

Bruton Surgery Quarterly Newsletter

www.brutonsurgery.nhs.uk



Providing NHS services



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Opening Hours

Monday	08.00-18.30
Tuesday	08.00-18.30
Wednesday	08.00-18.30
Thursday	08.00-18.30
Friday	08.00-18.30
Sat, Sun & Bank Holidays	Closed

Please note: 08.00 - 08.30 and 18.00 - 18.30 are for urgent issues only - under normal circumstances, the surgery is open Monday – Friday: 08.30 – 18.00.

Practice Half Day Closing for Training

3 February 2026	1.00pm - 6.30pm
11 March 2026	1.00pm - 6.30pm
14 April 2026	1.00pm - 6.30pm

What we do during half day closures

Our half day closures are an opportunity for staff to come together for mandatory training and team meetings/discussions to improve how we work. If you have an urgent need during one of our practice closure afternoons, please call the surgery as normal and follow the instructions.

Somerset NHS Charity is the official charity for NHS Services across Somerset. If you or a family member have been treated by this GP surgery and would like to help us make a difference for patients, please get in touch.

A Year in Review 2025

The end of one year is a good opportunity to reflect on the past year to recognise what has been achieved:

- 30,000 appointments, including over 16,000 face to face appointments, over 10,000 GP appointments and 17,000 appointments provided on the same day
- 15,084 AskMyGP requests, or about 300 every week, with most requests completed within 2 working days
- Our GP Patient Survey reported:
 - 96% had confidence and trust in the healthcare professional they last saw or spoke to
 - 97% were involved as much as they wanted to be in decisions about their care and treatment
 - 95% felt their needs were met during their last general practice appointment
- Our Friends and Family feedback over the past 12 months has provided 1,050 responses, of which 971 (92.5%) were positive about our services
- Our practice team was very stable, and we created a new Care Coordinator role to provide dedicated support to our elderly and frail patients, their families and carers.

Somerset Carers

Carers Helpline: 0800 31 68 600

www.somersetcarers.org



**Somerset
NHS Charity**

For more information, please visit:
<https://www.somersetnhscharity.org.uk/>

New Year, New You?

As well as reflecting back on the past year, this time of year also gives us a pause to think ahead to the new year - and perhaps, a new you?

Our Health & Wellbeing Coaches are available to all patients who want to make a positive lifestyle change, whether its to move more, eat better or drink less. Individual coaching is available, and coaching groups are also held during the year.

They can also let you know of existing local services who may be able to help or provide support to you.

To contact our Healthcoaches:

- phone 01749 812310 and choose Option 3
- email: somicb.healthcoaches.brutonsurgery@nhs.net
- submit an AskMyGP request online



FREE Coaching Sessions At Bruton Surgery



Are you ready to make a **positive change** but don't know where to start?
Would it help to **talk things through**? **Call a Coach!**

During your choice of weekly or fortnightly one-to-one meetings, our coaches offer a **friendly and supportive space** for you to **explore options, navigate challenges, plan next steps** and find a way forward that **works for you**.

Contact us today to find out more:

01749 812310 (Option 3) / somicb.healthcoaches.brutonsurgery@nhs.net

Free one-to-one coaching for real and lasting change

Patient Participation Group (PPG)

Our Patient Group meets four times a year and provide a valuable 'critical friend' role, supporting the practice by providing feedback and advice on the experience as a patient.

Membership is open to all patients, please email

somicb.brutonsurgery@nhs.net or call us if you're interested to join.

Feedback comments

A small selection of recent comments:

- Very attentive and took time to discuss my issue with me
- Very helpful and saw the doctor quickly
- Very good service, I felt all my questions were answered.

Symphony wide updates

For organisational wide updates, please see our Symphony quarterly newsletter:

[SHS Quarter 3 newsletter](#)

Useful Numbers

Bruton Surgery: 01749 812310

Bruton Pharmacy: 01749 812342

Yeovil Hospital: 01935 475122

Patient Feedback

Since April 2025 over 600 patients provided us with feedback and 92.3% were positive about our services!

We encourage patients to respond to the surveys we send following appointments to help us learn and make improvements. Alternatively patients can provide feedback at any point via the surgery website or email.