

Cutlers Hill Surgery

Primary and Community Care in Halesworth

A number of different organisations provide our health and care services but family doctors and nurses in General Practice and community services are the hub of the healthcare system. Primary care delivers 90% of our healthcare and at Cutlers Hill Surgery – that means well over 7000 consultations a month. The eight doctors there are partners in a highly respected practice, recognised by its status as a training practice for GP registrars, fully qualified doctors gaining experience in General Practice, and as a teaching practice for medical students.

The Primary Health Care Team – doctors, practice nurses, nurse practitioners, district and community nurses, health visitors, midwives – all work from Cutlers Hill Surgery.

The integrated team works together, coordinating care in a way that is a model for health care delivery. From managing acute illness, monitoring and helping to manage chronic diseases to preventing illness by enabling people to choose a healthy lifestyle, the team offers comprehensive health care. Health screening, baby and toddler clinics, mental health support (through a link worker) and minor surgical procedures are just four of the services at the surgery.



The team includes a clinical case manager, who works across health and social care boundaries, coordinating care for patients with complex long-term conditions. The surgery also funds a special post: a nurse coordinator, who follows up by telephone people who have been in hospital or are undergoing specific treatments – especially patients with cancer and those needing palliative care. Patients and their carers greatly value this support and advice, and the service reflects the commitment the surgery has to patient centred care. In short, everyone aims to provide care 'close to home' where possible and works in partnership with others to provide the very best care for all.

Owing to the difficulties for patients travelling to a district hospital, the team at Cutlers Hill offers 24 hour blood pressure and cardio respiratory monitoring (the equipment was bought with the help of the League of Friends). Overnight oxygen monitoring at home, for sleep apnoea for example, is both more comfortable and convenient for people.

The doctors are responsible, on a daily basis, for the medical care of patients in Patrick Stead Hospital, which is adjacent to the surgery. They care for patients in two residential homes: Beech House (with a specialist elderly mentally infirm unit) and Highfields; Priory Paddocks Nursing Home at Darsham; and four sheltered accommodation units. They also provide medical cover for the minor injuries department and work as part of the Out of Hours service provided by South East Health at the Patrick Stead base.

A new independent pharmacy, attached to Cutlers Hill Surgery, gives people choice about where to obtain their prescriptions. People can use the town pharmacy, Boots, and the new

pharmacy. 'Rural' patients, who live more than a mile away from a pharmacy, can still obtain their medication from the surgery dispensary.

Rayner Green Resource Centre, providing day care for people with health and social needs, completes the facilities on the Cutlers Hill site.

The cluster of primary care, community hospital, social care and community health services make this an excellent site for development as Halesworth's Health Village, serving communities from Ilketshall St Andrew in the north to Peasenhall in the south; Laxfield in the west to Walberswick in the east.