

NEW! Buttercross Health Centre & Ilchester Surgery Newsletter

Winter edition 2017

Issue one

Welcome to our new look joint newsletter, with the latest news and advice for our patients across Buttercross Health Centre and Ilchester Surgery over the winter period.

Stronger Together

As many of our patients will already know, Buttercross Health Centre and Ilchester Surgery are now working together to offer joint services and appointments across both sites. Working together will help us to offer a wider range of services to our patients and will keep services running in both Ilchester and Somerton.

In April 2016, Ilchester Surgery and Buttercross Health Centre were some of the first GP practices to join a new NHS healthcare organisation and subsidiary of Yeovil Hospital; Symphony Healthcare Services Ltd. The organisation was created to help support primary care with the challenges of recruiting sufficient GPs and healthcare practitioners and to meet increasing patient needs from more complex long-term health conditions.

Symphony Healthcare Services was launched after the previous partners at Ilchester Surgery and Pathways (previous owners of Buttercross) contacted Yeovil Hospital for help; after struggling for some time with the operational and financial pressures on the surgeries. Without the support of SHS, closure of the Ilchester Surgery was very likely.

Joining services together means that we can continue to keep both surgeries running, whilst teams work across both locations to make them more efficient and stretch our NHS funding further.

We have been working hard to resolve some of the difficulties experienced with the phone systems and booking of appointments and we are striving to improve the service that we can offer. Thank you to all our patients for your support as

STAY WELL THIS WINTER

It's that time of year again. To help you and your family to stay well, consider having a flu vaccination.

If you are over 65, have a long-term illness, are a carer or pregnant, you are entitled to a FREE vaccination. Please contact the surgery to book your appointment.

Feedback!

We are listening to your comments and feedback and are working hard to make improvements.

Please tell us about your experiences by using the 'I Want Great Care' forms in the waiting rooms, speak to the Practice Manager, or come along to one of our new Symphony Surgery drop in sessions – more details overleaf.

Meet the team

There have been a few changes recently in our teams. We have now launched a new Medicines Management Service, designed to speed up the processing of prescriptions and any queries. Val Hunt, has now taken on this role moving across from her previous position as Practice Manager.

We are pleased to welcome our new Interim Practice Manager, Julie Salter and Deputy Practice Manager, Luena Eeles who have a huge amount of experience in primary care. Julie and Luena will be focusing on improving systems for patients across the two surgeries and look forward to meeting you.

We also welcome our new Clinical Lead across Ilchester and Buttercross; Denise Harris. Denise is a highly experienced Nurse Practitioner and has worked at Ilchester Surgery for a number of years.



Julie Salter



Denise Harris



Luena Eeles

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Your Health Coach...

A Health Coach is a member of staff working at the surgery that has various roles to help support you and your family. This service is offered to every one of all ages. We can act as a single point of contact, which will enable us to access and facilitate on a wide range of services on your behalf. A Health Coach is not there to tell you what to do, but to help you take back control of your life. We are here to help and promote independent living and self-management.

Encouragement and support is given to help you take control of your own health and wellbeing. This is a non-judgemental process that can involve talking about the *"things that get in the way"* or maybe you just need some advice or motivation. Talking with a Health Coach can help you set goals. This might include losing weight, giving up smoking, doing more exercise or help with controlling long term conditions (COPD, asthma, diabetes, etc.) To speak to a Health Coach, please ask at reception.

Useful Groups

Multiple Sclerosis Support Group

Do you suffer from Multiple Sclerosis or care for someone who does? A monthly support group meets at Buttercross Health Centre on the third Wednesday of every month from 2.30 – 4.00pm. Refreshments, laughter and good companionship are provided.

Somerton Shorter Health Walk

We have now introduced a new shorter walk on level ground, which takes place on the fourth Thursday of the month in Somerton – dates for Ilchester coming soon.

Carers' Café

The carers' cafe meets the second Wednesday of the month from 3.00-4.00pm at the Buttercross tea rooms in Somerton. We aim to offer a support and information service for carers and a place to meet others in the same situation.

Flexercise Group

We are running a new weekly exercise group at the Buttercross Health Centre. This will involve seated exercises for patients of limited mobility.

COPD Peer Support Group

We are running a new monthly Peer support group for COPD. We provide refreshments, laughter and talks on how to keep as healthy as possible over the winter.

Please contact the Health Coaches for more information on the local support groups.

NEW! Symphony Surgeries

We are introducing new monthly surgery events, where you can book an appointment to speak to the Practice Manager about any ideas, questions, or concerns that you may have about the surgery or your care. For dates and times please contact Reception to book in a time, or email: SHS.AdminTeam@ydh.nhs.uk

Who do I need to see for my appointment?

We are working hard to recruit the GPs that we need for our practices, but it's important to remember that the GP is just one of the healthcare practitioners that work in the team. We are also expanding the specialist team that work around the GP including Practice Nurses, Nurse Specialists (who are able to prescribe), Pharmacists, Enhanced Care Practitioners, HCAs and Health Coaches.

Our reception teams are trained to advise you on the most suitable person for you to see and treat all conversations with the utmost confidentiality.

Your PPG needs you!

We have now joined our Patient Participation Groups together into one group, supporting Buttercross Health Centre and Ilchester Surgery.

We are looking for enthusiastic new members to join the group to help the future development of the surgeries and be our 'patient voice'. To register your interest in joining the group – please ask at reception, or visit the website: www.symphonyhealthcareservices.com

Visit: www.buttercrosshc.nhs.uk / www.ilchestersurgery.co.uk Call: 01935 840207 or 01458 272473

Buttercross Health Centre and Ilchester Surgery are part of Symphony Healthcare Services, an NHS healthcare organisation. For more information please visit: www.symphonyhealthcareservices.com