



ST AUSTELL HEALTHCARE

Practice Leaflet

Welcome to St Austell Healthcare, the GP practice serving the people of St Austell and surrounding villages.

Where are we?

We have 5 separate surgery sites throughout St Austell and beyond:

- **The Carlyon Road Health Hub** 14 Carlyon Road, St Austell, Cornwall, PL25 4EG
- **Wheal Northey** 1 Wheal Northey, St Austell, Cornwall, PL25 3EF
- **Park** 19 Bridge Road, St Austell, Cornwall, PL25 5HE
- **Woodland Road** 20 Woodland Road, St Austell, Cornwall, PL25 4QY
- **Foxhole** Carpalla Road, Foxhole, St Austell, Cornwall, PL26 7TZ

How to contact us?

Main Switchboard - 01726 75555

Cancel an Appointment - 01726 871999

Prescription Enquiries - 01726 932093

Referral Enquiries (9am – 12noon) - 01726 871990

Out of Hours – 111

Email – info.sahc@nhs.net

SURGERY OPENING TIMES

All our surgeries have suitable access for disabled patients.

Carlyon Road Health Hub (The Hub)

The Hub is home to our “Urgent Appointment Centre”, where patients with an urgent medical problem can be seen on the day. An appointment is essential and appointments may sometimes overrun due to their urgent nature.

Open Monday - Friday 08:00 – 20:00

Young Persons’ Sexual Health Walk-In Clinic every Monday afternoon between 15:30 and 17:00. As the name implies, no appointment is necessary for this service only.

Park

A local surgery offering a full range of General Practice services, open Monday to Fridays 8.30 am to 5.30 pm

Wheal Northey

A local surgery offering a full range of General Practice services, open Monday to Fridays 8.30 am to 5.30 pm

Woodland Road

A local surgery offering a full range of General Practice services, open Monday, Tuesday and Thursday 8.30 am to 5.30 pm. On Wednesdays and Fridays, the surgery is open 9am to 5pm.

Foxhole

Open daily Monday - Friday for routine appointments, however, the times and clinics vary each day.

Monday, Tuesday, Thursday and Friday is between 08:30 – 13:00 and Wednesday 08:30 – 16:30. There is a Nurse Led Clinic held each Wednesday with a Phlebotomy (blood tests) clinic on alternate Tuesday mornings.

WHEN WE ARE CLOSED

If you need to see a doctor when we are closed please call the **NHS 111** Helpline. You simply dial 111 from your own telephone handset. Calls are free from both landlines and mobiles.

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

APPOINTMENTS

In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.

To make an appointment please either telephone us on **01726 75555** or **visit** one of our 5 sites; alternatively you can book GP appointments and blood tests **on-line**. If you telephone or visit one of our sites to make your appointment you will then be asked a series of questions to establish whether you need to be seen that day or offered a routine appointment. This will help us make sure that you see the correct clinician. If you have a preference for a particular GP or site, please let reception know and we will endeavour to fulfil this request where possible.

Patients requiring an appointment on the same day will be assessed and either given an appointment at our Urgent Appointment Centre at the Carlyon Road Health Hub or you will receive a telephone call back. Depending on your problem, you will be seen by a GP or Minor Illness Nurse. Experienced nurses at the Hub can treat patients with a wide range of common conditions and are qualified to prescribe medication.

Our appointment system is designed to ensure patients with long term health needs are seen by their regular GP at their preferred site whenever possible. This means that your health concerns are managed appropriately and provides continuity of care.

If you have to **CANCEL** an appointment, please let us know as soon as possible by phoning **01726 871999** , visiting a site or emailing info.sahc@nhs.net (please note new appointments cannot be made or rearranged by email or by our dedicated phone cancellation service) so that we can then offer it to someone else.

CHAPERONES

Please inform the clinician that you are seeing that you would like a chaperone present during any examination. We adhere to local and national guidelines when chaperoning and all staff are aware of the need for confidentiality. We aim to provide a safe and comfortable environment for everyone attending one of our surgery sites.

TRAINING

We are committed to the future of our medical profession and as a consequence we sometimes have medical students with us during the year, observing clinics and seeing patients under supervision. We will inform patients when a medical student is in the practice and you may of course request not to see or have a medical student present during your consultation.

HOME VISITS

Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible. In this respect, if you require a home visit, please contact us on **01726 75555**. Please make sure that you provide us with as much information as possible regarding your condition; this will enable the doctor to plan their visit or contact you by telephone to discuss your requirements.

You may only request a home visit if you are housebound or are too ill to visit the practice. Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed.

You can also be visited at home by a Community Nurse if you are referred by your GP. You should also be visited at home by a Health Visitor if you have recently had a baby or if you are newly registered with a GP and have a child under five years.

NEW PATIENT REGISTRATION

If you live within our practice area (map at the back of this leaflet) you are welcome to register with us and our reception staff will be happy to guide you through the procedure. Eligibility can be quickly confirmed from your address so please provide proof by way of a **recent utility bill**. We also require one form of **photographic ID**.

All new patients need to complete a registration form **GMS1**, a **New Patient Questionnaire** and an **Ethnic Monitoring Form**. For under 16's we also request a **Childhood Immunisation Form**. All forms are available from each of our sites or on our website www.staustellhealthcare.co.uk

These documents will provide useful information whilst we wait for your medical records to arrive from your previous doctor.

All our patients have a usual/accountable GP and preferred site, if at any time you wish to change your usual/accountable GP or preferred site, please let us know.

Medical treatment is available from the date of registration. Please contact reception for further information.

CHANGE OF ADDRESS/NAME

It is important that we have the correct contact details for you. If you change your name please complete the form on our website (or available from reception) and bring it to reception at one of our sites along with the legal documentation confirming your change of name (i.e. Marriage Certificate, Deed Poll).

If you have change address, please also complete the form on the website and email it to us at info.sahc@nhs.net or visit Reception at any of our 5 sites where forms are available.

UP-DATE CONTACT DETAILS

It is very useful for us to have your correct home telephone number, work telephone number, mobile number and email address to enable us to contact you efficiently.

If you would like to up-date up or confirm your contact details please also complete the form on the website and email it to us at info.sahc@nhs.net or visit Reception at any of our 5 sites where forms are available.

CLINICS & SERVICES

We provide a full range of primary care medical services. These include but are not limited to the following:

- Childhood immunisations and routine examinations
- Contraceptive clinic
- Adult booster immunisation
- Travel immunisation
- Smear testing
- Ante-natal care
- Minor operations
- BP and ECG monitoring
- Well person checks
- Urgent Appointment Centre
- Smoking cessation advice and support
- Counselling
- Substance Misuse
- Chronic disease clinics including diabetes, cardiac and asthma
- Nail cutting service
- Language interpretation via Language Line

The list above is not of course exhaustive. As a progressive practice we are constantly looking to expand our range of services and specialist clinics.

PRESCRIPTIONS

eRepeats – a new way to get your repeat prescriptions

If you, or someone you care for, use the same medicines regularly, you may be able to benefit from using NHS eRepeats at your pharmacy. This means you won't have to visit the GP practice or request a new prescription every time you need more medicine.

This service is for patients on stable medication, who can be issued with up to 12 months of prescriptions that will be held electronically by your chosen pharmacy and dispensed for you on request.

When you have had your last prescription dispensed from the batch, your pharmacy will remind you to contact the surgery to make an appointment for review and for a further batch of eRepeats to be issued.

If you would like further information about eRepeats, please contact your local pharmacy or Paul Hughes, our Practice Pharmacist on **01726 932093** or email prescribing.sahc@nhs.net. We are working closely with our community pharmacy colleagues to implement this fantastic service for patients.

Other Methods

Patients can order routine repeat prescriptions via a number of methods:

Online – via our website www.staustellhealthcare.co.uk

If you do not have one already, please visit one of our sites and request a SystmOne user name and password. You will need to take with you **photographic ID**. You can also get the SystmOne App for smartphones and tablets.

Email – repeat prescription requests can be emailed to prescribing.sahc@nhs.net. This is a confidential email account that will be checked on a daily basis. If you experience problems logging in and/or ordering via SystmOne, please send an email. Please note that you will only receive an automated response to your email unless we have to check any information with you. Don't forget to

state which pharmacy you would like your prescription to be sent to. The practice will then send your prescription electronically to the pharmacy where possible saving you time. This is the most efficient and secure way for us to manage your prescription requests.

Submission of a properly completed prescription counterfoil which can be handed in at Reception at any of our 5 sites. If you have lost your prescription counterfoil please complete a Prescription Request Form, these are available on our website or at Reception at any of our 5 sites

Telephone/verbal requests or face-to-face requests at surgery receptions **will not be accepted**. This is to reduce the chance of transcription and/or prescribing errors. You can at any time however request a new repeat prescription counterfoil with which to place your repeat order.

Turnaround Time for Prescriptions

The St Austell Healthcare Prescribing Team will aim to have your repeat prescription processed and signed by a prescriber within three working days. Certain prescriptions may take longer to generate, especially if the item needs to be re-authorised by the GP, or if the item is not on your repeat medication list.

Once the prescription has been generated by the surgery, community pharmacies will usually request a couple of days to dispense your medications. Patients may therefore wish to request repeat medication at least a week in advance of running out.

The Prescribing Interval

St Austell Healthcare supports a default prescribing interval of 28-days for repeat medication. Very often however it may be appropriate for patients to have more or less than 28 days of medication prescribed at a time. Your GP will determine the most appropriate prescribing interval for you.

COMPLAINTS PROCEDURE

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing**, as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- within 12 months of the incident,
- or within 12 months of you discovering the matter which is the subject of the complaint - giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority.

We are able to provide you with a separate Complaints Form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. This form is available from all of our Surgery Receptions or our website www.staustellhealthcare.co.uk. You can provide this in your own format providing this covers all the necessary aspects.

Send your written complaint to our Complaints Manager:

Mrs Debbie Marshall
HR & Non Clinical Staff Manager
St Austell Healthcare
1 Wheal Northey
St Austell
Cornwall
PL25 3EF
Tel: 01726 75555
Fax: 01726 626848
Email: complaints.sahc@nhs.net

If you feel too uncomfortable to complain to us directly then you can make a complaint to the

NHS England
PO Box 16738
Redditch B97 9P

Telephone 0300 311 22 33 or via email:

england.contactus@nhs.net. Please ensure you state 'For the attention of the complaints manager' in the subject line.

If you are dissatisfied with the outcome you have the right to approach the Health Service Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 0154033
Website: www.ombudsman.org.uk

PATIENTS RIGHTS & RESPONSIBILITIES

What you can expect from us:

We aim to maintain the highest standards of clinical care and our Executive Manager and the HR and Non-Clinical Staff manager are available for consultation during working hours.

- We are committed to providing high quality medical care in a friendly and accessible way to all our patients
- Carlyon Road Health Hub (CRHH) is open from 8am to 8pm Monday to Fridays to enable patients with urgent problems to consult a Doctor or other clinician on the day. SAH can be contacted through our switchboard number 01726 75555. All patients will be triaged by a doctor or nurse in the first instance and will be offered an appointment at CRHH if deemed necessary and appropriate.
- Routine appointments at our planned care sites (Park, Woodland Rd, Wheal Northey or Foxhole) can be booked either by telephone, visiting one of our sites or by registering and using our online services through the website www.staustellhealthcare.co.uk

- If you want to see a particular doctor this may take longer.
- We will treat you with courtesy, respect and dignity at all times irrespective of your age, sex, race, religion, sexuality or the nature of your problem.
- Your rights to privacy will be respected at all times and data held about you will be handled in accordance with the principles of the data protection act, including your access to your records.
- We aim to answer the telephone promptly but at peak times this may take up to five minutes
- We will give you full information about the services we offer, via our website, written information available within the practice or verbally via staff.
- We operate a transparent complaints procedure which is compliant with NHS standards. Complaints should initially be made to the Site Operations Manager or the HR and Non-Clinical Staff Manager
- We welcome any comments or suggestions for improvements in service - please address these to the Site Operations Manager or the Executive Manager.

What we expect from patients;

- Be punctual for appointments and cancel in good time if they are not required.
- Plan ahead for repeat medication (3 days for repeat medication requests).
- Show patience & courtesy to Reception & Medical staff particularly when they are attending to other Patients.
- Be patient if the doctor/nurse is running late – this is usually as a result of giving additional time to a patient with complex/serious health problems.
- Respect other Patients in the Surgery
- Advise the Receptionist if special arrangements are required to accommodate a disability.
- Be prepared to advise the Receptionist what your problem is – this helps us to prioritise and signpost you to the most appropriate clinician. All members of reception are trained to maintain confidentiality.

VIOLENCE POLICY

The NHS operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it. These patients will be asked to attend a special clinic for any further consultations at which the police will have to be present.

CONFIDENTIALITY & MEDICAL RECORDS

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

ACCESS TO RECORDS

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the Site Operations Manager and may be subject to an administration charge. No information will be released without the patient consent unless we are legally obliged to do so.

CONTACT US

St Austell Healthcare is owned and run by the Partners:

St Austell Healthcare Head Office is

Wheal Northey

1 Wheal Northey

St Austell

Cornwall

PL25 3EF

Telephone: 01726 75555

Fax: 01726 626848

Email: info.sahc@nhs.net

Who commissions the services provided by St Austell Healthcare?

NHS England is responsible for ensuring you get all the primary care services you need. Their contact details are: NHS England, PO Box 16738, Redditch, B97 9PT. Telephone: 0300 311 22 33

Email: england.contactus@nhs.net

PATIENT PARTICIPATION GROUP (PPG)

Together with the doctors and staff of St Austell Healthcare we are always looking at ways of improving the patient experience and you can learn more about our work by reading the minutes of our meetings, which are published on the website. Everyone at the PPG is working 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 or suggestions, then please email us at ppg.sahc@nhs.net.

STAFF DETAILS

GP Partners

Dr Jane Brenton	Qualifications: BM, MRCP, MRCGP Professional Interests: Ophthalmology. Practice lead for Safeguarding Children
Dr Stephen Gray	Qualifications: MRCP, MBChB, DRCOG Professional Interests: Locality Lead for the CCG, Diabetes Lead and Adult Safeguarding Lead. General Medicine including Infectious Disease.
Dr Alistair James	Qualifications: BM (Southampton), MRCPG Professional Interests: Acupuncture, Joint Injections, Medical Education and Wellbeing.
Dr Jan Knobloch	Qualifications: Hanover Medical School 1998, MRCGP 2006 Professional Interests: Cardiology, Rheumatology and Renal Medicine. Enjoys training next generation of GPs.
Dr Alistair Lockwood	Qualifications: MBChB, BSC Anat (Hons), MRCGP, MRCA, DFRSH, DCH Professional Interests: MSK, Joint Injections and Pain Management
Dr James McClure	Qualifications: BMBS, MRCGP, PGCE Professional Interests: Gastroenterology, Palliative Care and Railway Medicals.
Dr Debbie McKay	Qualifications: MBChB, DRCOG, DFRSH Professional Interests: Women's' Health and training.
Dr William Moore	Qualifications: MBBS (Lond 2003). MRCP (2011), MRCPG (2014) Professional Interests: Neurology, Rehabilitation and Renal Medicine. Upcoming Occupational Health Diploma.

- Dr Colan Robinson
Qualifications: MB ChB (Manchester 1983), DA, Dip Obst, DCH, FRCGP, Dip Med Ed, Dip Global Health
Professional Interests: GP Education.
- Dr Stewart Smith
Qualifications: BM, MRCPG, DGM
Professional Interests: Cardiology, Older Persons' Medicine, Learning Disabilities, Medical Education and Practice Deployment.
- Dr Clare Taylor
Qualifications: MCChB Bristol 1992, BSc Pathology, MRCPG, DRCOG, DFFP, Postgrad Dip ENT, RCGP Part 2 Certificate in Substance Misuse
Professional Interests: Mental Health, Substance Misuse, Contraception and Sexual Health, Learning Disability Lead GP.

Salaried GPs

- Dr James Eagle
Qualifications: BMBS, MRCPG
- Dr Fiona Hickey
Qualifications: MBChB, MRCPG, DRCOG
Professional Interests: Women's Health, Family Planning & Substance Misuse.
- Dr Sarah Keast
Qualifications: BSc (1996) MBBS (1999) DCH (2001) DRCOG (2002) DFFP (2003) MRCPG (2003)
Professional Interests: Women's Health, including Contraceptive Services and procedures, and Middle Aged and Elder Women's Health including menopause related issues.

Nurse Practitioners

Consultant Nurse /Advanced Nurse Practitioner

Dr Julie Tomlinson **Qualifications:** PhD, MSc, PgDipClinEd, PgCert Diabetes and Cardiovascular Disease, BSc (Hons), SCPHN, ANP, RGN, QN
Professional Interests: Type 2 diabetes and Cardiometabolic Disease, Polycystic Ovary Syndrome and Women's Health.

Advanced Urgent Care Practitioner/ Advanced Nurse Practitioner

Lizzie Wheatcroft **Qualifications:** RGN, Dip, BSc (Hons), PGD Advanced Nurse Practitioner
Professional Interests: Emergency/Urgent Care Medicine and Sports Injuries

Nurses

Planned Care Matron

Julie Arrowsmith **Qualifications:** RGN
Professional Interests: Respiratory, Diabetes, Dementia and Care of the Elderly.

Urgent Care Matron

Mrs Sharon Evans **Qualifications:** RGN, BSc (Hons) Health Studies, NMC Registered Mentor, NVQ Assessor and Verifier
Professional Interests: Urgent Care in Primary Care, Diabetes, Practice Nursing, Research and Audit, Kernow Health Strategic Practice Nurse Group and Student Nurse Mentorship.

Practice Nurses

Our nurses are available by appointment. They will change dressings, remove sutures, perform immunisations, smear tests, etc. They also provide specialist advice on diabetes care, asthma and heart disease.

Healthcare Assistants Our Healthcare Assistants carry out blood tests, ear syringing, blood pressure monitoring and ECGs. They operate an appointment system.

Managing Partner/Executive Manager

Mrs Bridget Sampson **Qualifications:** B Pharm (Hons), PG Dip Advanced Therapeutics, ILM Strategic Leadership level 7
Professional Interests: Pharmacist with experience in both Hospital and Community Pharmacy. For many years worked for Cornwall and Isles of Scilly PCT and NHS England on Medicines Management and development of GP and Pharmacy services.

Finance & Facilities Manager

Mr Jonathan Childs **Qualifications:** For 5 years was Practice Manager at Wheal Northey Surgery, prior to this had variety of Project Manager and IT roles both in the private sector and the NHS.
Professional Interests: Negotiating best value contracts with suppliers, managing the income and expenditure of the organisation. Also responsible for management of premises and associated arrangements.

HR & Non Clinical Business Manager

Mrs Debbie Marshall **Qualifications:** Institute of Leadership & Management Certificate in Management, Institute of Leadership & Management Level 5 Diploma in Management.

Site Operation Managers

Our 4 main sites each have a dedicated Site Operation Manager:-

- Carlyon Road Health Hub - Caroline Trays
- Park - Kelly Vercoe
- Wheal Northey - Gill Sweet
- Woodland Road - Karen Clarke

Reception

Receptionists provide an important link for patients with the practice and are your initial contact point for general enquiries. They can provide basic information on services and results and direct you to the right person depending on your health issue or query. Receptionists make most of the patient appointments with the GPs and Nurses.

Medical Secretaries

Our team of Medical Secretaries make all our referrals if you have an enquiry regarding a referral they can be contacted on 01726 871990 Monday – Friday 9am – 12noon.

Practice Pharmacist

Mr Paul
Hughes

Qualifications: B Pharm, MRPharmS, IP
Professional Interests: Prescribing and Medicines Optimisation, Parkinson's Disease, Polypharmacy and De-Prescribing.

Prescribing Team

We have a dedicated Prescribing Team dealing with all your medication requests.

Community Midwives

The Midwives work with the doctors to care for the mother before, during and after delivery. Antenatal clinics are by appointment only. In an emergency the "on call" midwife number is **0800 525900**. Non-emergency calls should be directed to the maternity unit on **01726 873079**.

Community Nurses

Our Community Nurses have a wide range of responsibilities and experience in providing general nursing care in the community. If you are housebound, you do not need a referral from the doctor and can contact them directly on **01726 873090 / 873091** or leave a message on their answerphone.

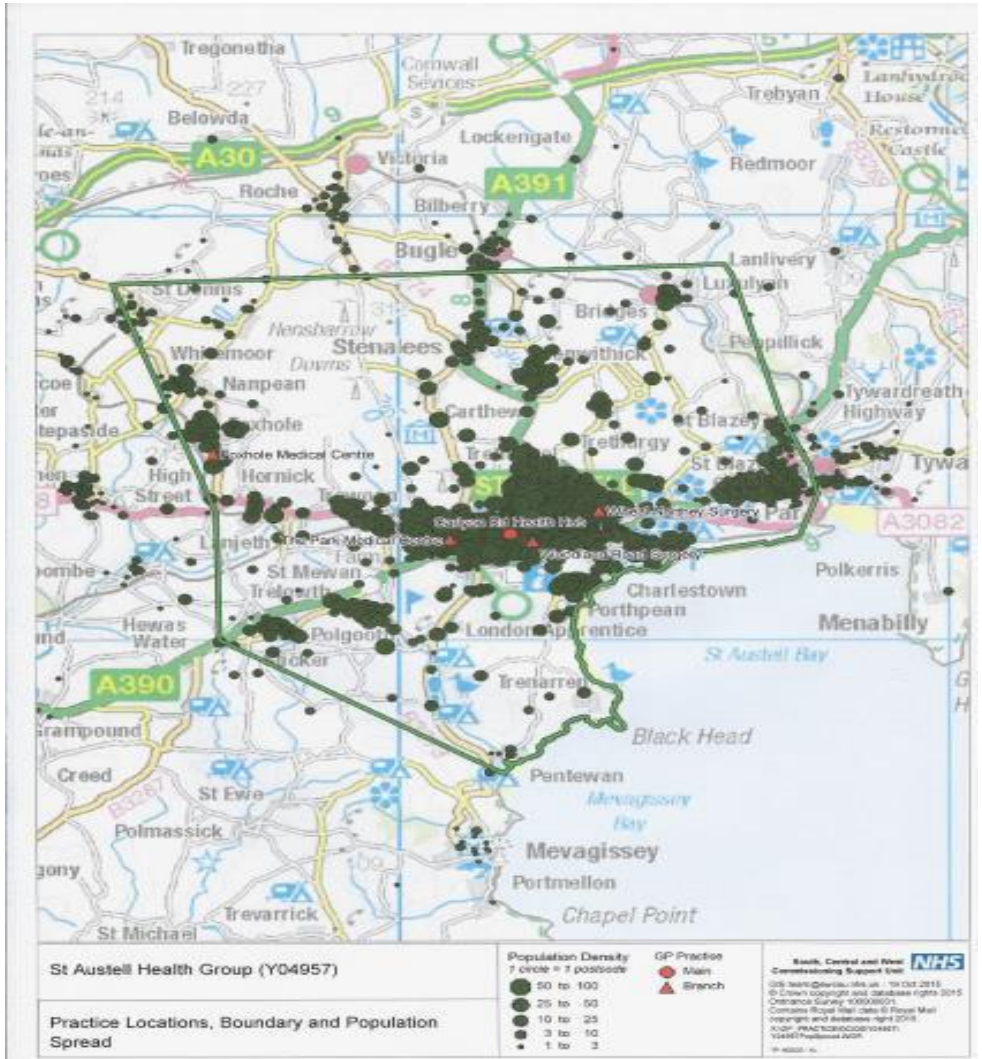
Health Visitors

A Health visitor is a registered nurse who has received training particularly related to babies, children and pregnant women. Their role is to provide families with children under five years old with support and advice around the general aspects of mental, physical and social wellbeing.

You do not need a referral from the doctor and can contact the St Austell team of Health Visitors on **01726 873097 / 873098 / 873099**.

PRACTICE AREA

St Austell Healthcare - the GP practice serving the people of St Austell and surrounding villages.



Patients may be removed from their GP's list if they move out of the area covered by their practice, however, they have 30 days in which to make alternative arrangements.