

Exmoor Medical Centre Quarterly Newsletter

www.exmoormedicalcentre.co.uk



Providing NHS services

@exmoormedicalcentre

Opening Hours	
Monday	08.00-18.30
Tuesday	08.00-18.30
Wednesday	08.00-18.30
Thursday	08.00-18.30
Friday	08.00-18.30
Sat, Sun & Bank Holidays	Closed

Please note: 08.00 - 08.30 and 18.00 - 18.30 are for urgent issues only - under normal circumstances, the surgery is open Monday – Friday: 08.30 – 18.00.

Practice Half Day Closing for Training	
1 st July	1.30-6.30pm
21 st July	1.30-6.30pm
12 th August	1.30-6.30pm

What we do during half day closures

Our half day closures are an opportunity for staff to come together for mandatory training, team meetings and clinical meetings. If you have an urgent need during one of our practice closure afternoons, please call the surgery as normal and follow the instructions on the phone.

Somerset NHS Charity is the official charity for NHS Services across Somerset. If you or a family member have been treated by this GP surgery and would like to help us make a difference for patients, please get in touch.

Practice Update

The practice continues to experience very high patient demand. All requests for an appointment are triaged by a clinical member of staff and then booked accordingly.

We aim to respond to all patient requests promptly, prioritising clinically urgent cases for same-day response. During periods of high demand, routine requests may take up to 7-10 working days.



**Somerset
NHS Charity**

For more information, please visit:
<https://www.somersetnhscharity.org.uk/>

Thank you for
your kindness to
our
hard-working
staff and for your
patience and
understanding



Farewells and Welcomes

Many of you will be aware that we recently waved farewell to two of our Nursing Team, Sally Greenslade and Victoria Bridge. We thank them both for all their hard work and wish them well in their new endeavours!!

Over the next couple of weeks, we welcome, Billie, a new practice nurse to the team and also a new HCA, Claire, who some of you may recognise!! I am sure you will join us in giving them a warm welcome.

Patient Participation Group (PPG)

The Patient Participation Group (PPG) is an essential and valued part of all our practices and helps us to understand what the patient experience is really like.

The group meets to hear about current news at the practice, current challenges and developments for the future.

If you would like to find out more information regarding the PPG, please let us know!

Symphony wide updates

For organisational wide updates, please see our Symphony website:

<https://www.symphonyhealthcareservices.com/news/>

Useful Numbers

Exmoor Medical Centre 01398 323333

Dulverton Pharmacy 01398 323359

Musgrove Park Hospital 01823 333444

Patient Feedback

Between April and May, over 350 patients provided us with feedback and over 98% were positive about our services!

We encourage patients to respond to the surveys we send following appointments to help us learn and make improvements.

Alternatively patients can provide feedback at any point via email, in writing or by phone.