



**INFORMATION FOR  
HEALTH SERVICE USERS**

**General Hospital**

The General Hospital is open 24/7 for emergencies. It is not an additional triage clinic. Anyone attending the hospital will be assessed by a nurse within 15 minutes of arrival. Emergencies will be dealt with immediately. Patients with minor ailments will be offered advice and asked to return within clinic hours for further management (pharmacy/routine appointment etc). Stable patients may be asked to wait whilst inpatient care is prioritised.

**If you need an Ambulance for an emergency please call 911 and do not use the normal switchboard number.**

**The 911 emergency phone has a distinct ring and staff can differentiate and react accordingly.**

**Clinics**

**Jamestown Outpatients**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
<b>8.30am – 1pm</b>	<u>Nurse Triage</u> (seen by clinical need or order of arrival) <b>Walk Ins Only – please arrive before 12.30</b>				
<b>2pm – 4pm</b>	<u>Nurse Led Clinic/Triage</u> (dressings, minor procedures, blood pressure etc.) Triage if necessary <b>Appointments Only</b>	<b>CLOSED</b>		<u>Nurse Led Clinic/Triage</u> (dressings, minor procedures, blood pressure etc.) Triage if necessary <b>Appointments Only</b>	
<b>4pm to 5pm</b>	<u>Nurse Led Clinic</u> (as above) <b>Walk ins / Appointments</b>				

**When arriving for Doctor/Nurse appointments or Triage, you must report to medical records first.**

- All patients presenting for triage are asked to arrive early. Patients will see the Nurse for triage, and will be assessed. When assessed as necessary, patients will be referred to see the doctor the same day, or an appointment booked for in a few days' time, if it is not clinically urgent. Patients may also be referred for pharmacy advice / over the counter medications
- Any patients arriving for dressing changes/minor procedures (like ear syringing), suture removal/ blood pressure monitoring etc during morning triage will not be seen and will be booked into an afternoon appointment slot and asked to come back
- Any patients coming for blood pressure checks at any clinic setting must be prepared to spend 20 - 30 minutes in the clinic. This is because we need to ensure the blood pressure is measured at rest
- Doctor Appointments will continue as normal. Appointments for Medicals will only be on a Monday or Friday afternoon

## St Johns Villa

	Monday	Tuesday	Wednesday	Thursday	Friday
9am-1pm	<u>Antenatal Clinic</u> <b>Appointments Only</b>	<u>Sexual Health Clinic</u> (smear tests, sexual health etc.) <b>Appointments Only</b>	<u>Doctor Led Gynae Clinic</u> <b>Appointment Only</b>		

- There will **no longer** be morning drop in sessions for Family Planning at St Johns Villa
- Repeat Family Planning can be dealt with by the nurses at any clinic setting (except Jamestown), or on Tuesdays in St Johns Villa by drop in

## Half Tree Hollow (HTH)

	Monday	Tuesday	Wednesday	Thursday	Friday
9am-1pm	<u>Doctor Led Clinic</u> <b>Appointment Only</b> <u>Nurse Led Clinic</u> <b>Walk Ins/ Appointments</b> Pharmacy Bus	<u>Nurse Led Clinic</u> <b>Walk Ins until 11.00 / Appointments</b>	<u>Respiratory Clinic</u> <b>Appointments Only</b>	<u>Child Welfare Clinic</u> (alternate weeks) <b>Appointments Only</b>	<u>Doctor Led Clinic</u> <b>Appointment Only</b> <u>Nurse Led Clinic</u> <b>Walk Ins/ Appointments</b> Pharmacy Bus

- Where possible can patients please try and book appointments to the Nurse Led Clinics (in HTH/ Longwood/Levelwood. This enables us to book patients evenly and should reduce waiting times.

## Longwood (LGW)

	Monday	Tuesday	Wednesday	Thursday	Friday
9am-1pm			<u>Doctor Led Clinic</u> <b>Appointment Only</b> <u>Nurse Led Clinic</u> <b>Walk Ins/ Appointments</b> Pharmacy Bus	When required <u>Child Welfare Clinic</u> <b>Appointments Only</b>	

## Levelwood (LVW)

	Monday	Tuesday	Wednesday	Thursday	Friday
9am-1pm				<u>Doctor Led Clinic</u> <b>Appointment Only</b> <u>Nurse Led Clinic</u> <b>Walk Ins/ Appointments</b> Pharmacy Bus	

- Diabetic Clinics will still be run by appointment at varying locations dependant on need
- Chronic Disease Management Clinics will commence later in the year (more information to follow later this month)
- Dietician appointments are also available as self-referral or through your health professional
- Physiotherapy appointments continue to be booked directly
- If you cannot make your appointment for any of our services please telephone and cancel as this space can be given to others. Appointments are always in demand and we have a number of patients who fail to attend for appointments

## Community Nurse Home Visits

Community Nurses can arrange home visits for various reasons for patients (dressings, blood tests etc). Some examples of people who are eligible are patients who are housebound, disabled or receiving palliative care. All requests for home visits are assessed by the team.

## Dental

	Monday	Tuesday	Wednesday	Thursday	Friday
8.30am - 11am	Emergency Dental Clinic <b>Walk Ins</b> (first come first served)				
11am - 1pm	Dentist / Dental Hygienist Clinic <b>Appointments Only</b>				
1.30pm - 4pm	Dentist / Dental Hygienist Clinic <b>Appointments Only</b>				

- All appointments have to be booked with the Dental reception (via the hospital switchboard)
- No Dental Hygienist appointments on Thursdays

## Pharmacy

	Monday	Tuesday	Wednesday	Thursday	Friday
8.30am-1.30pm	OPEN				
2pm – 4pm	OPEN		CLOSED	OPEN	
4pm to 5pm	OPEN				

The Pharmacy is open Saturdays from 09.00am – 11.30am. Only PRE-ORDERED repeat prescriptions will be dispensed on a Saturday. These must be ordered before 1pm on the preceding Friday.

## Laboratory

<b>Monday</b>	8.30am-1pm	Routine blood tests (first come first served basis)
<b>Tuesday</b>	8.30am-3.30pm	Warfarin Clinic only, no routine blood tests
<b>Wednesday</b>	8.30am-1pm	Routine blood tests (first come first served basis)
<b>Thursday</b>	8.30am-4pm	Maintenance /Blood tests <b><u>per appointments only</u></b>
<b>Friday</b>	8.30am-1pm	Routine blood tests (first come first served basis)

## Radiology

**Please note:** Doctors decide on the priority of the examination and Doctors are the only ones who may discuss your results with you. Hospital inpatients and emergencies take priority over routine /outpatient examinations so you may be asked to wait to be seen.

We can do x-rays, CT scans and ultrasound scans. All investigations are allocated on an **appointment** system unless it is an emergency. Appointments are made through medical records, once a doctor has made the referral request.

**General waiting periods:** X-rays up to one week, CT scans up to two weeks and ultrasound up to three weeks, depending on the urgency.

**CT scans:** Some scans require a pre-assessment and blood tests before they can be carried out. This appointment will be booked by medical records. You will be asked to complete a questionnaire before your test can be done. Any important information/instructions will be given. Failure to follow these instructions may mean your test cannot be completed and may be rescheduled.

**Ultrasound:** When booking your appointment any important information or instructions will be given. Failure to follow these instructions may mean your test cannot be completed and may be rescheduled.

## **TRIAGE ON ST HELENA**

### **HOSPITAL ADOPTS MANCHESTER TRIAGE SYSTEM**

Members of the public will be aware that St Helena already operates a Triage System when assessing patients who arrive at the Hospital without an appointment. Triage works very well, but it is time for a facelift. The Health Directorate is adopting the Manchester Triage System into their current way of working. This system is used and is successfully implemented throughout the world, prioritising millions of patients each year. It has proved itself in both small and large communities. It can be used for telephone, ambulance and face-to-face consultations and has been proved safe in situations ranging from lifesaving interventions to self-care instructions on how to care for your health problems.

The Manchester Triage was chosen after careful analysis of several triage systems. The Manchester Triage System was found to be a system that prioritises care to ensure all patients receive timely, evidenced based and safe triage. This model ensures all nursing and medical staff are talking with common definitions regarding your problem.

#### **So how will it work?**

The nurses carrying out triage are currently undergoing extensive training in the use of the Manchester Triage System. You will find that the nurse asks you a series of questions and checks your heart rate, temperature, blood pressure and respiration rate along with any other emergency tests that are required. An accurate allocation of your clinical priority will then be made.

This will ensure patients, who need access to emergency care, can be quickly and efficiently transferred to the hospital facilities for emergency care.

Those patients who require to be seen on a less urgent basis will be triaged to an appointment with a Doctor (not necessarily the same or next day) or given self-care advice.

It is not designed to judge how appropriate your attendance to health care is, but to assure the need for care is appropriately dealt with in an efficient, high quality, cost effective individualised realistic triage service.

<b>The good points of introducing Manchester Triage</b>	<b>The changes that will come with Manchester Triage</b>
You will be seen by highly trained staff	All triage nurses will be highly trained
You will be assessed by a world proven safe, evidence based, cost effective system	The Manchester triage clinical evidence and advice is updated every 10 days. You will receive the latest clinical assessment process
If you are an emergency this will be recognised and dealt with very quickly	A more speedy assessment process to reach best medical and nursing treatment and care.
You will receive timely consultations befitting your clinical (health) complaint	You may have to wait for an appointment within the parameters of your triage outcome
You will be given discharge and ongoing care advice	Written and verbal advice plans will become routine with advice on managing your health problem

***#StHelena #HealthDirectorate #GeneralHospital #Triage***

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**SHG  
2 May 2018**