

Patient Update

Bruton Surgery, September 2021

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. 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.

- **Louisa McLachlan, Clinical Lead** - Louisa leads our Clinical Team and is an Advanced Nurse Practitioner/Prescriber with extensive knowledge and experience in cardiovascular medicine. In 2021, Louisa received the Edith Cavell Award for nursing in primary care.
- **Dr Erika Andrews** –Erika has been at Bruton Surgery for 7 years, having completed her GP training locally. She is our Prescribing and Respiratory lead, with a special interest in children and public health medicine.
- **Dr Susie Stoneley** - Susie joined the practice in 2020 having completed her training locally. Susie is our Mental Health, Learning Disabilities and Dementia lead, and recently qualified as a GP Trainer.
- **Dr David Rogers** - David joined the practice in 2021 having moved back from South Africa to live locally. David is also a GP Trainer/Teacher, and will be teaching University of Bristol students at the surgery.
- **Dr Vanessa Wilkins** -Vanessa has been with the practice for many years, and currently provides specialist clinics for dermatology, contraception and minor operations.
- **Roberta Gasper** - Roberta is an Emergency Care Practitioner and Prescriber, who provides minor illness care for patients thereby freeing up GP time for the more complex concerns.
- **Emma Goldsmith** - we welcome Emma to the practice who joined us in August 2021 as Nurse Practitioner and Prescriber also providing minor illness care to our patients.



Nursing Team

Our Nursing Team (Practice Nurses Sam and Julie, Healthcare Assistants Marie and Laura) provide treatment room care such as injections, blood tests, dressings, cervical smears. They also provide chronic disease management through birthday month reviews including for diabetes, respiratory and heart conditions.

Healthcoaches

Our Healthcoaches, Helen, Susie and Liz 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.

Administration and Reception

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 be respectful to their contribution to your care.

Primary Care Network staff

In addition to the practice staff, care is provided to Bruton patients by PCN staff including MSK Physios and Pharmacist. This area of staffing is increasing, and new roles and opportunities will be added in the coming years.

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 for the future and 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. Further information is available on our website.

Activity this year

In the year from 1 January to 31 August, the practice dealt with:

Phone calls In 26,621	Phone calls out 29,587	AskMyGP requests 10,812	Medications prescribed 58,917
Referrals made 1,440	Documents coded 6,998	Test Results 16,262	And a lot more besides...

GP Appointments and how we work

In March 2020 the practice adopted 'Telephone First' in line with national guidance, and introduced AskMyGP in April 2020. You can contact us through AskMyGP or by phone with your request, which will be reviewed and prioritised by the Clinical Team according to your medical need. We aim to respond to all requests within 24 hours, though this can be longer at times of high demand. 'Telephone First' allows us to prioritise requests where there is a medical need for an urgent response but we will aim to respond to all requests as soon as we can.

Please note that in common with other practices and to work effectively by not taking up your time and clinical time unnecessarily, we only provide GP appointments if it is appropriate to your medical care. If so, an appointment will be arranged with you by the Clinical Team, usually for the same day. This means we can prioritise appointments when you need them and can provide longer appointments if necessary.

Complaints and Compliments

The practice welcomes feedback – positive and negative – so that we can learn from your experience. If you have a complaint or concern, please contact us so that we can investigate and reply to your concerns. Please note that the practice cannot respond to comments on Social Media due to patient confidentiality.

It's also good to receive positive comments too, even a simple thank you means a lot on a busy day!!

Symphony Healthcare Services Ltd (Symphony)

The practice has been owned and run by Symphony Healthcare Services Ltd since February 2019. Is this privatised healthcare? The short answer is no, as all GP practices are independent private businesses who provide services to the NHS under contract. Most GP practices are owned by GP Partners, who take profit as income from their practice.

However, Symphony is wholly owned by Yeovil Hospital NHS Foundation Trust and run by experienced NHS staff with local knowledge. It is in the business constitution that any profits are returned to the practices and therefore remain within the local healthcare system.

Symphony has specialised in taking over practices that have struggled and may otherwise have closed, and supports their turnaround and return to viability. GP Partners make the decision to approach Symphony, and Symphony work with the existing Partners (if they wish to stay) to rebuild the practice for the future.