

WHAT WE HAVE NOW

Primary and Community Care in Halesworth

Cutlers Hill Surgery

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; Priors 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.

Patrick Stead Hospital

Donated for the people of Halesworth more than a hundred years ago by a generous benefactor, Patrick Stead Hospital has seen many changes over the past few years. People fondly remember its maternity unit, and a busy 20 bedded unit on the first floor. The 'casualty' department was also housed upstairs.

Now the hospital is allowed just 14 Intermediate Care beds upstairs, reduced in number in the last few years to meet new Health and Safety criteria, not because of reduced need. They are usually fully occupied.

The beds – the two ensuite single rooms, two ensuite rooms with two beds and two four bedded rooms provide a little flexibility - are used for a variety of uses:

- acute admissions: if a patient has lost independence through a chest or urine infection or has an infection that needs intravenous antibiotics, but does not need the facilities of a district hospital
- palliative and terminal care: with the close involvement of the primary health care team. Patients and families appreciate the privacy of the en suite side rooms
- rehabilitation post operatively or after strokes when people need extra nursing or therapy before going home.
- assessment: close observation and basic tests can often help GPs to deal with a problem locally, saving the patient from admission to a district general hospital.
- blood transfusions and some other treatments usually provided on a day case basis.

Families appreciate that they can meet and talk in a private room, which has a bed-settee if a close family member needs to stay overnight.



Patrick Stead Hospital also houses outpatient clinics and visiting outreach services in many specialities: orthopaedics, dermatology, gynaecology, ear, nose and throat, post natal, continence, dietetics, chronic fatigue, retinal screening, psychology and cognitive behavioural therapy (CBT) for example. The LUTS service - investigation for men with bladder/prostate problems - pioneered by a GP from CHS is at the Patrick Stead Hospital. The site also provides Physiotherapy, Occupational Therapy, Podiatry and

Phlebotomy services and a District Nurse leg ulcer clinic. There are many different practitioners, employed by different NHS organisations, working in sessions throughout the week to provide comprehensive care locally.

A minor injuries unit is open from 9am to 5pm Monday to Friday (not bank holidays). This means quick and convenient treatment for people who do not need the facilities of a district general hospital.

Voluntary groups also find the Patrick Stead building a useful resource. For example, Alcoholics Anonymous, NORCAS - drugs and alcohol counselling, the Parkinson's Disease

Society, and Suffolk Hearing Support Services for people with NHS hearing aids all use the excellent facilities.

The services at Patrick Stead Hospital are valued by, and necessary for, local people. The League of Friends of Patrick Stead Hospital has generously supported significant upgrading within the hospital to make a pleasant environment for patients, visitors and staff. The Garden Room is well used and is an excellent meeting room.

However, a Victorian hospital building cannot easily adapt to new building standards for health care delivery. The reduction in beds because of new legislation makes the in-patient services vulnerable. The key challenge now is to agree plans to secure excellent care for the future, developing new facilities to complement Patrick Stead Hospital.

Rayner Green Resource Centre

The Rayner Green Resource Centre, funded by health and social care, provides Day Care facilities from Monday to Friday for 15 people, mainly elderly, with a wide range of health and social care needs. Three days are specifically for people with dementia (as the population ages, the number of people with dementia will increase). Rayner Green users appreciate the Sensory Room, which provides relaxation and stimulation for body and mind.

The League of Friends of Patrick Stead Hospital has contributed significantly to the ideal surroundings and excellent facilities. These, together with appropriate specialist input and with GPs and nursing colleagues close at hand, enable the award winning team to help people who might otherwise be in residential care or hospital, to live at home.

Other NHS Services

A number of other NHS organisations in Norfolk, Suffolk and the East of England provide care for Halesworth people.

Norfolk and Suffolk Mental Health Services

Norfolk and Waveney Mental Health NHS Foundation Trust has merged with Suffolk Mental Health Partnership and is now Norfolk and Suffolk NHS Foundation Trust. Mental health services comprise a range of specialist services for the care and recovery of anyone experiencing mental ill health or substance misuse. These include crisis teams, community care, inpatient beds, outpatient facilities, residential, domiciliary and day services. Specialist teams work closely with service users, their carers, their families and other organisations to put together a plan of care which suits each individual person.

Where possible, support and care takes place in the community. A clinical psychologist has a weekly session at Patrick Stead Hospital. Under the umbrella of IAPT (improved access to psychological therapies) mental health service colleagues also have four sessions a week and offer Cognitive Behavioural Therapy. A valued mental health link worker is also part of the primary health care team at Cutlers Hill Surgery. The IAPT service is now being delivered under a new name - the Great Yarmouth and Waveney Wellbeing Service. The partners include the new mental health trust, Great Yarmouth and Waveney MIND and Meridian East.

East of England Ambulance Service NHS Trust

This ambulance service covers six counties. As well as responding emergency calls the ambulance service also provides a hospital transport service for certain patients. Ambulances have a target of eight minutes to reach a patient needing emergency care. As Halesworth is ten miles from the nearest ambulance station, which makes it almost impossible for the ambulance service to achieve the target, the trust provides a paramedic, based on the Cutlers Hill Surgery site, to provide a rapid response to emergency calls.



Community First Responders, local people who volunteer to support the emergency services in the community where they live or work, are also valuable partners in the 'fast response' to emergency calls. The ambulance service gives them comprehensive first aid training, including basic life support, the use of a defibrillator and oxygen.

District General Hospitals

Patients of Cutlers Hill surgery needing specialist care can choose to be referred to any of the three District General Hospitals in the area: **James Paget University Hospitals NHS Foundation Trust, Norfolk & Norwich University Hospitals NHS Foundation Trust and Ipswich Hospital NHS Trust.** Regional centres care for people whose conditions require highly specialised services.

A major pressure on the James Paget Hospital and other district general hospitals - and a drain on the local health service budget - is the number of emergency admissions. The James Paget Hospital acknowledges that many people could be cared for more satisfactorily in the community: the pressure on the hospital can be relieved by care closer to home.

The partnership between Cutlers Hill Surgery, Patrick Stead, Rayner Green Centre, the Community Services and the Halesworth Community Nursing Care Fund achieves an important outcome: fewer people in and around Halesworth are admitted to hospital than from other areas.

There are excellent examples of successful local initiatives: the Admission Prevention Service (a partnership between the NHS and Social Services) provides fast response, intensive care at home for up to 14 days, as an alternative to admission to hospital or residential care. The service is for frail, elderly people and their carers and people with long-term physical disabilities who are experiencing a short term crisis. Another example is the Falls Prevention Service, supporting people who have fallen or are at risk of falling. A further pragmatic step is the involvement of GPs in the James Paget Hospital's Emergency Admission and Discharge Unit.

The cooperation that produces Halesworth's health care is a model for other areas developing care closer to home. The distance from an acute hospital - the almost thirty mile drive to the James Paget Hospital, which serves the populations of Great Yarmouth and Waveney, takes fifty minutes - is a key consideration in the development of local healthcare. If Halesworth's network of services was at risk it would greatly disadvantage local communities. It would also lead to even more pressure on the James Paget Hospital - and the healthcare budget - during an unprecedented period of change and uncertainty.

Other Services

Dentists, Opticians and Podiatrists/Chiropodists

Opticians and some dentists provide NHS services. Locally, there are two dental practices: Hooker House (NHS and private) and Angel Link (private). Jeffery & Associates and Cecil Amey Opticians provide NHS optical services. NHS podiatry services are provided at Patrick Stead Hospital or at home. In the private sector, Angel Podiatry and S. J. Welby offer a full range of chiropody services and Neat Feet provides non surgical foot care for people at home.

Complementary Therapies

There are many providers of complementary medicine and alternative therapies locally, most are private practitioners. Reflexology and massage for palliative care patients is sometimes funded by Halesworth Community Nursing Care Fund. Within the NHS physiotherapists may provide acupuncture as part of their treatment plan.

Social Care

Suffolk County Council

Local health and care services are often needed by people at the same time and Suffolk County Council works closely with the NHS to provide advice, support and services to local people. The County Council also provides adoption and fostering services, residential services for older people, sheltered housing schemes, help for homeless people and secondary specialist mental health services.

However Suffolk County Council plans to reduce significantly, many of its current services. It proposes to transfer most to other sectors, including voluntary, community and private. It will stop being a provider of residential care to older people.

As with health services, local communities will need to be proactive and inventive to ensure people's care needs are met.

Voluntary and Charitable Services

Throughout this document there are references to the involvement of local branches of national charities in health services locally.

Charitable and voluntary organisations dedicated to Halesworth and surrounding villages, which may be of particular interest to people who would like to support their work include:

Halesworth Community Nursing Care Fund

Established in 1989 by local district nurses, this hugely popular and effective local charity, funded by local people, provides nursing care and equipment for patients who need palliative care and who are registered with Cutlers Hill Surgery. It also provides additional support for their families. A nurse member of the Primary Health Care Team assesses patient and family needs and presents a case for funding to Trustees.

Patrick Stead League of Friends

The League of Friends of Patrick Stead is a charitable organisation which supports the Patrick Stead Hospital and the services it provides. The Friends, through local donations and support, have paid for many improvements to the community hospital and its surroundings. The League of Friends has also assisted the Rayner Green Resource Centre and the GP Surgery. The group organises various fundraising events throughout the year and is now working closely with the Halesworth Health Group to ensure that services are maintained and progressed on the site.

Community First Responders

The work of Community First Responders, trained volunteers, has been touched upon under the East of England Ambulance Service section. They are especially important in a rural area. Often they are first on the scene in an emergency, providing essential practical support before the arrival of a paramedic or ambulance services.

The Halesworth Volunteer Centre

Community Car Service

The Community Car Service is subsidised by Suffolk County Council and operated by Halesworth Volunteer Centre. Volunteers donate their time, use their own cars and are reimbursed expenses. The service is available to anyone young or old, who has no means of private or public transport. Passengers contribute on a mileage basis towards the cost of the journey – for example to the doctor, dentist, hospital, optician, public transport services, local shops, the hairdresser, or relatives and friends.

Befriender Service

Halesworth Volunteer Centre offers an informal support service providing one to one support, to help people retain independence in their own homes. The services include befriending, shopping, form filling, running errands, ironing and dog walking. The volunteers make a difference to so many in the community and the Volunteer Centre needs more. The Volunteer Centre itself relies on some funding to coordinate volunteers and requests for help.

The Halesworth Day Centre

The Day Centre provides a luncheon club for the elderly, and can arrange transport if necessary. Volunteers cook meals at a very reasonable price on a Tuesday, Wednesday and Friday.