

# Buttercross Health Centre & Ilchester Surgery

## Quarterly Newsletter

[www.buttercrosshc.nhs.uk](http://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 January 2024**

**Wednesday 14th February 2024**

**Wednesday 13th March 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](mailto:ppgbhc@gmail.com)



## GetUBetter App



### Do you have a joint or muscle problem?

Please use the FREE GetUBetter app designed and written by your local clinicians in Somerset. It offers local tips, advice, and exercises tailored to you and your stage of recovery.

- Instant access
- Easy to use
- Safe and effective

Your healthcare professionals cannot be with you 24/7, but GetUBetter can. For more information, please visit our website via this link:

<https://buttercrosshc.nhs.uk/practice-news/getubetter/>

## 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?](https://www.facebook.com/ButtercrossHealth?locale=en_GB)  
locale=en\_GB



## Practice Data

### Practice Data

From October – December  
2023

We answered 11,792.  
telephone calls

We delivered  
4,294 telephone  
calls and 3,844  
face to face  
appointments.



We issued 17,132  
prescriptions.



We provided 173  
home visits.



We processed  
7,956 askmyGP  
requests.

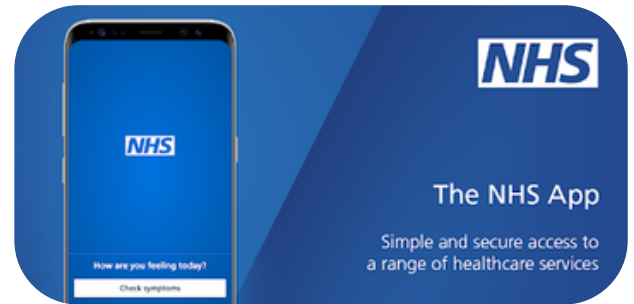
We had 447  
patients that 'Did  
Not Attend'.



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



# AskmyGP & Patient Access Information



**Buttercross Health Centre uses askmyGP to support our patients with their ailments and questions**

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.



The practice team will try to accommodate patient preferences where possible however, request assignment & resolution method may be determined by clinical judgement.



askmyGP should never be used within an emergency.



Patients will be contacted by the practice within 2 working days of submitting a request, or more quickly if considered urgent.

## PLEASE REMEMBER







You don't always need to submit a request.

Patient Access can be used to order or obtain advice about repeat prescriptions.

Alternatively, the following guidance may help you identify a more appropriate setting for your needs.



<https://buttercrosshc.nhs.uk/askmygp-gateway/>

 <p><b>Self Care</b> Care for yourself at home Minor cuts &amp; grazes Minor bruises Minor sprains Coughs &amp; colds</p>	 <p><b>Pharmacy</b> Local expert advice Minor illnesses Headaches Stomach upsets Bites &amp; Stings</p>	 <p><b>NHS 111</b> Non-emergency help Feeling unwell? Unsure? Anxious? Need help?</p>	 <p><b>GP Advice</b> Out of hours: Call 111 Persistent Symptoms Chronic pain Long term conditions</p>	 <p><b>UTC</b> Urgent Treatment Centres Breaks &amp; Sprains X-rays Cuts &amp; Grazes Fever &amp; Rashes</p>	 <p><b>A&amp;E or 999</b> For emergencies only Choking Chest Pain Blacking Out Serious Blood Loss</p>
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## New Starters



We are excited to share with you that we have the following staff joining the Buttercross and Ilchester Team:

- **Dr Jo Davies**  
(Remote GP starting Feb 2024)
- **Dr Jared Serrano**  
(January 2024)
- **Kay Jones - Nurse Practitioner**  
(January 2024)

## Farewell Dr Smith



I've worked at Buttercross for around 5 years now, the past 3 as a salaried GP. Over this time I've been incredibly proud to be part of such a supportive and progressive team, who are always innovating and looking for ways to improve in the challenging environment of NHS primary care. I'm stepping away in order to pursue other projects, but will carry Buttercross's ethos of innovation and continuous development with me!

## Farewell Simon Hunter



Simon is a huge loss to the practice as Simon has played such an important role within our 'Buttercross family'. Simon will be greatly missed, not only for his excellent clinical expertise and knowledge but also for his Kindness and caring attitude.

## Dates of Interest



**1 February 2024**

Getting people to talk about mental health and by doing so help change lives.

<https://www.nhsemployers.org/articles/suicide-prevention-and-postvention>



Annual week-long celebration of apprenticeships to shine a light on the amazing work being done by employers and apprentices across the country.

<https://www.apprenticeships.gov.uk/#>



**14 March 2024**

To help raise awareness of kidneys and educate people on what they do and how to improve your kidney health.

<https://www.worldkidneyday.co.uk>



**11-17 March 2024**

A shared objective to highlight, promote and celebrate improvements in the provision of nutrition and hydration locally, nationally and globally.

<https://nutritionandhydrationweek.co.uk/>

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

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

[www.symphonyhealthcareservices.com](http://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