

Buttercross Health Centre & Ilchester Surgery Monthly Newsletter

Practice Training Dates

The practice will close for half day training from 13.00-18.30 on the following dates this quarter:

Wednesday 16th August 2023
Wednesday 20th September 2023
Wednesday 18th October 2023

We thank you in advance for your patience on these dates whilst we undertake essential training and development.

Upcoming Bank Holiday

Monday 28th August 2023 - the surgery will be CLOSED.

Buttercross: Opening Times

Monday 08.30-18.00 Tuesday
08.30-18.00 Wednesday 08.30-
18.30 Thursday 08.30-18.00 Friday
08.30-18.00

PLEASE NOTE:

Practice phone lines open from 08.00-18.30 & the practice extended hours are on Thursday 18.30-20.00 for pre-booked appointments only.

If you need urgent medical assistance between 18.30-08.00 Monday to Friday or at weekends and bank holidays, telephone 111 for support and advice or 999 is it is an emergency.

Join the Buttercross & Ilchester Patient Participation Group

Did you know that the NHS requires every practice in England to have a Patient Participation Group (PPG)? You will be pleased to know that the PPG has been actively involved in both Buttercross Health Centre and Ilchester surgery for many years. However, we are at a stage where it would be nice to see a couple of new faces on the PPG so that we get some fresh views and ideas.

So what do patients get out of having a PPG?

Well the following will give you some idea what contributions the PPG can make.

- The opportunity to be involved with the practice.
 - Get to know the staff and hear about the daily challenges
 - A chance to make suggestions to help improve the practice
 - A means of ensuring that complaints are taken on board and necessary changes are made
 - A way of finding out more about healthcare provisions in the local area
 - Provide assistance at various clinics, like the flu vaccination clinic
- An opportunity to learn more about the NHS, the GP practice and current research

Currently we have nine patient representatives and we meet with the practice manager plus a member of the clinical staff about ten times a year. The meetings last just over an hour and are normally held at the surgery in the evenings. The PPG makes a valuable contribution to the running of the surgery and is much appreciated by members of the staff. To be a member of the PPG you must be a patient of the surgery. If you would like to join a successful PPG then please email R Kench at ppgbhc@gmail.com or telephone 01458 273500 (eve)



Coming soon: Practice Open Day

The surgery is pleased to inform patients that it will be hosting an open afternoon on Saturday 23rd September to enable patients to come in and talk to the team, find out about what's going on at the surgery and have some tea & cake.

There will also be information stands that will cover the following subjects:

- NHS APP
- PPG (Patient Participation Group)
- SSW PCN Personalised Care Group (Health Coach, Care Coordinator & SPLW)
- Sepsis Information
- AskMyGP
- Blood Pressure Monitoring
- Macmillan Coffee Morning



Save the date of the 23rd September and we will announce the starting time closer to the event via the surgery Facebook Page, Website and in Practice.

We hope that you will be able to join us!

Practice Data

Between April - June 2023



96% of patients that provided feedback during this period felt the overall service was good or extremely good!

Prescription Phone Line

Please note that the prescription phone line opening hours are:

**Monday - Friday
10.30-13.00 only**



The phone line is intended for patients who have no other way to request prescriptions or who have a query.

Please use other ways to request your prescriptions if you can to save queuing on the phone line.

Use the NHS App or visit the practice website to submit an online form.

Social Prescribing Link Workers



Social prescribers are non-clinical and support patients with non-medical issues that are affecting their health & wellbeing, such as debt, housing issues, employment and loneliness. They connect people with suitable community groups and activities and refer to other agencies such as Citizens Advice. They can work with patients over the long-term, helping them to set goals and take steps towards achieving happier and more productive lives - supporting social wellbeing. The surgery may refer you to speak to one of our social prescribers if they think it will provide you with appropriate support and guidance.

Find us on facebook!

Find us at:
https://www.facebook.com/ButtercrossHealth?locale=en_GB



New Starters



The practice has welcomed the following new staff to our team:

Lauren Samways
Deputy Practice Manager

Lauren Jagelman
Health Care Assistant

Laura Smith
Practice Nurse

Order Prescriptions using the NHS App!

The NHS App provides a simple way to order your repeat medications at any time of the day or night! Download the App or visit the NHS website to create an account. The App also provides health advice for hundreds of conditions and treatments, and some appointments will also be available to book directly. Using the App avoids calling the surgery to request your medications and can be used at any hour. Please remember to allow 7 working days for your request to be processed before collection from your preferred pharmacy.



Dates of Interest



World Breastfeeding Awareness Week

1-7 August 2023

The global campaign that aims to inform, anchor, engage and galvanise action on breastfeeding and related issues.



Cycle to Work Day

6 August 2023

UK's biggest cycle commuting event

This surgery is part of Symphony Healthcare Services Ltd [06633460]

Registered Office: Wincanton Health Centre, Dykes Way, Wincanton, Somerset, BA9 9FQ

www.symphonyhealthcareservices.com

Useful telephone numbers

Buttercross Health Centre: 01458 272473
Somerset Mind Line: 0300 123 3393
Samaritans: 116 123
Open Mental Health Somerset: 01823 276892
Talking Therapies: 0300 323 0033
Covid-19 Queries: 119
Talk to Frank Drug Helpline: 0300 123 6600
Domestic Violence Helpline: 0808 2000 247
Citizens Advice South Somerset: 0344 488 9623
Robert Frith Opticians: 01935 474333
Boots Opticians: 01935 423490

