

Welcome to Millbrook Surgery

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

If you live in our practice area and would like to register with us, please complete our registration form available on our website or from our reception.

Contact Details:

Millbrook Surgery
Millbrook Gardens
Castle Cary
BA7 7EE

T:01963 350210
E: somccg.millbrook-surgery1@nhs.net
W: www.millbrook-surgery.nhs.uk
Opening hours Mon - Fri 8am - 6.30pm



Our Team

Dr Judith J Scull MB ChB
Sheffield 1991 DRCOG DFFP

Dr Steve G Edgar MB CHB MRCP
Sheffield 2000

Dr Karenka Sercombe MBBs BSc MRCP
London 1996

Advanced Nurse Practitioner
Chloe Edmonds

Practice Manager
Georgina Brixey-Worrall

Deputy Practice Manager
Michele Hole

Lead Practice Nurse
Jill Osborne
Specialises in Diabetes

Practice Nurses
Shelley Hatcher
Specialises in COPD and Asthma
Anna Eldridge

Primary Care Network Pharmacist
Ian Clegg

Health Coaches
Helen Littell
Stephanie Agbo
Mandy Lynch

Medical Administration Team
Our team of medical administrators provide an important link for patients with the practice and are your initial contact point for all enquiries. They can provide information on services and results and direct you to the right person depending on your health issue or query. They perform important tasks such as issuing repeat prescriptions and dealing with prescription enquiries, processing referrals for further treatment and liaising with hospitals, carrying out searches and practice audits, proactively recalling patients for routine care such as blood pressure checks and blood tests, ensuring a smooth interface between clinicians and patients. Their role is very demanding, so please be patient and respectful of their contribution to the practice.

District Nurses
Christine Lupson Staff Nurse
Ruth Chant Staff Nurse
Wendy Clothier HCA

Health Visitor
Helen Weaver

School Nurse
Carrie McMullen

Midwife
Lisa Bradshaw



About our surgery

Millbrook Surgery provides team based patient care to the Castle Cary community and surrounding villages. We also have a branch surgery at Keinton Mandeville.

Our team includes a number of medical professionals including GPs, an Advanced Nurse Practitioner, Practice Nurses, an MSK Practitioner, Pharmacist. Who are supported by community staff such as District Nurses, Health Visitors, a Midwife, School Nurses and a Complex Care Team.

We offer a full general practice service and run specialist clinics for children, pregnant women, diabetes, asthma, travel and patients needing minor surgery.

We aim for on the day patient care. You will be treated courteously and in complete confidence.

We are a qualified training practice, this means hospital doctors training to become GP's spend six months with us in order to gain the experience they need to become family doctors.

As a training practice, your medical record may be used for educational purposes. Because of this, we will ask patients registering with us to sign a consent form.

Appointments



We operate an appointment system called AskmyGP available via our website. You can use a smartphone or any computer; enter your details and your problem, medical or any other question. You can name your own preferred GP. You can seek help for your child or someone you care for as long as the patient is registered with the practice. You can choose how you would like to be contacted i.e. telephone, email, video consultation and you can even tell us when is most convenient for us to get in touch with you. askmyGP saves you having to ring up, and there's never a queue online. If you have no smartphone or access to the internet, please continue to telephone us on 01963 350210. If you do have internet access, please help us by reserving our telephone line for those who don't, and for medical emergencies. For requests sent outside of our working hours we will respond the next working day.

Note: We do not pre-book GP appointments, you will first be offered a remote consultation via telephone, email or video. If the GP needs to see you in the practice they will book you an appointment on the same day. This allows them to manage their time and your care effectively and they can offer you a longer appointment if you need it.

Home visits

If your condition means you cannot attend the surgery please submit a home visit request via AskmyGP or telephone [by 10am](tel:01963350210).

Additional Information

Consent

We can only provide medical information directly to the patient, unless we have a signed consent form from the patient nominating a family member, friend of guardian. You can obtain a consent form from the medical administration team.

Prescriptions

Repeat prescriptions can be requested online by using Patient Access or by using the NHS App. If you wish to use Patient Access please contact our medical administration team.

Other ways of requesting prescriptions:

- In person at the Surgery (you can put it in our secure post box located on the wall outside the surgery if it is outside of our working hours).
- via the post or ask the pharmacy to order on your behalf.
- Telephone our prescription line on 01963 359354 between the hours of 11am and 4pm Monday - Friday.

Specialist and hospital care

Our medical team are able to refer you for specialist treatment if they feel this is appropriate for your care. We have a dedicated referrals team who will be able to help you with any queries. You will be sent paperwork within seven days providing you with details on how to book your specialist appointment. Please note once we have made your referral the appointments are then managed by the local booking management service.

Clinics

We run a range of clinics. For further information and to book an appointment please submit a request via AskmyGP or telephone.

Branch Surgery Clinic

We run a daily drop-in clinic at our Branch Surgery at Keinton Mandeville Village Hall TA11 6EX Monday to Friday. Please arrive at the clinic between 11:15am and 11:45am to be seen by the GP. The clinic is only available during these times so it is important you arrive promptly and there may be a wait depending on how many patients are waiting to be seen.

Child health and immunisation

Our immunisation clinics are held monthly, you will be send a letter from Public Health England when your child is due an immunisation, please telephone the surgery to book you child's immunisation appointment as soon as you receive this letter. We regularly follow up on children who have missed their immunisations.

Contraception & Family Planning

Our GPs are able to give advice on contraception and fit / remove some devices. For more information please submit an AskmyGP request or telephone.

Diabetes

Lead by Practice Nurse Jill who specialises in Diabetes care. You will be invited for health check-ups if you are diagnosed with Diabetes. Jill is also able to offer lots of support and advice.

Asthma and COPD

Lead by Practice Nurse Shelley who specialises in Asthma and COPD. You will be invited for check-ups and Shelley is able to offer lots of support and advice on managing your condition.

Travel Vaccinations

We are able to offer NHS and non-NHS travel vaccinations and advice, including Yellow Fever. You will need to complete an information form prior to your travel, please visit our website for more information.

Antenatal care

Wednesday 10am—12.30pm

This clinic is run by midwives. If you become pregnant you will asked to make a self-referral to the midwives, they will contact you to ask you a few questions and carry out some general health checks. You be seen regularly throughout your pregnancy here at the practice or hospital, or both.

MSK Clinic

Our MSK Practitioner is able to provide a range of advice on Musculoskeletal complaints or conditions. Clinics at Millbrook Surgery are held on Wednesday afternoons, if you cannot make this time you can access this service at one of the surgeries within our Primary Care Network, for more information or to book an appointment please submit a request via AskmyGP or telephone us.

Carers Support

Helen Littell is our Carers Champion and provides a range of support to those caring for others. To inform us you are a carer or for support you can contact us via our website.

Health Coaching

Our Health Coaches work alongside our medical team and support patients in many ways; such as, helping to make lifestyle changes, accessing local support, care co-ordination, care planning and they also run a number of groups at the surgery and in the community.

Health Coach Groups

Flexercise

A fun session of chair based exercises to help improve flexibility and promote overall well-being Monday 1pm—1.30pm at the surgery.

Happy & Healthy

For help & encouragement to manage your own health, loose weight and / or reach your own personal goals. We offer a weekly weigh-in clinic, basic health check, lifestyle advice & support - all in a friendly & informal atmosphere. Weekly drop-in clinic Wednesday 9.15am - 10am.

For more information on the following groups please contact our Health Coaches: Talking Café, Memory Café, Carers support group

Stop Smoking

If you need help to stop smoking you can telephone Smokefreelife Somerset 01823 765006 or 0800 246 106.

Your Local NHS

The area served by Millbrook Surgery is in the district covered by NHS Somerset CCG. Who are responsible for ensuring services are commissioned based on the needs of the patient population. For more information please visit: <https://www.somersetccg.nhs.uk/>

Care Quality Commission (CQC)

The CQC is a government body responsible for ensuring care providers operate effectively and safely. They carry out inspections of all registered services. Millbrook Surgery's last inspection was in 2016 and our service was graded as good. In addition we participate in a yearly inspection phone call with the CQC whereby they review some of our working practices. Our latest inspection report is available on our website.

Out of hours service

For urgent medical treatment when our practice is closed please call NHS 111 (free call). The service is available weekdays 6.30pm - 8.00am and 24hours on Saturday, Sunday and Bank Holidays.

For serious medical problems / injuries please dial 999 or visit your local A&E.

Complaints

We aim to provide a friendly, professional and positive experience to all of our patients. However, if you have any concerns about any aspect of our service please do not hesitate to let us know.

You can submit patient feedback via AskmyGP or our website. Alternatively you can speak to whomever you feel most comfortable at the practice. Our Practice Manager deals with all complaints and feedback and is always happy to help resolve any issues you may have.

For complaints regarding hospital or community care please contact:

PALS
NHS Somerset CCG
E: pals@somersetccg.nhs.uk
T: 0800 0851 067

Violent and Abusive Behaviour

We operate a zero tolerance policy. Violent and abusive behaviour towards members of our staff or persons present on our premises will be dealt with in accordance with this policy which may result in police action and in serious cases removal from our registered list.

Join our Patient Participation Group

Our Patient Participation Group (PPG) help us to shape decisions about the services we provide and are the voice of the local community. They help us to improve our services and plan for the future to ensure patients get the services that are most valuable to the community. The group is always open to new members and you can participate as little or as much as you like. To join please visit our website.

Self Care Advice

You can get advice on a range of conditions by clicking on the self-help button on our website homepage.

Pharmacy

Please remember that you can treat many minor ailments such as coughs, colds or indigestion by keeping a well-stocked medicines cabinet at home. You can also contact your local pharmacy for free health advice at any time. If your condition does not improve after using over the counter medications recommended by your pharmacy please ensure you contact our medical team for further advice.

Primary Care Network

We are a member of a Primary Care Network called the Rural Practice Network. Member practices also include Queen Camel Medical Centre, Wincanton Health Centre, Bruton Surgery and Milborne Port Surgery. Together we provide services we wouldn't have access to as individual practices such as extended hours, MSK clinics, access to a Mental Health Practitioner. We also employ staff across the practices including Pharmacists and a Social Prescriber. For more information please contact the Practice Manager.

Extended Hours Appointments

The Rural Practice Network (member practices listed above) work collaboratively to provide appointments to their own and each other's patients who cannot access our services in normal working hours. For more information and to book an extended hours appointment please telephone us or submit an AskmyGP request.

Additional Information

Disabled Access

Both Millbrook Surgery and our branch clinic at Keinton Mandeville have wheelchair access and are suitably adapted for disabled patients.

Accountable GP

The practice is required by the government under the terms of the latest GP contract to allocated all patients a named accountable GP.

All patients at Millbrook Surgery have been allocated to a named GP. If you are in doubt as to who this is please ask our medical administration team.

If you have a strong preference to which GP is your named accountable GP the practice will make reasonable efforts to accommodate this request.

Your accountable GP has responsibility for your overall care, however, this does not mean only this GP will provide your medical care. You are still able to see and request any GP of your choice.

Our Practice Area

If you live within our practice boundary you are able to register as a patient at Millbrook Surgery. Unfortunately we are unable to register practices outside of our boundary for various reasons relating to how patients receive their care. If you are unsure if you are able to register or would like to discuss this in greater detail please contact our medical administration team on 01963 350210 or request to speak to the Practice Manager.

