

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 15th November 2023
Wednesday 13th December 2023
Wednesday 17th January 2024

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

Buttercross: Opening Times

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

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 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)



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/>

Practice Data

Between July – September 2023



We answered 11,792 telephone calls

We issued 19,653 prescriptions.



We processed 8523 askmyGP requests.



We delivered 5,581 telephone calls and 5,107 face to face appointments.



We provided 93 home visits.



We had 93 patients that 'Did Not Attend'.



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



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

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)

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



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



MOVEMBER®

Movember -
Men's Health
Awareness
Month

<https://uk.movember.com/>



National Stress
Awareness Day
2 November



International Day
of People with
Disabilities
3 December

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

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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