

Quarterly Newsletter

Meet the Practice Team

Bruton Surgery is a small practice, but we pride ourselves on having a wide range of clinical expertise and experience to support your care.

Clinical Team – GPs & Advanced Nurse Practitioners (ANPs)

Our Clinical Team is led by **Louisa McLachlan**, an experienced **Nurse Consultant** and Prescriber. Louisa's passion is cardio-vascular medicine, and she is also the Symphony CVD Lead.

Our GPs are **Dr Susie Stoneley**, **Dr David Rogers** and **Dr Jon Dolman** and we are also supported by our regular GP locum, Dr Mike Lacey. Dr Stoneley is our Mental Health lead and GP Trainer, Dr Rogers is our Cancer lead and a GP educator, and Dr Dolman has recently returned to the practice as a GP Retainer.

Working with our GPs is **Emma Goldsmith**, **Advanced Nurse Practitioner and Prescriber**. Emma deals with many minor illnesses concerns and is also manages our Practice Nurse team.

Emily Swarbrick has just joined the team as a Physicians Associate. This is a new clinical role working and Emily will be working closely with our GPs and ANPs.

The Clinical Team is supported by:

- **Pharmacy Team** – employed by the local Primary Care Network, the Pharmacy Team include a Pharmacist and Pharmacy Technicians who are able to provide prescribing and medication advice to patients, and undertake medication reviews.
- **Complex Care Team** – a specialist team providing focused care and support to patients and their families who are frail and/or at the end of life.
- **First Contact Physio** – patients presenting with Musculo-skeletal issues may be seen by Tom or Kenny, providing specialist assessment before referral for physio.

Nursing Team – Practice Nurses & Healthcare Assistants

The practice has two experienced **Practice Nurses**, **Julie Lowry** and **Sam Maber**, who provide our nursing services including chronic disease management for Asthma and Diabetes, and treatment room care such as injections, dressings, smears etc.

Our **Healthcare Assistants (Marie Wise & vacancy)** provide our blood tests, simple dressings, INR checks, BP checks and our chronic disease screening appointments.

Health and Wellbeing Team - Healthcoaches

Our **Healthcoaches (Beth and Alison)** provide a wide range of non-medical support to patients which can improve other medical conditions. For example, they provide coaching to make lifestyle changes to reduce the risk of diabetes for newly diagnosed and pre-diabetic patients, and can support patients with pain management through 10 Footsteps for Pain Management. Other work areas include vulnerable group engagement, children and young people support, new cancer diagnosis support, support for patients with frailty or end of life and carer support.

We are currently recruiting to this team to expand the support we can provide to patients.

Reception and Administration

Our **Reception Team (Debbie, Anne-Marie, Becki, Georgie, Liz and Hayley)** work extremely hard to answer the phones, deal with front desk queries, process prescription requests, book appointments, send messages and much more besides.

Behind the scenes, the Administration Team including our Medical Secretary and Workflow Administrators ensure that referrals are prepared and sent, hospital documents are coded and patient records are processed.

Practice Management Team

The practice is led by the **Clinical Lead (Louisa McLachlan)** and **Jane Hobbs (Senior Practice Manager)**, supported by **Mandy Andrews** who manages the Reception & Admin Team, **Sara Francis** who manages the Healthcoaches and Data/QOF and Emma Goldsmith, Lead Nurse.

The management of the practice involves a wide range of issues from managing the practice staff and building, overseeing performance against targets and contracts, investigating complaints and incidents, sharing information through the website, social media, and the Patient Group, developing or responding to new service initiatives or ideas and generally trying to keep everything moving together to ensure safe, responsive care is provided for our patients.

Rural Practice Primary Care Network

In 2019, Primary Care Networks were introduced to allow practices to work closer together to provide a wider range of services.

Where possible, services will continue to be provided at each practice site. However, there are times when you may be offered an appointment at a different practice. This allows us to make best use of the appointment time available and offer a wider range of appointment types. The Pharmacy Team, Complex Care Team, MSK Physiotherapists and Healthcoaches are funded through the PCN to support Bruton patients.

The COVID vaccination programme was provided through the Primary Care Network since it started in January 2021.

AskMyGP and GP Consultations

General practice has changed over the past 5 years – even before COVID19 arose. Since 2019, additional staff have been recruited into healthcare roles at general practices meaning an expanded team of healthcare professional are now available to help patients get the right care when they need it, in addition to seeing a GP or Practice Nurse.

This means that with a wider range of medical professionals to help you, it is important that you see the right person for your needs. This means that we 'triage' or assess your request, and we use AskMyGP to do this so we can:

- Prioritise those requests which need urgent medical attention ahead of those which more routine needs
- Manage demand better, as not all requests require an appointment
- Receive requests online directly from patients rather than requiring a phone call to the practice
- Direct patients to the right clinician for your needs, as practices can now offer a wider range of specialist appointments, eg First Contact Physio.

You can submit a request directly through AskMyGP between 7.30am and 2 pm 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.

Emails

If you have a medical concern, please contact the practice via AskMyGP or by telephone rather than by email. Prescription requests or general enquiries can be sent by email, but please note the mailbox is not monitored constantly.

Nursing Appointments

Please call the practice to arrange nursing appointments, such as blood tests so that an appointment can be arranged with you. We are also increasing the use of specific appointments bookable by directly via text message.

Ordering Prescriptions

Patients are responsible for ordering repeat medications.

You can order your medications are by:

- The NHS App or the Patient Access App
- Emailing
somicb.medication.brutonsurgery@nhs.net
- Ticking and returning your prescription form to the practice or via the pharmacy

Although prescriptions are normally approved within 24 hours of receipt, please order 5 days before you run out to allow for processing by both the practice and the pharmacy (as the pharmacy may have to order in your medication).

New - Training Practice

Dr Susie Stoneley is now a GP Trainer and we have recently welcomed our first GP Register, Dr May Zar.

GP Registrars are qualified Doctors who are undertaking their specialist training to be GPs have already completed two years of hospital training.

You may be offered an appointment with a GP Registrar which may be slightly longer than a regular appointment. This is to support the GP's learning and allow them to seek advice from their GP colleagues if they need too.

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.



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 somicb.brutonsurgery@nhs.net or call to speak with the Practice Manager.

Patient Feedback

October 2023

I put in a request around 8:30am, received a call around 9:10am and had an appointment at 10am. By 10:45am I was home with medication I needed and feeling better. Outstanding service, I am grateful to the team.

(About AskMyGP...)
This is easier than telephoning for an appointment

I cannot praise staff at the surgery highly enough. So kind reassuring and just wonderful. We are very lucky in Bruton

Brilliant service. Fast response & same day appointment.

Very speedy call and prescription. Very caring phone call. Thank you

Many thanks to Dr.Stoneley for her swift response & for saving my life & marriage !!!

Thanks Emma so thorough and kind, great service

Thank you so much for such prompt treatment

Call back in response to my query very prompt, brilliant service.

I felt genuinely listened to in my appointment, which went on longer than I expected, but the Doctor seemed happy to prolong it as we had a lot to discuss very happy with everything.

Symphony Healthcare Services

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

SHS Ltd is now owned by Somerset NHS Foundation Trust following its merge with Yeovil Hospital.

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 somicb.brutonsurgery@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 – 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.

Find us on

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