



Buttercross Health Centre & Ilchester Surgery



Your local NHS service

In Ilchester & Somerton

Your local NHS service

TEST RESULTS

Please call the surgery after 11.00am to enquire about your test results.

OPENING HOURS

Buttercross Health Centre

Monday - Friday 08.00am - 18.30pm
Weekends - closed

Ilchester Surgery

Monday - Friday
09.00am - 16.00pm
Weekends closed

(Ilchester surgery is closed for essential administration and staff training between 1-2 pm daily)

If you require any medical assistance or advice after opening hours, please dial the NHS 111 service.

If you have a serious injury, or medical emergency you should attend A&E or call 999 and ask for the ambulance service.

REPEAT PRESCRIPTIONS

Please allow three working days for us to process your prescription request safely.

*You can order your prescriptions online by visiting: www.ilchestersurgery.co.uk or www.buttercrosshc.nhs.uk

*Or you can drop off your repeat prescription request into either practice.

* A Practice Pharmacist can also help you with any prescription queries or questions - *please ask at reception.*

APPOINTMENT SYSTEM

We are now operating a joint appointment system that means as a registered patient at Buttercross or Ilchester, you will be able to book an appointment at either location.

When you require an appointment, or medical advice, you should ring the joint surgery phone numbers on **01935 840207**, or **01458 272473**, or visit the website.

On requesting an appointment, our approachable reception team will ask you for some brief information to ensure you are seen by the correct person. Please be assured that all our staff will treat any personal information in the strictest confidence.

Our telephone lines may become very busy at certain times; if your call is not urgent, please try to call back at a later time.

You can also request a telephone call back with a clinician if this is appropriate, which may save you a journey to the practice.

HOME VISITS

- A Healthcare Practitioner will visit patients who are too ill or housebound.
- A Healthcare professional may discuss with you whether a home visit is necessary before confirming a visit and you may be asked to visit the practice.

Welcome to Buttercross Health Centre and Ilchester Surgery; working together to provide NHS healthcare services for the local communities of Ilchester and Somerton.



**The Ilchester Surgery,
17 Church Street, Ilchester,
Somerset, BA22 8LN
01935 840207
www.ilchestersurgery.co.uk**



**Buttercross Health Centre,
Behind Berry, Somerton,
Somerset, TA11 7PB
01458 272473
www.buttercrosshc.nhs.uk**

Buttercross Health Centre and Ilchester Surgery are part of Symphony Healthcare Services.

Symphony Healthcare Services

Introduce

New Services for you

THE BACKGROUND:

In April 2016, Ilchester Surgery and Buttercross Health Centre integrated with a new NHS primary care organisation; Symphony Healthcare Services.

Over the past few years, both Ilchester Surgery and Buttercross Health Centre have experienced many of the challenges shared by primary care across the country.

In south Somerset, in particular, there are rising numbers of GP Partners who are retiring from practices and fewer GPs available to fill vacancies. In addition, rising patient list sizes and increasing numbers of patients with a number of complex long-term health conditions are becoming more common, which has created a larger demand for appointments.

With fewer medics choosing to train as a GP, it has become much harder to attract and retain permanent GPs to work at practices, resulting in a dependency on expensive GP Locums that practices cannot afford to sustain.

WHO ARE SYMPHONY HEALTHCARE SERVICES?

Symphony Healthcare Services (SHS) was created in April 2016 to offer support to GPs and to help strengthen primary care services in Somerset. It is a wholly owned subsidiary of Yeovil Hospital and is not privatised healthcare.

By joining GP practices together we aim to help primary care to meet the current challenges of

providing a sustainable, high quality health service for our patients both today and in to the future.

SHS is currently a partnership between eight GP practices and their teams, and an experienced central team who are able to support smaller practices with recruiting new GPs and healthcare teams and to look at different ways of delivering healthcare services.

As an NHS healthcare organisation, we are funded in the same way as any other primary care practice and we must meet the same high standards for patient care, safety and quality.

WHAT CHANGES HAVE BEEN MADE?

In September 2017, Ilchester Surgery and Buttercross Health Centre began working together to offer services to patients across both sites. By doing this we are able to increase choice and flexibility of appointments for patients.

We are now operating a joint advice and bookings service where the team are able to book appointments across both sites and can help you with your enquiries from either phone number.

EXTENDED HEALTHCARE TEAM

Over the last 18 months we have been introducing new specialist roles in to our practices to help support our GPs and to give patients more choice. We have a team of highly trained healthcare professionals who can help you with a wide range of advice, treatments and medication.

Our Health Coaches have been a great addition to the practices - supporting patients and GPs. Health Coaches can help you to:

- * Understand and manage existing health conditions
- * Access community care and resources to plan your care.

When you book your appointment our friendly reception team will help you to see the right healthcare professional at the right time and try to minimise waiting times as much as possible. Remember that your GP is not always the best person to see first.

CLINICS AND SERVICES:

Registered patients can access the following services:

At Ilchester Surgery and Buttercross

- * Chronic disease management
- * Family planning and contraception
- * Travel advice and immunisations
- * Cervical smears
- * Childhood immunisations / baby clinic
- * Antenatal and postnatal checks
- * Blood tests and blood pressure
- * Podiatry service (*please enquire at reception for more details*)

Additional services at Buttercross Health Centre:

- * Musculoskeletal practitioners
- * Minor Operations Service

If you would like any information, or to register as a new patient, please call 01458 272473 or 01935 840207.