

## Symphony Healthcare Services

The practice is owned and run by Symphony Healthcare Services Ltd, a company wholly owned by Somerset NHS Foundation Trust who also manage Yeovil Hospital and Musgrove Park Hospital.

The organisation is run by experienced NHS managers with local knowledge, and it is within the business constitution that any profits are returned to the practices and therefore remain within the local healthcare system.

SHS has specialised in taking on practices that have struggled and may otherwise have closed and supports their turnaround and return to viability.

The Registered Office address for SHS is: Wincanton Health Centre, Dyke's Way, Wincanton, BA9 9FQ.

## Complaints and Compliments

We aim to provide a responsive and professional service to our patients. However, if you have any concerns about our service or the care you receive, please do not hesitate to let us know. Alternatively, we welcome and appreciate positive comments about our care and services.

You can contact us in writing by email or post or speak with us. Our Practice Manager deals with complaints and will investigate and respond to your concerns, to resolve any issues you may have.

## Patient Group

Our Patient Group is open to all patients to join. It provides local knowledge and feedback to the practice and helps us to shape new ideas and services. For more information, please visit our website.

**We hope this has provided useful information to you. For further information, please visit our website [www.brutonsurgery.nhs.uk](http://www.brutonsurgery.nhs.uk).**

November 2023



# Bruton Surgery

## Patient Information Leaflet

### Welcome to Bruton Surgery

This leaflet provides a short guide to the services at Bruton Surgery. For more information, please visit our website – [www.brutonsurgery.nhs.uk](http://www.brutonsurgery.nhs.uk) or speak with our Team.

### About our surgery

Bruton Surgery provides patient care to the Bruton community and surrounding villages. Our team includes different medical professionals including GPs, Advanced Nurse Practitioners, Practice Nurses, Health Coaches, Musculoskeletal Physiotherapists and Pharmacists, and we work closely with community teams including District Nurses, the Complex Care Team, Health Visitors and Midwives.

### Practice Area

Our practice boundary is 5 miles 'as the crow flies' from the practice. If you live within this area, you are very welcome to register with us.

#### Contact Details:

Bruton Surgery, Patwell Lane,  
Bruton, Somerset, BA10 OEG

01749 812310

[Somicb.brutonsurgery@nhs.net](mailto:Somicb.brutonsurgery@nhs.net)

[www.brutonsurgery.nhs.uk](http://www.brutonsurgery.nhs.uk)

[Facebook/bruton.surgery](https://www.facebook.com/bruton.surgery)

#### Opening Hours:

Monday – Friday  
8.00am – 6.30pm

When the practice is shut, please  
contact 111 for medical advice or  
999 in an emergency.

## How to Register as a Patient

We now offer online registration to become our patient. Please visit:

<https://gp-registration.nhs.uk/L85032/gpregistration/landing>

## Meet our Team

### Clinical Team

Our Clinical Team includes GPs, Advanced Nurse Practitioners, and a Physicians Associate, who are supported by a Pharmacy Team and Musculo-Skeletal Physios. This means you will be seen by the Healthcare Professional most suitable for your needs.

### Nursing Team

Our Nursing Team provides chronic disease and treatment room care, including diabetes and asthma annual reviews, vaccinations, dressings and smears. Our Healthcare Assistants provide blood tests and screening appointments for chronic disease management.

### Health and Wellbeing Team

Our Healthcoaches provide lifestyle support and advice to patients who need to improve their lifestyle which will benefit their medical conditions. They also provide support to patients and their families with complex needs or towards the end of life.

### Management and Administration

Our Reception & Administration Team provide a vital role in your care, such as being the initial point of contact and providing advice to support your care, processing prescriptions and referrals for further treatment, proactively recalling patients for routine care and reviews and ensuring that information is passed to those who need it.

It is a demanding role so please respect their contribution to your care.

## Appointments and AskMyGP

As the practice now provides appointments with a range of healthcare professionals, it is important that you are seen by the most appropriate person. We use AskMyGP to do this.

You can make a request online between 7.30am – 2.00pm via your smartphone or computer, or you can call the surgery 8.30am – 6.00pm on 01823 812310. To register online visit our website and find AskMyGP on the front page.

Requests are prioritised according to medical need, and you will be offered an appointment as quickly as possible depending on need and availability.

Nursing appointments can be booked directly by the Reception Team by calling 01749 812310, or by responding to text invitations where an online link is provided.

## Prescriptions

The easiest way to order your repeat prescription medication is via the **NHS App**. Alternatively, please email the practice at [somicb.medication.brutonsurgery@nhs.net](mailto:somicb.medication.brutonsurgery@nhs.net) or ask the pharmacy to order for you. Prescription requests are usually processed within 1 working day, but please allow 5 days between request and collection.

## Referrals and hospital appointments

If a referral to another service is required, this will usually be sent within 7 days, or sooner if it is urgent. The practice does not have any influence over hospital appointments or waiting times.

If you prefer a private referral, please note that it is the patient's responsibility to identify and give details of a suitable private provider.

## Clinics

The practice provides a range of clinics including child health vaccinations, MSK First Contact Physio, chronic disease management, travel vaccinations, flu and other vaccinations and antenatal care.