started with us as a receptionist in 2015, moving on to the Healthcare Assistant team in 2016. In 2018 she was working as a Senior Healthcare Assistant and began her training as a Student Nurse.

Jodie has now completed all of her training to successfully qualify as a Registered General Nurse.

We are proud of you Jodie, and are lucky to have you as part of our team.



Cancel your appointment if you no longer need it

During October 2021 we had over 22,000 phone calls into the practice and held a total of 16,007 appointments.

There were 147 hours' worth of appointments that patients did not attend. This equates to 882 additional ten-minute appointments that we could have provided.

If you cannot attend an appointment you can cancel in three ways:

- Phone our cancellation line on 01726 871999
- Reply to your appointment reminder text if you had one
- Cancel via your online account

The Little Orange Book

The Little Orange Book helps parents of under-fives with practical information about common childhood conditions. It is full of information, and will be useful to parents over the winter months.

Download a free copy via <https://bit.ly/little-orange-book>

The Covid vaccination and flu campaign

It has been an extremely busy year with vaccinations. As you will know by now the Government have prioritised the Covid booster programme and in response we have provided a substantial number of additional clinics at Carlyon House, St Austell (PL254BX) before the new year. Available clinics are listed on the national booking system, along with options for other local vaccination centres. Please book online via www.nhs.uk or call 119.

Please do not phone the surgery regarding vaccination appointments, as this will help to keep our phone lines free for unwell patients.

Massive thanks are owed to the volunteer vaccinators, marshals, patients and staff who have all helped with the success of the vaccination programme which has delivered up to the 15/12/2021 the following Covid vaccinations:

1st dose: 27,282, 2nd dose: 26,181, booster: 15,013

Flu vaccine

The flu vaccine has also been given at Carlyon House, in separate clinics to the Covid vaccine. To date 15,284 of our patients have received the flu vaccine.

These numbers are for the GP practice, the community pharmacies and mass vaccination sites working together.



St Austell Healthcare FAQs

How long does it take to order a repeat prescription?

Although we aim to have your repeat prescription request processed within three working days, some prescriptions may take longer. This could be if it is not currently on your repeat prescriptions list or if it needs to be reauthorised by a doctor. Due to this we advise that if you wish to request repeat medication, you should do so at least a week in advance, to avoid running out.

If you have any queries regarding your prescription, please contact our prescribing team via email at prescribing.sahc@nhs.net

St Austell Healthcare FAQs

Do I need to give information to the receptionist?

It is very helpful when you give receptionists information as the doctor will use this information when prioritising their call backs. Receptionists will treat any information you give them as confidential in the same way a clinical staff member would. You can also fill in an eConsult form via our website if you would prefer not to speak to reception about your problem.

Will I speak to a doctor when my test results come back?

You can always request a routine call-back from a doctor to speak about your test results. Our doctors see a great number of test results every day and so it is not possible to automatically call you back regarding each one, particularly if the results are normal. You can view your results online by downloading the NHS App.

What if I become ill outside of surgery hours?

If you feel that your illness is a life-threatening emergency then please call 999 and ask for an ambulance.

If your illness is not a life-threatening emergency then the best way to seek help is by calling 111. The call is free from any landline or mobile phone in the UK, and you will speak to a highly trained professional who will be able to give you advice. You can also find advice online at 111.nhs.uk

What happens if I am very ill?

Urgent health problems are usually seen at the Carlyon Road Health Hub. The Hub is open Monday to Friday 8am - 8pm. Please note this is not a walk-in service, and an appointment is essential. Examples of urgent problems (an acute new medical problem) include an unwell child, persistent coughs, infections, recent onset pain, or a complication of an underlying condition such as asthma, cancer or diabetes.

Urgent health problems are seen on the same day by our urgent care team at the Hub. The team includes a wide range of clinicians. You will be seen by the clinician most appropriate for your problem, and the doctors are available to provide additional advice when needed. Please contact us as early in the day as possible.

How do I follow up on my referral?

Telephone the number on your appointment letter (if you have one), or telephone RMS Kernow (Referral Management Service) on 01872 226700. If they can't help, please telephone our Secretaries on 01726 871990, Mon - Fri 09:00-12:00.

Choose Well

All our health services are busy right now, especially our ambulance service and the emergency department team at Truro hospital.

You can play your part in supporting us to care for people with serious and life-threatening illnesses.

Did you know you know you can get help and advice by calling 111 or go online at 111.nhs.uk? You may not need to go and wait in our busy emergency department and could be directed to a minor injury unit which will be quicker and closer to home.

Only dial 999 for an ambulance in a genuine, life-threatening emergency, for example:

- Chest pain / breathing difficulties / heart attack
- Stroke
- Severe bleeding
- Severe allergic reactions
- Severe burns or scalds
- Serious head injuries
- Major trauma such as a road traffic accident or a fall from height

If you don't think it's a serious or life-threatening emergency:

- Call your own GP.
- Go online at 111.nhs.uk or call 111 to get expert advice.
- Ask a pharmacist for advice – they're experts in treating minor health issues like colds, urinary infections, stomach upsets, aches and pains.

Home visits

Home visits are available for housebound patients. These are patients who are not able to leave their home environment. It does not include patients who can leave their home but have difficulty with transport or are reliant on others for getting to the surgery.

It is always preferable to see you in a clinical environment with the appropriate equipment, if you can make it into the surgery. We are likely to be able to see you in a more timely fashion at the surgery as opposed to a visit.

Do not request home visits in cases of medical emergency – please call 999 instead.