

Patient Update

Bruton Surgery, January 2022

Happy New Year!

Firstly a very happy new year to all in our local community. We know that the past couple of years have been challenging for everyone and we are sure that this year too will present its own challenges in some form or other. We look forward to caring for you through this year.

Patient Group Update

Our Patient Group continues to grow and over the past few months we have welcomed three new members. More new members are always welcome!

However, we still desperately need a **Chair** to lead and steer the Patient Group. The only requirement is to be a registered patient with the practice, and the role involves chairing our meetings (currently quarterly) and attending the regular PPG Chairs meetings held by Symphony Healthcare Services and the CCG, both of which provide information about services and changes in the NHS community. A background in health or related areas is useful, but a fresh pair of eyes is always welcome.



What does the Patient Group do? Well, its role is to be a critical friend to the practice and provide a communication channel to and from local patients. Its an opportunity for us to brief patients about practice & NHS news in detail, and to hear feedback from patients about what we're doing, and for patients to be involved in developing and promoting the practice.

If you are interested to join the Patient Group as a member or interested in the Chair's role, please contact the Practice Manager on 01749 812310 or bruton.surgery@nhs.net.

Practice Update

The practice continues to recruit for a new GP to replace Dr Nick Gompertz. We are currently filling the gap with locums and try to use a small group of regular locums where possible. You may notice that you are still registered with Dr Gompertz – this is so the list is maintained so that it can be reassigned to the new GP when appointed, but any documents or results are reviewed and actioned by the Clinical Team – please do not fear that your care is being ignored as we have processes in place to review all documents etc received for all patients.

We have also welcomed Lesley & Kezia to our Reception Team, and Beth & Dawn to our Healthcoach Team.

Infection Control protections

The current advice to GP practices is to continue to maintain infection control precautions despite the further easing of COVID restrictions (as at January 2022). Please continue to wear a face mask when visiting the practice, wash & sanitise your hands regularly and keep a distance of at least 1 metre from others. **Ventilation** is most important and so we are keeping windows open despite the cold weather. **Please remember to wrap up when attending the practice as it is a bit chilly especially on cold days!**

Activity in 2021

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 some of our activity for last year:

Phone calls In 42,017	Phone calls out 43,375	AskMyGP requests 16,375	Medications prescribed 85,012
Referrals 2,132	Documents 7,914	Test Results 23,576	And a lot more besides...

Covid Vaccinations

On top of this, the practice has been working with our 4 neighbouring GP practices to provide COVID vaccinations throughout 2022 and have given well over 100,000 vaccines to our local community and the wider population. If you require a COVID vaccination, please contact the practice, or 119 or visit 'grab-a-jab' for walk-in clinics.

Integrated Care System in Somerset

The following is an update provided by one of our Patient Group on the forthcoming changes to the health service in Somerset.

A government white paper has been published, setting out legislative proposals for a Health & Care Bill shaping the way in which health & social care will be delivered in the future. The goal is that instead of working independently, there will be joined up care for everyone in England, and to seek out ways to connect and collaborate so that the health & social care needs of people are better met. It is envisaged that this will remove barriers that have added unnecessary delays and cost to the care provided to date and it is hoped that this will encourage a more seamless service to patients.

Somerset is fortunate in that there is only one Clinical Commissioning Group (CCG), and largely county-wide services. Other areas of England are having to face more challenges, covering more than one county and CCG's. Work has been progressing over these last few years to achieve these aims. In April 2020 Somerset Partnership community & mental health NHS merged with Musgrove Park hospital, forming Somerset Foundation Trust (SFT). Currently work is underway to merge Yeovil hospital with SFT, which should happen in October 2022. Both the Chair and the Chief Executive have recently been appointed to an Integrated Care Board, which should be operational by next July. The Board will provide a forum for representation from all groups in the health and care system.

If all goes according to plan, then patients in Somerset should receive co-ordinated care from all the health and social care services with smooth transition from one section to another.

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 bruton.surgery@nhs.net. Unfortunately, we no longer accept requests by telephone due to safety concerns.

Supporting you- Weight Management services

A new service has been launched by the NHS to support weight management. If you are a patient concerned about your weight and have a BMI of 30 or above (or 27.5 or above for those of Black, Asian or other minority groups), the practice can provide support and/or refer you to the national support service.

A text message will shortly be sent to all patients whose last BMI reading is at or above this range. If you would like help (or think your BMI is incorrect!) please contact us.



Supporting families and mental health

Somerset has extremely high levels of mental health issues and especially for children. The practice is starting a project to focus on family support recognising that mental health issues are usually more than a medical problem and often impact the whole family. We don't have any magical solutions to such challenging situations, but we want to say we recognise this, and to offer support tailored to individual needs. There are many local agencies who can provide support and advice, but often those with the most need are either not aware or fearful of making contact. We want to provide this support and connection, to help that first step be taken.

Patient Information Leaflet – new

We have developed a new Patient Information Leaflet, providing information about the practice to new and existing patients. It is available on our website and Facebook page or please contact the practice if you would like a copy sent to you.

Staff Training Dates

During the year, we will be closing the practice for 2 hours each month to provide time for staff training. The practice will be closed between 12.00 noon and 2.00 pm. If you need assistance during this time, please submit an AskMyGP request, or contact 111 or telephone us on our usual number and wait for assistance. **In an emergency call 999.**

Wednesday 16 February	Tuesday 21 June	Tuesday 18 October
Tuesday 15 March	Wednesday 20 July	Wednesday 16 November
Tuesday 26 April	Tuesday 16 August	Tuesday 13 December
Wednesday 18 April	Wednesday 21 September	

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 bruton.surgery@nhs.net.
- Or you can visit the practice if this is most convenient to you, but please be aware of COVID precautions.
