

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 16th October

Tuesday 19th November

Wednesday 11th December

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



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

BUTTERCROSS HEALTH CENTRE & ILCHESTER SURGERY SEPTEMBER 2024 DATA



Total number of registered patients: 7877



We provided
3,295
appointments



We answered
3,819
telephone calls



"All perfect, Buttercross has in my view always met my expectations and more"



"Very personable and person centred. Great listening from the clinician and helpful reception staff, thank you"

96.4% of patients agreed or strongly agreed that they would recommend the service / that the service they received was positive

MEDICATIONS



We issued 11,694 medications

HOME VISITS



We completed 34 home visits

REFERRALS



We referred 302 patients

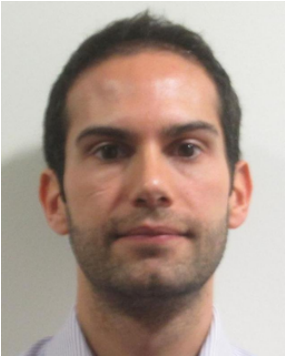


114 patients did not attend (DNA) their booked appointments

Meet our Team!

Dr Daniel Berrio-Galan

General Practitioner



Ask me about: - Special interest in Mental health - Counselling Practice Diploma Level 4 in September 2024. Special interest in STI/HIV - MSc on Sexually Transmitted Infections and HIV, Drugs and Alcohol

Hello, my name is Dr. Daniel Berrio-Galan. Originally from Barcelona, Spain, I moved to England over 13 years ago. I completed my medical degree in Barcelona and then pursued further studies at University College London (UCL). Following this, I initially undertook my junior doctor training in different parts of the country but ended up completing my GP training in Somerset.

Since qualifying, I have worked in a variety of settings, including a GP practice in Bridgwater and a short stint in a prison healthcare setting. I also have experience practicing remotely from home. I joined Buttercross Health Centre in July 2024, and from the very beginning, I have found the team to be incredibly supportive, friendly, and welcoming.

At Buttercross, I am leading the implementation of a new AI-driven tool designed to assist with the transcription of consultation notes and the automation of referral letters. We are piloting this project within the practice, keeping us at the cutting edge of technology in England.

My special interest is in mental health, and I am currently completing a diploma-level qualification at University College Somerset to further my expertise in this area.

I look forward to contributing to the continued growth and success of Buttercross Health Centre.



New Starters

Patient Services Advisor

Joshua Salter
Clare Samways
Mandy Saunders (Bank)
Eleanor Tonkins (Bank)

Care Co-Ordinator

Claire Brown

LETS TALK... COVID & FLU VACCINATIONS

Flu Vaccine

Influenza (flu) is an infectious virus and can be serious. Symptoms may include a fever, a cough, a headache and tiredness. The virus spreads through the air when people cough or sneeze, or when they touch surfaces where the virus has landed then touch their eyes, nose or mouth. You can catch flu all year round, but it's especially common in winter.

Why should I get the flu vaccine?

Flu can be serious for some people. This year's vaccine gives you the best possible protection against the flu viruses likely to be circulating this season.

The vaccine helps protect you from getting the flu. If you do get flu and have been vaccinated, the symptoms are likely to be milder and not last as long. This will reduce your risk of needing to go to hospital with serious flu illness.

It also helps to reduce the spread of flu and may protect those around you from getting ill.

The flu vaccine has been used in Scotland's flu vaccination programme since 2000, with millions of doses given.

How does the flu vaccine work?

Flu vaccines help protect against the main types of flu viruses that are expected to be circulating in winter.

You have to get vaccinated every year because flu viruses are constantly changing. A different vaccine is made every year to ensure the best protection against the latest types of flu.

It works by teaching your body's immune system how to protect itself from flu. Once you get the vaccine, it takes around 10 days for the vaccine to work. The flu vaccine itself cannot give you flu.

Covid Vaccine

Coronavirus disease (COVID-19) is an infectious disease caused by the SARS-CoV-2 virus.

Most people infected with the virus will experience mild to moderate respiratory illness and recover without requiring special treatment. However, some will become seriously ill and require medical attention. Older people and those with underlying medical conditions like cardiovascular disease, diabetes, chronic respiratory disease, or cancer are more likely to develop serious illness.

Who can get an NHS Covid booster jab this Winter?

- over-65s
- people aged between six months and 64 years with health conditions that make them more vulnerable
- people living in care homes for older people
- front-line health and social-care staff, including in care homes for older people

Why should I get the Covid-19 vaccine?

COVID 19-vaccines are effective at protecting people from getting seriously ill, being hospitalized, and dying. Vaccination remains the safest strategy for avoiding hospitalisations, long-term health outcomes, and death.

Getting a COVID-19 Vaccine is safer and more reliable...

Getting a COVID-19 vaccine is a safer, more reliable way to build protection than getting sick with COVID-19. COVID-19 vaccination helps protect people by creating an immune response without the potentially severe illness or post-COVID conditions that can be associated with COVID-19 infection.

Buttercross Health Centre & Ilchester Surgery Open Day!



(Briony Gemmell - Social Prescribing Link Worker, Liz Tyrer - Lead Practice Nurse, Lauren Samways - Deputy Practice Manager, Julie Salter - Senior Practice Manager, Laura Davey - Clinical Lead ANP, Ron Kench - PPG Chairman)

We would like to thank our patients who took the time to attend our Open Day on Saturday 14th September.

Almost 100 patients attended!

It was a great opportunity for the staff to meet patients, be on hand to answer any queries and assist with any access issues.

We also used this time to promote our Personalised Care Team, Patient Participation Group, Symphony Healthcare Services and other services available to our patients within the local community.

We had extremely positive feedback and will continue to hold these open days moving forward.

Buttercross Health Centre Patient Participation Group

What is the Patient Participation Group?

- A supportive group of patients who work with the surgery to improve patient communication and experience.
- We bring together the views of the community and provide feedback and patient perspective on the surgery's work.
- We help to promote the surgery and its services/events.



Why join the Patient Participation Group?

- Be kept up to date with the latest developments around what is going on within the surgery.
- Opportunities to attend regular meetings with surgery staff to contribute to these discussions.
- Help us expand the views & experience of our group to support the work of the surgery.
- Plus joining a PPG would be a fantastic addition to your CV!

How to Get Involved

If you are interested in joining us or finding out more you can:



Visit: <https://buttercrosshc.nhs.uk/>



Email: ppgbhc@gmail.com



Buttercross Health Centre is part of
Symphony Healthcare Services Ltd.

 **Symphony**
Healthcare Services

Buttercross Health Centre NHS APP Event!

Register for the NHS App

NHS

Join the team at Buttercross Health Centre on :
Wednesday 6th November 2024 from 10.30 - 12.30 and
find out how you can:-

Bring your
passport or
driving
licence and
get signed
up!

- ✓ Order repeat prescriptions
- ✓ View your secure health record and test results
- ✓ Book your COVID-19 vaccination & more!



Dates of Interest



Stoptober
October

Encouraging the nation's smokers to make a quit attempt for the month of October and beyond.



Breast Cancer Awareness Month
October

To raise awareness for the disease and to raise funds for research. Information and free resources to help you with local campaigns.



Remembrance Sunday
November 10, 2024

Remembering the service and sacrifice of all those that have defended our freedoms.



National Self Care Week
18-24 November

Self Care Week is an annual national awareness week that focuses on embedding support for self care across communities, families and generations.



International Day of People with Disabilities
3 December

Since 1992, the United Nations IDPD has been annually celebrated around the world.



World Aids Day
1 December

An opportunity for people worldwide to unite in the fight against HIV, to show support for people living with HIV, and to commemorate those who have died from an AIDS-related illness.

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