

BRUTON SURGERY

PATIENT INFORMATION

CONTACT DETAILS

Bruton Surgery

Patwell Lane

Bruton

Somerset

BA10 0EG

T: 01749 812310

E: bruton.surgery@nhs.net

W:

www.brutonsurgery.nhs.uk

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

T: [@BrutonSurgery](https://www.instagram.com/BrutonSurgery)

Opening Hours:

Monday - Friday

8:00 am – 6:30 pm

***When the practice is shut,
please contact 111, or 999
in an emergency***

Welcome to Bruton Surgery

This leaflet is intended for our existing patients and those considering registering with us. It tells you about the practice and the services we provide, how to access them and some general information about how our practice operates.

If you live in our practice area and would like to register with us, please complete our registration form available on our website or from our Reception 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.

We offer a full general practice service and run specialist clinics for children, pregnant women, chronic disease care, women's contraception and minor surgery.

COVID Precautions

When attending the practice, please wear a **face mask** and **maintain social distance** to staff and other patients. In line with national and local guidance, some changes to the way services are provided may be necessary in the interests of maintaining patient and staff safety.

Please be understanding and respectful to staff at all times.

Precautions are in place for the safety of those vulnerable patients who most need in-person care, and for staff to ensure that the practice remains open. Thank you.

Symphony Healthcare Services Ltd

The practice is managed by Symphony Healthcare Services Ltd (SHS).

All GP practices are independent businesses that provide services to the NHS under contract. Most GP practices are owned by GP Partners, who take profit as income from their practice.

SHS was established in 2016 and is wholly owned by Yeovil District Hospital NHS Foundation Trust. 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.

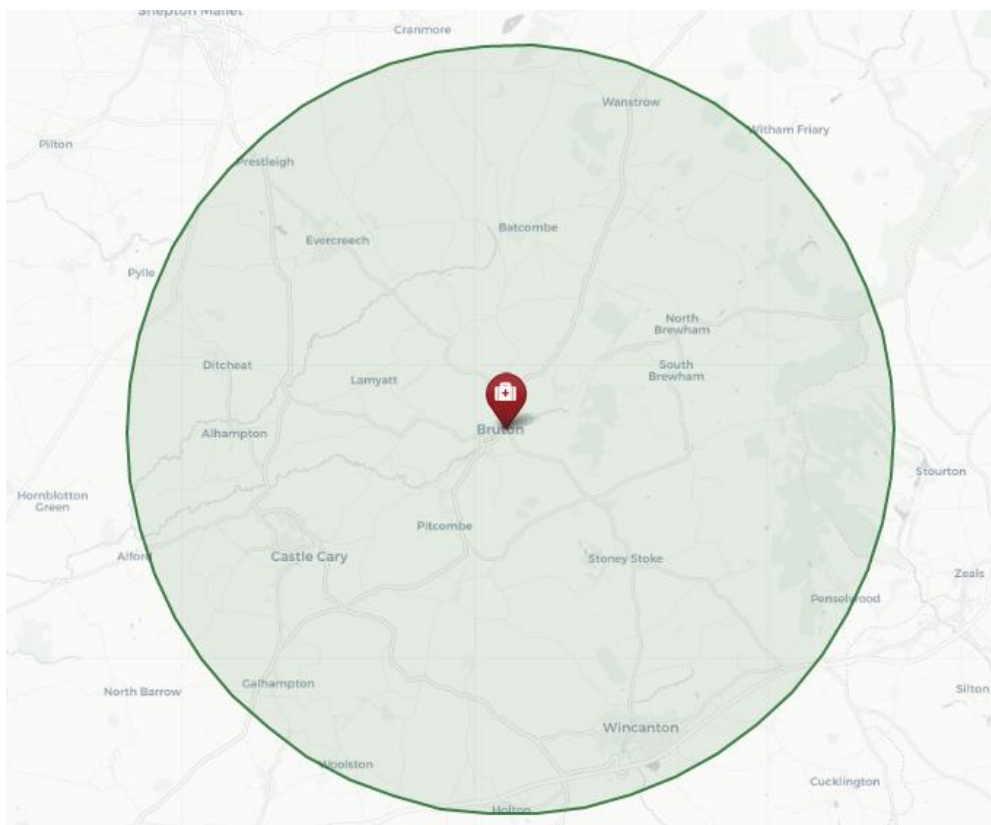
SHS has specialised in taking on practices that have struggled and may otherwise have closed and supports their turnaround and return to viability.

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

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.

You can check your postcode via: <https://www.healthqis.nhs.uk/Tools/GPmap/L85032/public#> to see whether you reside within the boundary.



How to Register as a Patient

To register with Bruton Surgery, please complete the Registration Form which is available on our website and send it to the practice either by post or email. Alternatively, please contact the practice and speak with our Reception Team.

The practice will ask for two forms of identification to verify you. However, if you do not have identification, please let us know, as everyone is entitled to primary care registration regardless of status.

Please ensure that the practice has your correct contact details including your address, telephone, mobile numbers and email address.

Meet Our Team

The practice provides care through a multi-disciplinary team approach, meaning patients receive care from a clinician most suitable for their needs working closely with our GPs.

Named GP

All patients have a named GP responsible for their care. If you wish to change your GP the practice will make reasonable efforts to accommodate your request. Please be aware that our GPs provide care for the whole practice population and therefore you may be seen by a GP or Nurse Practitioner according to your need, rather than your own GP on every occasion.

Clinical Team

Louisa McLachlan (Clinical Lead), Advanced Nurse Practitioner & Prescriber

Specialism: Cardiovascular disease

Dr Erika Andrews (F) MBChB (Sheffield 2005), DCH, DRCOG, MRCGP, DipBSLM

Dr Susanna Stoneley (F) MBChB (Hons) University of Liverpool 2008, MRCGP 2018

GP Trainer

Dr David Rogers (M) Mb Chb, MRCGP, Cape Town 1995 / London 2003

GP Trainer

Dr Vanessa Wilkins (F) MBChB (Liverpool 1993), DRCOG, DFFP, DPD

Specialism: dermatology, women's health, minor surgery

Roberta Glasper (F), Emergency Care Practitioner & Prescriber

Emma Goldsmith (F), Nurse Practitioner & Prescriber

Nursing Team

Nurse Lead: Emma Goldsmith

Practice Nurses:

- Sam Maber – specialises in Diabetes and Asthma
- Julie Lowry – specialises in Diabetes

Healthcare Assistants:

- Marie Wise, Laura Reyland

Our Nursing Team provides treatment room care such as injections, blood tests, dressings, cervical smears. They also provide chronic disease management through birthday month reviews for diabetes, respiratory and heart conditions.

Health Coaches

- Liz Wareham (Carers Champion)
- Beth Wickes
- Dawn East

Our Health Coaches provide social prescribing advice to patients to support patient wellbeing. They also provide support to patients and their families with complex needs or towards the end of life.

Management & Administration

Practice Manager: Jane Hobbs

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.

Attached / Primary Care Network

In addition to practice staff, patient care is supported by attached and Primary Care Network teams including:

- PCN Pharmacy Team – undertaking complex medication reviews and supporting the prescribing safety of the practice
- MSK Physios – providing first contact physio assessment, appointments are available on Friday mornings
- Complex Care Team - providing additional care and support to our frail and elderly patients
- Midwifery Team – appointments for expectant mums are available on Monday mornings

Appointments

Clinical Team Appointments

We operate an appointment system called *AskMyGP* for our Clinical Team appointments, which is available via our website. It allows you to use a smartphone or any computer, to enter your details and your problem, medical or any other question. You can seek help for your child or someone you care for as long as the patient is registered with the practice. You can choose how you would like to be contacted, i.e. via telephone, email, video consultation and you can even tell us when is most convenient for us to get in touch with you. *AskMyGP* saves you having to phone the practice and there is no queue online.

If you have no smartphone or internet access, or prefer to speak with us instead, please contact us on 01749 812310.

We aim to respond¹ to all requests within 1 working day. Requests are reviewed and prioritised by a GP or Advanced Nurse Practitioner usually within 30 minutes of receipt, and we will prioritise requests according to medical need.

Please note we currently do not pre-book GP appointments. You will initially be offered a remote consultation via telephone, email or video. If the GP needs to see you in the practice, they will book an appointment usually on the same day. This allows them to manage their time and your care effectively and they can offer you a longer appointment if you need it.

Home Visits

If your condition means you cannot attend the surgery, please submit a home visit request via *AskMyGP* or telephone by 10:00am where possible.

Nursing Team appointments

Nursing Team appointments are best made by phoning the practice so that a convenient appointment time can be arranged.

Most of our Nursing Team appointments are face-to-face due to the nature of the care provided therefore please be respectful and follow our COVID precautions.

Chronic disease reviews are currently conducted by telephone following a 'health screening' appointment with our Healthcare Assistants who obtain your current height, weight, BP and undertake a blood test.

Some of our Nursing appointments are available to book online, such as smears, BP checks and flu vaccinations. Please ensure that you use the correct appointment for your need and after receiving an invitation.

¹ Please note that a response is not the same as a resolution to your request, which may take longer
January 2022

Additional Information

Consent

We can only provide medical information directly to the patient, unless we have a signed consent form from the patient nominating a family member, friend or guardian. You can obtain a consent form from our Reception Team.

Prescriptions

Repeat prescriptions can be requested online using Patient Access or the NHS App. If you wish to use Patient Access, please contact our Reception Team.

You can also order your request prescription by:

- Emailing us at bruton.surgery@nhs.net
- In person or by post to the practice
- Ask your pharmacy to order on your behalf

Your prescription can be sent electronically to your preferred pharmacy. Prescription requests are usually processed within 1 working day, but please allow 5 days between request and collection in case the pharmacy need to restock your medications.

Specialist and hospital care

Our Clinical Team will refer you for specialist treatment if they feel this is appropriate for your care. You will be sent paperwork within 7 days of your referral, providing details on how to book your specialist appointment.

Please note that once we have made your referral, the appointments are then managed by the local 'referral management service' rather than the practice. Any questions regarding hospital appointments should be directed to your preferred hospital.

Disabled Access

Bruton Surgery is wheelchair accessible and suitably adapted for disabled patients. However, please be aware that the building does have a narrow corridor and therefore care needs to be taken.

Teaching and Students

The practice is working towards being a Training Practice to provide training placements for the next generation of GPs. We are also welcoming students from the University of Bristol.

As part of their learning and development experience, you may be asked if your consultation can be observed or led by one of the students. This will be under the supervision of one of our GPs, and we hope that you agree to this request as it supports the development of the next generation of GPs.

Clinics

We run a range of clinics at the practice. For further information and to book an appointment please submit a request via AskMyGP or telephone.

Child Health and Immunisations

Our immunization clinics are held weekly on Tuesday mornings. You will receive a letter from Public Health England when your child is due an immunisation – please telephone the practice to book your child's immunisation appointment as soon as you receive this letter. We regularly follow up on children who have missed their immunisation.

Contraception and Family Planning

Our Clinical Team can provide advice on contraception, and we run a monthly clinic to fit/remove some contraception devices. For more information, please contact us via AskMyGP or telephone.

Chronic Disease Care – diabetes, asthma, COPD, cardiovascular disease

Our chronic disease care is led by our Nursing Team, who have specialist training and knowledge for chronic disease management. You will be invited for your review at least annually. You will be offered a 'health screen' appointment with our Healthcare Assistants during which your height, weight, Blood Pressure and other checks will be made along with any bloods taken. You will then have a review consultation either by telephone or in person with our Nursing Team to discuss your condition and wellbeing.

Dermatology

We have a weekly dermatology clinic by our specialist GP for complex or unusual dermatology concerns. Please contact us via AskMyGP or telephone. You may be asked to provide a photo of your concern if appropriate, and you will be informed if your request has been referred to our dermatology clinic.

Travel Vaccinations

Our Nursing Team can offer NHS and non-NHS travel vaccinations and advice, including Yellow Fever. You will need to complete an information form prior to your appointment, and charges will be made for non-NHS vaccinations. Please visit our website for more information.

Flu Vaccinations

Flu vaccinations are usually held between September to December. Invitations are sent to eligible patients to book when clinics are available.

Antenatal Care

Monday 10:00am – 12:30pm, this clinic is run by Yeovil Hospital midwives. If you become pregnant you will be asked to make a self-referral to the midwives. They will contact you to ask a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy at the practice or hospital, or both.

MSK Clinic

Our MSK practitioner can provide a range of advice on Musculo-skeletal conditions. Clinics at Bruton are held on Friday mornings, but if this is inconvenient appointments can be offered at other times at one of the surgeries in our Primary Care Network. For more information or to book an appointment please submit a request via AskMyGP or call us on 01749 812310.

Health and Wellbeing Support

Healthcoaching / Social Prescribing

Our Health Coaches work alongside our Clinical Team and support patients in many ways such as helping to make lifestyle changes, accessing local support, care co-ordination and care planning particularly for complex or end of life patients and working with the Complex Care Team.

Carers Support

Our Carers Champion is Liz Wareham, one of our Health Coaches, and provides a range of support to those caring for others. To let us know that you are a carer or if you want information about carers support, please contact us or visit our Carers page on our website.

Stop Smoking Support

If you need help to stop smoking, you can contact the Smokefreelife Somerset service:

T: 01823 356222

E: smokefreelife@somerset.gov.uk

W: <https://www.healthysomerset.co.uk/smokefree/>

Or write to: Smokefreelife Somerset, Public Health, County Hall, Taunton, TA1 4DY

Self-Care Advice

Around 80% of care in the UK is self-care. The majority of people feel comfortable managing everyday minor ailments like coughs and colds themselves, particularly when they feel confident in recognising the symptoms and have successfully treated them using over-the-counter (OTC) medicine before.

Despite this, there are still many GP consultations every year for minor ailments which takes GP time away from managing more complex medical conditions. Also, many prescriptions are issued for medications which can be purchased over the counter at pharmacies, supermarkets etc.

The practice will follow NHS Somerset CCG's advice and may advise that over the counter medications are purchased rather than prescribed. Further information about how to self-care for a range of conditions can be found on our website.

Pharmacies

Please remember that you can treat ailments such as coughs, colds or indigestion by keeping a well-stocked medicine cabinet at home. You can also contact your local pharmacy for free health advice at any time. If your condition does not improve after using over the counter medications recommended by your pharmacy, please contact our Clinical Team for further advice.

Patient Rights and Responsibilities

The NHS belongs to all of us. There are things that we can all do for ourselves and for one another to help it work effectively, and to ensure resources are used responsibly:

- Please recognise that you can make a significant contribution to your own, and your family's, health and wellbeing, and take personal responsibility for it.
- Please register with a GP practice – the main point of access to NHS care as commissioned by NHS bodies.
- Please treat NHS staff and other patients with respect and recognise that violence, or nuisance and disturbing behaviour on NHS premises, could result in prosecution. You should recognise that abusive and violent behaviour could result in you being refused access to NHS services.
- Please provide accurate information about your health, condition and status.
- Please keep appointments or cancel within reasonable time. Receiving treatment within the maximum waiting times may be compromised unless you do.
- Please follow the course of treatment which you have agreed and talk to your clinician if you find this difficult.
- Please participate in important public health programmes such as vaccination.
- Please ensure that those closest to you are aware of your wishes about organ donation.
- Please give feedback – both positive and negative – about your experiences and the treatment and care you have received, including any adverse reactions you may have had. You can often provide feedback anonymously and giving feedback will not affect adversely your care or how you are treated. If a family member or someone you are a carer for is a patient and unable to provide feedback, you are encouraged to give feedback about their experiences on their behalf. Feedback will help to improve NHS services for all.

(Source: *The NHS Constitution for England*)

Violent and abusive behaviour

We operate a zero-tolerance policy to protect our staff and other patients. Violent or abusive behaviour towards members of staff or persons present on our premises will be dealt with in accordance with this policy and may result in police action or warnings with subsequent removal from our registered list.

This includes comments made on social media towards the practice or individual members of the practice team.

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.

For complaints regarding hospital or community care, please contact:

PALS, NHS Somerset CCG, Freepost RRKL-XKSC-ACSG, Yeovil, Somerset, BA22 8HR

T: 0800 085 1067

E: somccg.pals@nhs.net

W: <https://www.somersetccg.nhs.uk/contact-us/patient-advice-and-liaison-service-pals/>

Please note that the practice cannot respond to individuals' circumstances via Facebook or other forms of social media. If you are unhappy about an aspect of the practice, please contact the practice directly so that we can investigate and respond to you about your individual circumstances. Thank you.

Primary Care Network (PCNs)

Bruton Surgery is part of the Rural Practice Network. Other practices include Wincanton Health Centre, Milborne Port Surgery, Millbrook Surgery and Queen Camel Medical Centre.

Together we provide services across the practices which we could not provide alone, for example extended hours, Musculoskeletal clinics, pharmacy support and access to mental health practitioners. PCNs are continually developing, and further services or clinics may be provided in the future but may necessitate you to travel to another practice for your appointment depending on availability and access.

Extended Hours

The Rural Practice Network works collaboratively to provide appointments to their own and each other's patients who cannot access our services in normal working hours. For more information and to book an appointment, please telephone us or submit an AskMyGP request.

Your Local NHS

NHS Somerset CCG

The area served by Bruton Surgery is covered by NHS Somerset Clinical Commissioning Group, who are responsible for ensuring services are commissioned based on the needs of the patient population. For more information please visit www.somersetccg.nhs.uk.

Care Quality Commission (CQC)

The CQC is the Government body responsible for ensuring care providers operate effectively and safely. They carry out inspections of all registered services. Our last inspection was in January 2020, when our service was graded 'good'. Our latest inspection report is available via our website.

Out of Hours Services (when the practice is shut)

For urgent medical treatment when the practice is closed, please call 111 for the NHS 111 service. Advice can also be found online at <https://111.nhs.uk/>.

For serious medical problems or injuries please call 999 or visit your local A&E.

Why not join our Patient Group?

Our Patient Group helps us to shape decisions about the services we provide and is the voice of the local community. They help us to improve our services and plan to ensure patients get the services that are most valuable to the community. It also allows the practice to provide information and explain current activity and new developments within the NHS which may impact on patients and/or the practice.

The Patient Group is always open to new members. Further information is available on our website.

We hope this has provided useful information to you.

For further information, please visit our website www.brutonsurgery.nhs.uk.