

St Austell Healthcare & Mevagissey



Patient Newsletter - Date 2025



Inspected and rated

Good



Wheal Northey

CQC overall rating

Good ●

3 February 2025

[See the report >](#)



Mevagissey Surgery

CQC overall rating

Good ●

16 June 2022

[See the report >](#)

A message from Alan Lawler.

The Executive Manager of SAHC & Mevagissey.

We are heading through some turbulent times in the NHS at the moment with sweeping changes outlined by the Secretary of State including abolishing NHS England and reorganisation of the Integrated Care Boards (set up less than 5 years ago) who commission health care services for local populations. Hospitals have been asked to make substantial savings, and we have seen this directly impact us in St Austell with the cancellation of the weekly Haematology service at Wheal Northey surgery from late July.

The government have committed to increasing General practice contracted payments which was welcome news, but the recent budget changes have significantly impacted any gains as the rise in National Insurance contributions (General Practice was not exempt – Hospitals were) and the national minimum wage and recommended national increase for other staff, wiped out all this benefit. General Practices across the county are worried the financial strain could lead to reduced services, as they struggle to maintain current levels of care which has increased as hospital waiting time have gone up post Covid. We have however made a commitment to our staff that we will look for productivity improvements rather than headcount reduction as we navigate through this change.

We need our patients to help **us** to become more efficient by using the services and technology available:

- By using our online system via our **newly improved** website to request help, we can release staff from phone duties and deal with your query quicker. Our staff are only going to fill in the same form as you would online if you call or walk into the surgery.

- You can use pharmacies for support when you have various conditions including sore throats, cystitis in women, Sinusitis, ear ache and some other issues - <https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-services/pharmacy-first/>
- By using the NHS APP or **SystemOnline** to order your medication we won't have to transcribe your paper prescription and can process your request faster. You can also then track progress via the app also.
- You can check test results and lot more easily via the NHS APP.
- Tell us if you won't be attending your appointment as we can use it for another patient – we can have up to 700 patients each month who **miss** appointments, and these slots are wasted.

There are some exciting new developments also. St Austell Primary Care Network which includes St Austell Healthcare and Mevagissey, have been chosen as 1 of 5 Cornwall pilot sites for Integrated Neighbourhood Teams (INT) and as such we will forge closer relationships with our hospital, community and voluntary sector partners locally and invest in additional services to support our local population. The public see the NHS as one big joined up body but in reality, it's multiple independent organisations working side by side, using different IT systems and not always communicating. We want INTs to break down these barriers, so the patient is at the centre and the most appropriate resource support them.

There will be an initial focus on the frailest patients in our community, wrapping services around them to help them stay out of hospital where appropriate and honouring palliative **patient's decisions** over their preferred place of death.

We are committed to providing the best care for the population we serve, so **help us to help you.**



Changes to How We Offer Appointments



Dear Patient,

As part of our ongoing efforts to improve the way we work and better manage demand, we're making some changes to how we offer appointments.

Currently, when you're on a waiting list for an appointment, our reception team spends a lot of time trying to contact our patients by phone. Often these calls go unanswered, and we may have to try multiple times or even send a letter - this is time consuming and not the most efficient way to reach you.

To streamline this process, we've started trialing a new approach. Instead of calling, we will **send you a text message with a confirmed appointment date and time** - similar to how hospital appointments are booked.

We have already trialed this successfully with our musculoskeletal waiting list, and we haven't seen an increase in missed appointments (DNAs). In fact, it has saved valuable admin time and allowed our reception team to manage other workflow areas more effectively.

Following this success, we are now **extending this process to our Pooled GP list**. We will continue to monitor DNA rates to make sure this approach works well for patients.

Thank you for your understanding and continued support as we make changes to improve your care.

St Austell Healthcare

How to Contact us?

Online Inquiry : The quickest and most convenient way to reach us!

Available Monday to Friday, 7am to 6pm. <https://staustellhealthcare.nhs.uk/>

Telephone : Call us at 01726 75555, Monday to Friday, 8am to 6.30pm.

Visit Us : If you don't have online or telephone access, you can visit our reception at any of these locations:

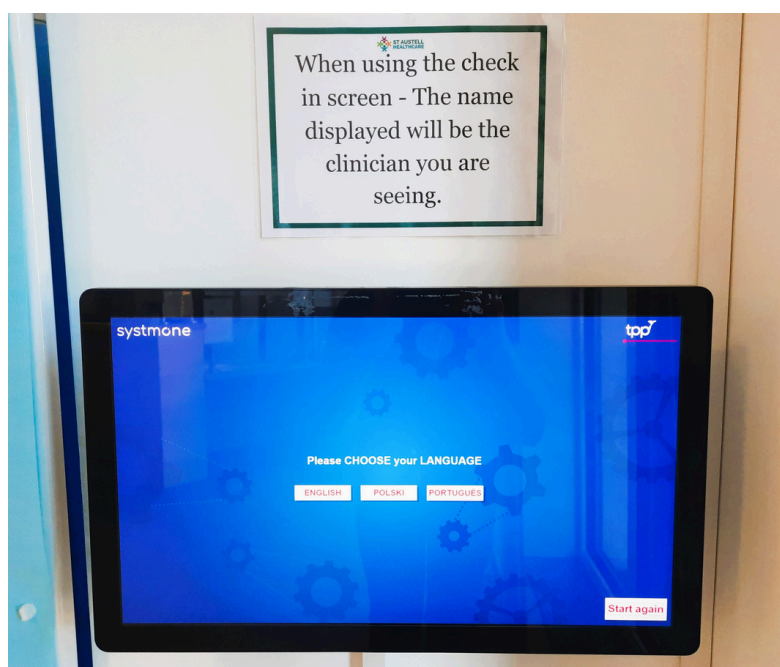
- **Wheal Northey**: Monday to Friday, 8am to 6pm, and Saturdays 9am to 4pm (Appointments only)
- **Park**: Monday to Friday, 8:30am to 5:30pm
- **Foxhole**: Monday & Friday 8:30am to 1pm, Tuesday to Thursday 8:30am to 4:45pm
- **Mevagissey Surgery**: Monday to Friday, 8:30am to 5:30pm
- **Carlyon Road Health Hub (The Hub)**: Monday to Friday, 8am to 6:30pm

We look forward to assisting you!



How to?

Use the check in machines!



Step 1 - Choose the language

Step 2 - Choose the month you were born

Step 3 - Choose the date you were born

Step 4 - Choose the first letter of your surname

Check the screen - it should say you are checked in, with the name of the clinician and which room and/or floor.

We have check in screens at each of our sites. This is the quickest way to check in and it helps to prevent busy queues.

What Happened in May?

12,231

Face to face appointments

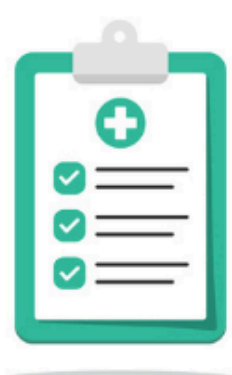
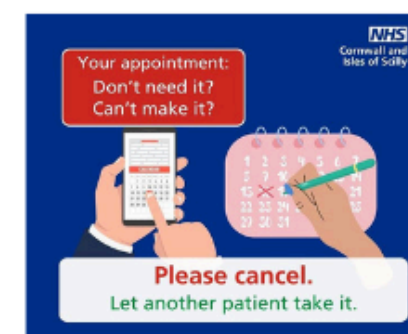


5615

Telephone appointments

608

Did not attend their appointment



367

Sick note (Med3) were issued



16,312

Calls Received



21,154

Calls made



10,322

Requests were triaged

143

Smear appointments attended



7

Did not attend for Smears

214

Baby Immunisation



25

Baby Imms DNA



Did you know that your GP practice delivers clinical research studies? Taking part in clinical research gives patients the opportunity to be part of innovative new ways to improve their own health and to provide vital evidence on new treatments.

This year, patients have participated in a wide range of research studies:

- The **OPTIMISE2** study explored high blood pressure treatments in older patients.
- The **DURATION** study looked at the best use of antibiotics in women with urinary tract infections.
- The **INDIGO** study explores the experience of cancer survivors.
- The **GREENGAGE** explores nature therapy for mental health and is delivered collaboratively with the Eden Project.

Thank you to all of our patients who have already taken part in a research study this year. We have lots more to come, so please consider taking part if you are offered the chance!

If you are interested in joining a register of patients who are interested in participating in research studies, you can sign up online: NIHR Be Part of Research, it's a free service which makes it easy to find and take part in vital health and care research across the UK.

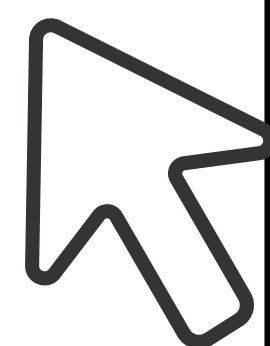
For more information visit: <https://bepartofresearch.nihr.ac.uk/>

<https://staustellhealthcare.nhs.uk/>



We are thrilled to announce the launch of our brand-new website! Fresh design and easy to navigate.

- Connect with us easily through our online services.
- Stay updated with the latest news and updates.
- Access valuable resources and information.



Womens Health



Since July 2023, St Austell Healthcare has been developing a dedicated women's health service. The service involves a large team of highly dedicated clinical and non-clinical staff who all have the aim of improving healthcare provision for women and girls throughout their life course.

We have GPs who offer women's health appointments, covering topics such as:

Period problems

Fertility Concerns

Infections

Prolapse

Urinary Symptoms

Polycystic ovary syndrome

Ongoing Pelvic Pain

Menopause

We also have experienced clinicians at the Hub at Carlyon Road who will see you if you are acutely unwell and need help sooner.



You can have long-acting forms of contraception fitted with our specialist sexual health nurse and there is a dedicated service for prolapse pessary fitting and changes.

Dr Patton is a BMS Accredited Menopause Specialist who sees more complex menopause cases and has additional qualifications in contraception care.

Dr Prentice previously worked in surgery and has knowledge regarding breast problems and provides acute care at the Hub.

Both GPs have a special interest in medical education and have a passion to educate the future generations of doctors about women's health.

Our services continue to develop, and we have lots of ideas for the future to further our provision of women's health to the population of St Austell.⁸ We always welcome feedback and suggestions from our patients.

♥ Social Prescribing App ♥



Did you know that our Social Prescribing Team have an app? The Help at Hand app lists local services, such as walking groups, physical activity options, mental health support, volunteering, social activities and more.

You can find downloadable app options and further information at the following site:

<https://hand.community/app/>



☀️ Join Our Patient Participation Group (PPG)! ☀️
Our PPG is here to keep the chat going between you and St Austell Healthcare. We're all about boosting health in a positive ways!

We're always on the lookout for new ideas to make your visits better. Want to know what we're up to? Check out our meeting notes on the website and look out for any upcoming fundraising events.

The PPG is here to listen to your thoughts and any issues you might have. We're working hard to make St Austell Healthcare great!

Got any ideas or want to join the PPG? Email us at reception.sahc@nhs.net. We'd love to hear from you!

Positive feedback



Efficient from start to finish. Reception check in was excellent and the person who checked me in was very helpful and made me feel very welcome and all staff I encountered were courteous and knowledgeable.

Great location and service for local people

The nurse had a lovely caring attitude during my diabetic review

Dr was compassionate, caring and interested

Mevagissey Surgery is my favourite. My Doctor is the best. The Nurses are all brilliant and reception staff always make me feel comfortable they have a lot of compassion too which is so refreshing. If I could nominate them I would as number one in healthcare and support.
Thank you 🙏

I phoned about having lost my medication & asking about the possibility of getting a replacement. I noticed from my NHS that this has been issued and I wanted to thank you very much for taking a little bit of the stress out of my life.

I didn't wait long for my app. My appointment was friendly and professional



The most important post you'll receive

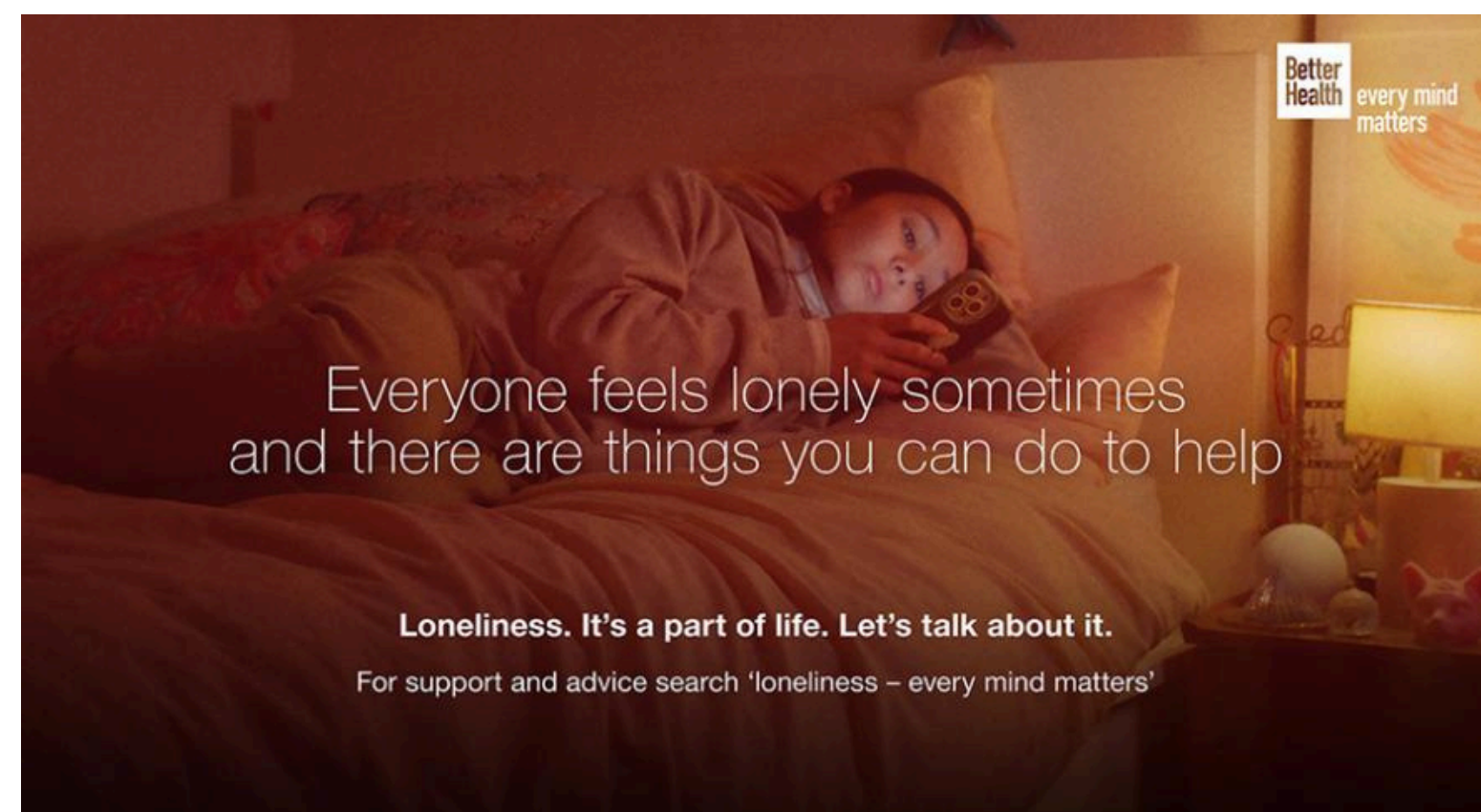


The bowel cancer screening programme now includes everyone over the age of 50. You'll automatically be sent an NHS Bowel Screening Kit when you become eligible.

Regular screening can detect early signs of bowel cancer, even before symptoms appear.

NHS

peninsulacanceralliance.nhs.uk/bowel-cancer-screening



Better Health every mind matters

Everyone feels lonely sometimes and there are things you can do to help

Loneliness. It's a part of life. Let's talk about it.

For support and advice search 'loneliness – every mind matters'

Where is best...



Self-care
Small cuts or grazes
Hangover
Sunburn

Pharmacy
Conjunctivitis
Allergies
Cystitis

Own GP
Repeat medications
Ongoing pains
Asthma

Minor injury unit
Infected wounds
Broken bones
Stitches

999
Heart attack or stroke
Trouble breathing
Severe bleeding

NHS
Cornwall and Isles of Scilly

Need urgent care advice? > 111.nhs.uk or call 111 > cios.icb.nhs.uk/help-us/



HM Government

66.8 million prescriptions ordered

Search 'NHS App'

NHS

NHS App

Thank you.

To our valued patients: Thank you for your trust and patience. You're understanding and cooperation, especially during these challenging times, have been invaluable. We appreciate your feedback and engagement, which help us to continually improve our services.

To our dedicated staff: Your unwavering commitment, compassion, and professionalism are the backbone of our practice. Every day, you go above and beyond to ensure our patients receive the best care possible. Your hard work does not go unnoticed, and we are incredibly grateful for your dedication.

