

## Changes at Ilchester Surgery – working together with Buttercross Health Centre, Somerton.

### What is happening at the surgery?

From 1<sup>st</sup> September 2017, our new opening hours at Ilchester Surgery will be **Monday-Friday; 9.00am to 4.00pm**. We will also be working much more closely with nearby Buttercross Health Centre, in Somerton. This means that registered patients at Ilchester Surgery may also be offered an appointment at Buttercross Health Centre and will be able to access the additional clinics and services that are operated from Somerton.

### Why are you reducing the opening hours?

In April 2016, Ilchester Surgery joined together with Symphony Healthcare Services (SHS), a new NHS Healthcare provider, along with two other GP practices; Yeovil Health Centre and Buttercross Health Centre in Somerton.

When Ilchester Surgery joined Symphony Healthcare Services in 2016, it had been struggling for some time to meet the challenges of GP recruitment after the previous partners retired, becoming reliant on locum GPs. Like many GP practices across the country, difficulties in recruiting permanent GPs, in addition to an ageing population, rising patient numbers and increasingly complex healthcare needs have all added financial and operational pressures on to the surgery.

To enable the surgery to run more efficiently in Ilchester, we need to find new ways of helping patients to access the healthcare they need, whilst ensuring we run the surgery within the NHS funding we receive. By sharing some of the services that our other GP practices can offer, we can offer more choice to our patients.

### How are you able to offer appointments at Buttercross Health Centre?

Buttercross Health Centre is also part of Symphony Healthcare Services, which means that we can offer services for registered patients at both locations.

### Will there be less appointments?

As our healthcare teams work more closely together there will be the same number of appointments on offer as before, but Ilchester patients will be able to see a wider range of healthcare practitioners across the two practices.

There is a wide range of medical expertise available between the practices in addition to GPs, with specialist roles such as Nurse Practitioners, Pharmacists, Musculoskeletal Practitioners and Enhanced Care Practitioners who can offer the medical advice and treatment for a large number of appointments, without needing to see a doctor first.

### How do I book an appointment?

If you need to book an appointment, you should call the Ilchester Surgery as normal on **01935 840207**, or visit: **[www.ilchestersurgery.co.uk](http://www.ilchestersurgery.co.uk)**. Phonedlines are being managed by our Buttercross team who have additional support to manage the demand. The team will book you an appointment with the healthcare team at Ilchester, or you may be offered an appointment at Buttercross Health Centre, dependent on who you need to see and your medical needs.

### I work full time – how can I see someone after 4pm?

Buttercross Health Centre will be open from 8am - 6.30pm. If you need to see a member of the healthcare team after 4pm, you will be offered a routine appointment at Buttercross

Health Centre. For urgent medical needs you could also call NHS 111 for advice on the recommended treatment, or availability of an out of hours appointment if required, across GP practices in south Somerset.

### **Can I speak to anyone at Ilchester Surgery before 9am, or after 4pm?**

If you call the surgery as usual, you will be able to speak to a member of the healthcare team between 8am and 6.30pm. By calling the main Ilchester Surgery phone line you will be able to book an appointment at either location.

### **What if I can't get to Somerton?**

If you haven't got access to a car or are unable to drive, there is a regular bus route that runs from Ilchester to Somerton. Take the number **54** or **77** bus that runs every hour and takes around 15 minutes. If you are too poorly to travel, or have severe mobility issues we will endeavour to book an appointment for you at Ilchester.

### **If I live closer to Somerton can I go there for my appointments – what do I need to do?**

Yes, of course. You don't need to re-register, just say you would prefer an appointment at Buttercross Health Centre when booking your medical appointment.

### **What about my medical records – how will these be seen?**

The medical team will be able to see and update your records at both GP practices. These will remain securely held and patient confidentiality will be respected at all times.

### **Will I be able to access any different services at Buttercross Health Centre?**

Yes, there are a number of new clinics such as INR, immunisations (child & travel), contraceptive services (e.g. coils and implants) and chronic diseases (asthma, COPD diabetes, heart disease), that you will be able to book in for. In addition you will be able to access the Minor Operations Service that runs in Somerton.

### **Will I be able to get my prescription in the same way?**

Yes, you will still be able to choose where you pick up your prescription - which includes the pharmacy, or GP surgery in the place that's most convenient for you.

### **Tell me more about Buttercross Health Centre**

Buttercross Health Centre is a purpose built, modern GP surgery, with free parking and spacious accommodation. The building is fully accessible for wheelchair users and patients with mobility difficulties. For more information please visit: [www.buttercrosshc.nhs.uk](http://www.buttercrosshc.nhs.uk), or call **01458 272473**.



For more information, please visit: [www.ilchestersurgery.co.uk](http://www.ilchestersurgery.co.uk) or  
[www.symphonyintegratedhealthcare.co.uk](http://www.symphonyintegratedhealthcare.co.uk)