

Minehead Medical Centre

Welcome to the first Minehead Medical Centre Newsletter. First of all we would like to thank all of our patients for being very responsive and constructive with your feedback in recent months. We have received record numbers of responses. In the last few months we have been using this feedback to make positive changes within the surgery and we are committed to continuing this hard work.

The contents of this newsletter will cover our new leadership team, the patient feedback we have been receiving, what we've been working on and the new standard way of working at the practice.

The right person for you

When we're not feeling well, we often assume that we need to see a GP when sometimes someone else in another role is the best person for our healthcare need. That's why when you call or come into the surgery, we'll ask you some simple questions to establish who the best person is to support you. Please don't be offended if this is not a GP. **This is the new standard way of working in the NHS:**

- There are now a range of other professionals who you might see instead of a GP because they specialise in the area where you need help the most. For example a nurse practitioner.
- You could be asked to visit the pharmacist if this will be quicker for you to receive treatment.
- You could be asked to visit an urgent treatment centre if that is the most appropriate setting for your care.

Your New Leadership Team



Katheryn Antonelli
Operations Manager



Peter Bagshaw
Lead GP



Steve Quantick
Service Coordinator



Laura Tisbury
Service Coordinator



Jane Feast
Head Receptionist

We're really pleased to introduce our new leadership team who are working hard to make sure Minehead Medical Centre continues to offer the support and services you all need.

They'd like to hear your ideas and suggestions on ways to further improve the service, so leave your suggestions in our new suggestions box in Reception.

Ask your pharmacy for more information about this free* NHS service

Visit your Pharmacy First!

*NHS prescription charge rules apply where a medicine is supplied

- Sinusitis (adults and children aged 12 years and over)
- Sore throat (adults and children aged 5 years and over)
- Earache (children and young adults aged 1 year to 17 years)
- Infected insect bite (adults and children aged 1 year and over)
- Impetigo (adults and children aged 1 year and over)
- Shingles (adults aged 16 years and over)
- Urinary tract infection (women, aged 16 to 64 years)

Feedback - May 2024



“I have read negative comments about the surgery but all I can say is that I have been looked after really well since my first visit to the surgery and subsequent follow up appointments.”



“I think the practice will keep improving. There is a different approach which will stand them in good shape.”

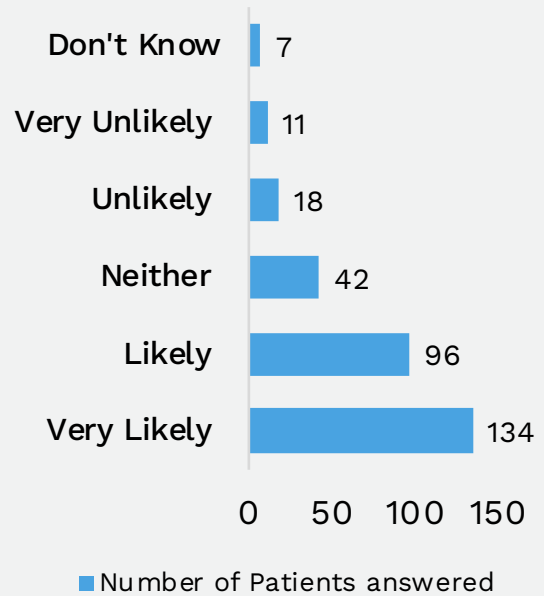


“Had a pleasant meeting with Mrs Catherine Wake and Ms Sarah McLaughlin.”



“I was reminded of my appointment and I didn't have to wait long to go into my appointment for diabetes review. The treatment I received from Mrs Taylor was excellent and helpful.”

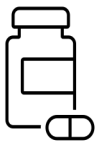
How likely are you to recommend us to your family/friends?



Our work



Telephone wait times reduced by **30%**.



Increased usage of the NHS App, which saves you time with repeat prescription orders.



You can see Pharmacists, ECPs, Physiotherapists and Talking Therapists without going to the GP first.



Increased ways that you can contact us.

Get in touch



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Do more with the NHS App!

- Order repeat prescriptions
- Book appointments
- View your records
- And much more...

