

Quarterly Newsletter

The NHS App

Did you know you can order your repeat prescriptions through the NHS App at any time of day or night?

It is far more convenient for both patient and practice, and the App also provides health advice and your COVID passports.

Download the NHS App today!



Secure access 24 hours a day

Access a range of NHS services
anytime, anywhere

AskMyGP and GP Consultations

We use AskMyGP to manage our GP consultation requests so we can:

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

You can submit a request directly through AskMyGp between 7.30am and 4pm (2pm on Fridays) or contact Reception who will create the request for you.

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. This may be a telephone consultation or a face-to-face appointment depending on what is clinically appropriate. We aim to respond within 3 working days, but this does depend on the demand and capacity within the practice. Please allow up to 7 days for a response, particularly if you request is of a routine nature.

In case you are wondering, AMGP is not open 24/7 as we cannot respond to requests when we are closed.

If you need urgent care when the practice is closed, please call 111.

Nursing Appointments

Please call the practice to arrange nursing appointments, such as blood tests so that an appointment can be arranged with you.

COVID Vaccinations

The COVID Vaccination programme is continuing, with the introduction of the 'spring booster' for patients who are:

- Aged 75 or over
- Living in an adult care home
- Aged 12 years and over, who have a weakened immune system

It is advised that the vaccination should be given around 6 months after your last dose but can be given after 3 months. If you are eligible, please contact **119** to book your appointment.

COVID Precautions

Please be aware that COVID has not disappeared. Although COVID precautions have been reduced, it is still required to wear a mask when visiting healthcare environments such as the practice.

We ask all patients to wear a surgical mask or FFP2 when on the premises for your safety and ours. Masks will be provided if you do not have one with you.

Think Pharmacy

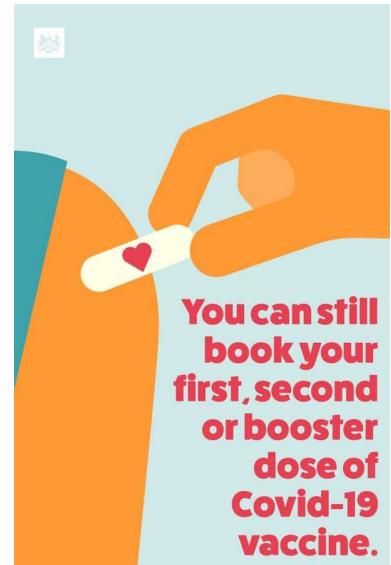
A new service has been introduced in Somerset for minor illness concerns.

If you contact the practice with a minor illness or injury, you may be offered a same-day consultation with your community pharmacist.

A referral will be sent to your preferred pharmacy providing details of your request, and the pharmacy will contact you to arrange a same-day consultation. During your consultation, details will be recorded and provided back to the GP surgery so your health record can be updated.

For further details, please visit

<https://www.somersetccg.nhs.uk/community-pharmacy/>



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 Healthcoaches who provide social prescribing support, and who are supported by the local Primary Care Network Social Prescribing Link Workers.

Local Support Opportunities

- Dementia Friendly Communities & Neighbourhood – work on this was delayed due to the pandemic, but events are being planned in Bruton for Dementia Action Week in May
- Young Carers – a support group now meets every fortnight at the Balsam Centre, Wincanton for young carers aged 11-18.
- Goldies Singing Group – meet every 2nd Wednesday of each month at 2:00-3:00pm at Bruton Methodist Church
- Bruton's Men Shed – a new group is being set up for Bruton, and an existing Men's Shed is in Wincanton

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

Patient Group Members Welcome

The practice has a Patient Group which any registered patient is welcome to join.

The group currently meets quarterly and provides a 'critical friend' to the practice management team – allowing us to discuss issues and developments which may affect patients.

Whether you are pleased with the practice or feel we could do better, it is important that we hear from you and that you understand what the practice is able to do.

If you are interested in joining our Patient Group or just want to find out more, please contact us at bruton.surgery@nhs.net or call to speak with the Practice Manager.

Jubilee Bank Holidays



The practice will be closed on 2 & 3 June 2022 for the Jubilee Bank Holidays.

If you require medical care over the weekend, please contact 111.

If it is an emergency, please call 999.

Supporting children and families

We are very pleased to share news about our work to support the wellbeing of young people and their families who are registered at the surgery. This is particularly important locally as Somerset has very high rates of mental health conditions in young people, at least 1 in 10 young people countywide have a diagnosable condition. This has been further exacerbated by the impact that the Covid-19 pandemic has had on young people and their families. Additionally, we are aware that it can be difficult for families and young people to find and access support.

As a result, we were keen to further develop our health coaching service to provide more support and we are delighted that Dawn East has joined our team. She brings a wealth of experience of working with young people to the team. She can support young people by providing information about local services and organisations and how to access them as well as recommending other useful resources such as books, websites and apps. She can also provide information and support for parents around a range of topics, such as housing, employment and mental health.

If you would like to speak to Dawn this can be arranged by submitting an Ask My GP request or by phoning our Reception Team.

Somerset Big Tent

Somerset Big Tent is a partnership of Charities, Charitable Incorporated Organisations and Community Interest Companies that provide a range of services including positive activities, therapeutic services and specialist support to increase positive wellbeing and improve mental health within children and young people aged 5-25 in Somerset.

Why use Somerset Big Tent?

- Everything in one place.
- Accessible for all.
- Quality Assured.
- A wide range of support methods including online services.
- Up to date information including contact information and waiting times.
- Options to filter by support need and area, tailored to your requirements.

Somerset Big Tent will soon be offering the option to talk to a Hub Buddy who can provide peer support in identifying the best solution for a child/ young person's needs.

Somerset Big Tent operates within Somerset building awareness of children and young people's wellbeing and de-stigmatising mental health, as well as working in partnership with GP surgeries, Schools and CAMHS* to ensure that they can recommend services effectively.

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

Symphony Healthcare Services

Did you know that Symphony Healthcare Services is wholly owned by Yeovil Hospital, and was developed with GPs to support practices which might otherwise have closed due to the difficulties recruiting GP Partners?

Most practices are owned and run by GP Partnerships as independent businesses. However, with GPs retiring or leaving the NHS it has become more difficult to recruit Partners and that affects the viability of practices.

SHS was established by Yeovil Hospital to support and run practices who may otherwise have closed. SHS now operates 20 practices in Somerset and Devon and provides care nearly 120,000 patients.

SHS provides stability to practices, but as practices often join SHS at their lowest ebb, it can take time to make improvements. SHS are run by local managers with NHS experience and take over practices at the invitation of the Partners.

The aim of SHS is to ensure the sustainability of local practices and improve the quality of care for patients.

Complaints and Concerns

If you are concerned or unhappy about the care you have received or any other issue, please let us know so that we can investigate and/or explain.

You can email us at bruton.surgery@nhs.net or call us on 01749 812310, and our Practice Manager will contact you.

Compliments are always welcome too – and mean a lot to the team!

This surgery is part of Symphony Healthcare Services [06633460]
Registered Office: Wincanton Health Centre, Dykes Way,
Wincanton, BA9 9FQ

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.

Find us on

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

We are also on Twitter:

[@BrutonSurgery](https://twitter.com/BrutonSurgery)