

Buttercross Health Centre & Ilchester Surgery

Quarterly Newsletter

www.buttercrosshc.nhs.uk

Practice Training Dates

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

Wednesday 17th April 2024

Wednesday 15th May 2024

Thursday 20th June 2024

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

Buttercross: Opening Times

Monday 08.30-18.30

Tuesday 08.30-18.30

Wednesday 08.30-18.30

Thursday 08.30-18.30

(The practice has extended hours on Thursday from 18.30 - 20.00. These are for pre-booked appointments only)

Friday 08.30-18.30

Ilchester: Opening Times

Monday 09.00 - 16.00

Wednesday 09.00 - 16.00

Friday 09.00 - 13.00

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 if 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.

- 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 or deputy practice manager plus a member of the clinical staff bi-monthly (six times a year). The meetings last just over an hour and are normally held at the surgery either in the mornings or evenings to suit the PPG and practice staff. 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 or to find out more then please email R Kench at ppgbhc@gmail.com



South Somerset West Primary Care Network is now using



α anima

WHY?

α anima

Demand for general practice services continues to increase, and our surgeries are experiencing the pressure that this is causing. We wish to provide the best service and care possible for our patients now and in the future, and therefore have reviewed our processes and systems to ensure that they are supporting us to achieve this. With this in mind, we have chosen to change our online consultation system to anima for a number of reasons, including:

- Anima's focused questioning and automated features allow us to manage demand and ensure your request gets to the right member of staff as quickly as possible, based on clinical need.
- To support our staff to have a more manageable and enjoyable working day for their health and wellbeing. In turn, the system clinically prioritises request urgency and themes to enable the team to focus on giving our patients the best care and experience possible.
- Using the same system within our Primary Care Network provides additional resilience for our teams and enables exciting new ways of working that can be offered to our patients in the future

What are the patient benefits?

- You can add children and other relatives to your account and submit requests on their behalf. Plus, all of your 'in progress' and 'closed' requests are easily visible in your Anima account.
- Anima uses your answers to determine and highlight the subject and urgency of your request, ensuring you get the right care from the right member of our team more quickly.
- Anima also allows you to view appointment invitations from your practice and find other services nearby that may get you the help you need more quickly - all without picking up the phone!
- Anima works to identify your issue through a series of simple questions using easy to understand language and this helps our clinical team at the other end to review and understand the problem - making it easier to get back to you with a solution. & many more!



When?

Anima will be available to use from:

24 Day 04 Month 24 Year

How do I sign up?

Patients have a choice of creating a new Anima account or simply using the same email & password that they use to access their NHS app.

You can visit our practice website at any point to access Anima or use the QR code below to visit our introducing Anima page which will point you in the right direction and has 'how to' videos.



Helpful Information

For more information on Anima, including useful guides on how to sign up and use the system, visit both our and Anima's website.

www.symphonyhealthcareservices.com/introducing-anima
www.animahealth.com/patients



What if I do not have access to the internet?

This is not a problem, please do not fret. Although its always handy to skip the queue on our busy phone lines by submitting requests yourself, our receptionists are always available and happy to help! They will simply submit a request on your behalf so that all requests are treated in the same way.

If I ring up, why am I asked questions about my problem or condition by a non-clinical member of staff?

As all requests are treated in the same way, our reception team will be following the questions that Anima asks. It is very important and helpful to our clinical team if you provide our receptionists with as much information as you can - everything you share with our reception team is confidential, just as it is with our clinical team. Please remember that our receptionists are integral members of the team here to ensure things run smoothly and that our clinicians are well informed

**For more FAQs,
visit our introducing anima
webpage!**

Buttercross Health Centre

www.buttercrosshc.nhs.uk



Providing NHS services

Q

How do you register for Anima?

A

Signing up to Anima is really easy and only takes a few minutes. To create an account:

1. Visit our website and click the pink Anima banner; scan the QR code or visit the general Anima login page: <https://patients.animahealth.com/>
2. Enter your email address and click **Continue with Email**.
3. **Create a password**, this must contain a mixture of upper case letters, lower case letters and numbers.
4. Click **Create Account**, you will receive a verification link in an email.
5. Click the link in this email to verify your login.
6. Return to Anima and log in using your email and password.
7. Enter your details, including **name, DOB, postcode, phone number** and **NHS number** if you know it. Search for "Buttercross" in the box provided to select the correct surgery.
8. **Tick the box** to confirm you are 18 and agree to Anima's policies.
9. You're all set up! You will be able to submit requests when the system is live.

Having trouble getting set up? The team at Anima are happy to help - just email support@animahealth.com

SCAN ME



 anima

Got the NHS App?

- If you already have an NHS app login, the easiest way to login to Anima is to use your NHS app login details.
- Better yet, logging in this way saves you time as most of your information will already be filled out.
- Follow Step 1 in the guide above access the sign up page and click the **Continue with NHS Login** button. Follow the prompts from here to get signed up.

Not signed up? The NHS App has a number of great features including the ability to order repeat prescriptions. You can sign up at: <https://www.nhs.uk/nhs-app/>



For more information on Anima visit the Symphony website:
<https://www.symphonyhealthcareservices.com/introducing-anima>

This surgery is part of Symphony Healthcare Services Ltd
[06633460]
Registered Office: Wincanton Health Centre, Dykes Way,
Wincanton, Somerset, BA9 9FQ
www.symphonyhealthcareservices.com

 **Symphony**
Healthcare Services



REGISTER FOR OUR NEW PATIENT INTERFACE

 **anima**

BUTTERCROSS HEALTH CENTRE AND ILCHESTER SURGERY



Registration Process Starting
Early April 2024



Sign-Up Station at Buttercross H. C.
Mon, Wed, Frid: 12:00 to 14:00



Sign-Up Station at Ilchester Surgery
Mon, Wed: 12:00 to 14:00

Meet our Team!

John Digman
Practice Pharmacist



Ask me about: Medicine reviews and queries, synchronising medicines, repeat dispensing, medicine audits. QOF and Q.I.

On Thurs 21st Feb, I met with our Patient Participation Group and they asked me to write a small update in our monthly newsletter this month about ordering medication. I have worked in a variety of roles as a pharmacist over the last 10 years, and I have never seen more stock or supply issues with critical medications than I have in the last 12 months. This creates a lot of work for our colleagues in community pharmacy as they have to communicate with multiple wholesalers to try to obtain specific items, and creates a lot of work for us at the surgery where the pharmacy tells us that a medication is not available. On some days, this means I have to squeeze in up to 10 additional calls per day on top of my regular booked appointments, to deal with stock issues. I cannot therefore stress enough how important it is that you order your medication in a timely fashion (typically 7-10 days before you need to collect your medication).

There are 3 options for ordering your medication:

- 1) Use the NHS App or Patient Access App. This is by far the best means if you can do this as the Apps link with your medical record, and the prescription requests immediately join the queue for signing without the prescription clerk team having to be involved. In most cases, this will also result in your prescription being signed more quickly than when ordering via other methods. It is also the safest method as it eliminates the risk of human error in processing the medication request.
- 2) Email your name, date of birth and relevant medication required to somicb.buttercrossprescriptions@nhs.net – this will be reviewed by the prescription clerk team and put forward for signing by the doctors
- 3) Phone the prescription team on 01458 272473 (Option 3) between 10:30am and 1pm, weekdays. Where possible try to avoid this method as call queues can often be long, especially on Mondays. You may prefer to call this number if you have a query about your prescription (e.g. you want to request a prescription not listed on your medication list, or you want to order an unusual quantity of medication)

LET'S TALK... BLOOD PRESSURE

What is high blood pressure?

Blood pressure is recorded with 2 numbers. The systolic pressure (higher number) is the force at which your heart pumps blood around your body.

The diastolic pressure (lower number) is the resistance to the blood flow in the blood vessels between heartbeats when blood is pumped around your heart.

They're both measured in millimetres of mercury (mmHg). As a general guide:

- high blood pressure is considered to be from 140/90mmHg or more if your reading was taken at a pharmacy, GP surgery or clinic (or an average of 135/85mmHg if it was taken at home)
- if you're over the age of 80, high blood pressure is considered to be from 150/90mmHg or more if your reading was taken at a pharmacy, GP surgery or clinic (or an average of 145/85mmHg if it was taken at home)
- ideal blood pressure is usually considered to be between 90/60mmHg and 120/80mmHg, while the target for people over the age of 80 years old is below 150/90mmHg (or 145/85mmHg if it was taken at home)

Blood pressure readings from 121/81mmHg to 139/89mmHg could mean you're at risk of developing high blood pressure if you do not take steps to keep your blood pressure under control.

Everyone's blood pressure will be slightly different. What's considered low or high for you may be normal for someone else.

Check your blood pressure

The only way of knowing whether you have high blood pressure is to have a blood pressure test. All adults over 40 years old are advised to have their blood pressure checked at least every 5 years.

Some people from African, Afro-Caribbean or South Asian heritage may have high blood pressure at a younger age and are encouraged to get their blood pressure checked earlier. Getting this done is easy and could save your life.

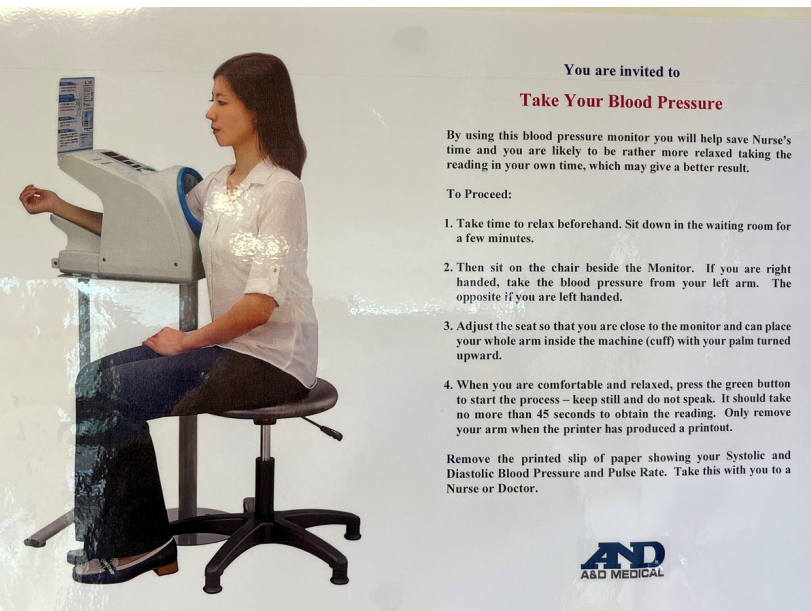
You can get your blood pressure tested at a number of places, including:

- at most pharmacies
- at your GP surgery
- in some workplaces

You can also check your blood pressure yourself with a home blood pressure monitor.

Buttercross Health Centre Blood Pressure Machine

We now have a blood pressure machine in the waiting area at Buttercross Health Centre. We have seen a great uptake and encourage patients to use our machine! Please ask a member of the reception team if you have any issues.



South Somerset West Primary Care Network

Buttercross Health Centre; Crewkerne Health Centre, Hamdon Medical Centre and Martock & South Petherton Surgery

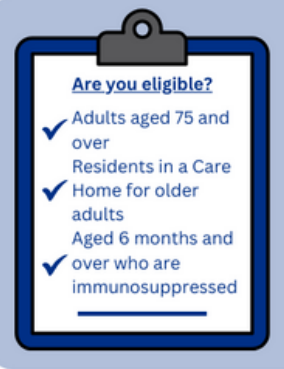


Providing NHS services

Eligible for a Covid Booster?

Staying protected from Covid-19 this Spring couldn't be easier:

- ✓ There's no need to contact your surgery, if you are eligible for a booster we will contact you.
- ✓ Book for a time that is convenient to you, an online booking link will be sent to you so there's no need to wait on the phone.
- ✓ Busy month ahead? Don't worry, boosters are available from late April until the end of June.



For more information on the 2024 Spring Booster Campaign, visit <https://www.gov.uk/government/publications/covid-19-vaccination-spring-booster-resources>



Dates of Interest



Stress Awareness Month
April

Increasing public awareness about both the causes and cures for our modern stress epidemic.



National Walking Month
May
Encourages people to walk more throughout May.



Volunteers' Week
1-7 June 2024
The NHS is supported by around 2 million volunteers every year and most NHS organisations celebrate their contribution during National Volunteers' Week.

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