

Bruton Surgery

December
2022

www.brutonsurgery.nhs.uk/

Quarterly Newsletter

Practice Training

The Practice will close for training from 13:30 -18:30 on the following dates this quarter:

Tuesday 17th January 2023

Wednesday 15th February 2023

Thursday 16th March 2023

We thank you in advance for your patience on these dates whilst we undertake necessary training and development.

Download the NHS App
today!



Secure access 24 hours a day

Access a range of NHS services
anytime, anywhere

Practice closures over Christmas

The practice will be closed on the following days over the Christmas Period:

Monday 26th December 2022 (Closed)

Tuesday 27th December 2022 (Closed)

Reopening Wednesday 28th December 2022 - 08:30

Monday 2nd January 2023 (Closed)

Reopening Tuesday 3rd January 2023 – 08:30

Practice Update

The practice is far more than a consultation, and much of the work of the practice takes place behind the scenes. However, some things are easier to measure than others so here is our activity for the 3 months (Sept – Nov)

Phone calls In TBC	Phone calls out TBC	AskMyGP requests 3888
Medications prescribed 22801	Test Results 18297	Appointments 8642
Referrals 647	Clinical Documents reviewed 1473	And a lot more besides...

AskMyGP and Consultation Requests

The practice has now been using AskMyGP to manage our patient consultation requests for two years. We are continuing to provide telephone consultations in the first instance, with face-to-face appointments arranged where clinically appropriate. This helps us to:

- Manage demand by providing more consultations than in-person appointments can provide
- Prioritise those requests which need urgent medical attention ahead of those which are routine in nature
- Receive requests online directly from patients rather than requiring a phone call to the practice.

After you have contacted the practice for a consultation (either directly online or by phone) your request will be assessed (triaged) by our Clinical Team who will decide the urgency of the request and the appropriate clinician to contact you. An appointment will then be arranged either for same day contact if urgent, or within 3-5 days if not urgent. We aim to respond within 3 working days but this does depend on the demand and capacity within the practice.

Ordering Prescriptions

Prescriptions can be ordered in several different ways, including the NHS App, Patient Access App, using the white prescription slip and returning it to the practice directly or via the pharmacy, in writing posted or delivered to the practice, or by email to somicb.medication.brutonsurgery@nhs.net Unfortunately, we no longer accept requests by telephone due to safety concerns.



Social Prescribing update

What is 'social prescribing'?

Social prescribing is a way for local agencies to refer people to a link worker. Link workers give people time, focusing on 'what matters to me' and taking a holistic approach to people's health and wellbeing. They connect people to community groups and statutory services for practical and emotional support. Link workers also support existing community groups to be accessible and sustainable, and help people to start new groups, working collaboratively with all local partners.

(<https://www.england.nhs.uk/personalisedcare/social-prescribing/>).

Bruton Surgery has three Health coaches who provide social prescribing support, and who are supported by the local Primary Care Network Social Prescribing Link Workers.

For further information about any of the above, please contact our Health coaches at the practice.



Contacting the practice

There are many ways that you can contact us, safely and securely:

- Consultation requests can be submitted online via AskMyGP (Monday to Thursday: 7.30am – 4.00pm, Friday: 7.30am – 2.00pm). This also allows us to reply to you by email if this is appropriate.
- Call us on 01749 812310 between 8.30am to 6.00pm (8.00-8.30am & 6.00-6.30pm for emergencies only)
- Visit our website (www.brutonsurgery.nhs.uk) or email us to somicb.brutonsurgery@nhs.net
- Or you can visit the practice if this is most convenient to you, but please be aware of COVID precautions.

Find us on 

You can also follow us on Facebook for practice news and health information. Find us at facebook.com/bruton.surgery

HOW TO SIGN UP TO ASK MY GP TO ACCESS CLINICAL SERVICES EASILY



askmyGP is usually the quickest and most convenient way to request help from our clinical team for yourself, your child or someone you care for and helps the practice to respond more effectively. The clinical team will contact you within 48hours (excluding weekends and bank holidays) to resolve your request. This might be via message, telephone or by face-to-face appointment - depending on the need as determined by the clinician.

Registering as a User

Go to your Bruton Surgery's website (www.brutonsurgery.nhs.uk) and follow the link to askmyGP or alternatively <https://my.askmygp.uk/?c=L85032>. You may need to click 'accept cookies' for it to work. The link takes you through to the askmyGP portal where you can obtain NHS self help advice or consult your GP.

Once you are on the askmyGP page, click on the **'Consult your GP'** button – this button will take you through to a page which asks you to either login or sign up. On the next page, click on the **'Sign up as a new user'** button.



Sign up to askmyGP
You can do it here and now. Your email address may be used only once.

First Name(s)
Surname
Email
Phone number
Alternative Phone number
Postcode
Password
Remember Me
Please accept The end-user licence agreement
Confirm

We may email you concerning your personal requests. We may process your personal data, which may be shared in an anonymised form for research purposes. We do not email patients for marketing purposes or pass your personal details to third parties.

On the sign-up page **fill in your details** and **read the end-user licence agreement before ticking the acceptance box** at the bottom (if you decide to click on the 'Remember Me' button, this will save your details on the device being used to enable you to login automatically for you the next time that you visit askmyGP). When creating a password, the five grey boxes will light up. The more boxes that are lit up, the stronger your password is. It is ideal to have the strongest password possible (usually this will have a mixture of capitalised and non-capitalised letters, numbers, and symbols).

Once you have filled out your details, please click the **'Confirm'** button. This will then take you to the next screen which allows you to create a new request. If you don't want to create a new request at this time, please click either the 'Home' button or the 'Logout' button in the top right of the screen. That's it you are signed up and can now use askmyGP when needing to consult a clinician.

BRUTON SURGERY

HEALTH COACHES

What is a Health Coach?

A Health Coach will help you gain the knowledge, skills & confidence to improve your health & well-being. Nobody knows you better than you know yourself and we believe everyone can make positive changes in their lives

Together we can...

- Explore what is important for your life, health & wellbeing
- Identify the local activities & services you can benefit from
- Identify health & wellbeing goals you want to work towards

A Health Coach does not...

- Tell you what to do or make decisions for you
- Give a medical diagnosis or prescribe medication
- Judge you in any way

A Health Coach does...

- Listen to you
- Try to understand the whole picture of your health & wellbeing
- Help you decide what you want to do to be more happy & healthy
- Offer guidance & support to help you achieve your goals

If you are a patient at Bruton Surgery & would like to speak with a Health Coach to explore how we can help you improve your health & sense of wellbeing, please contact us on:

01749 812310

or make a request via **AskMyGP**

Kind regards and a MERRY CHRISTMAS

From

All The staff at The Bruton Surgery