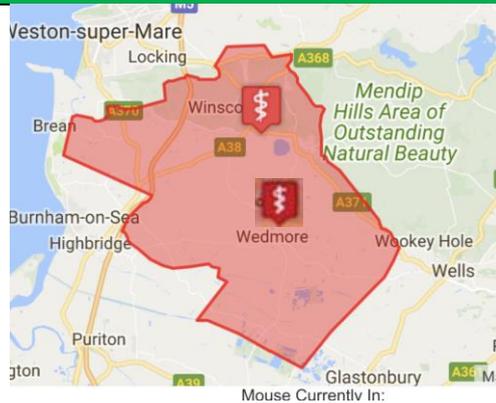


Axbridge and Wedmore Medical Practice Newsletter

Spring 2018

Our community, our lives, everyone's responsibility



New and old ways to get an appointment

Dear Community

Axbridge and Wedmore Medical Practice would like to update you on a number of changes that we are making from mid-April.

It is excellent news that people are living longer with more medical conditions. It is also good news that more care is being delivered to people closer to their home in General Practice, when previously some of the services that provided this care were managed in hospitals. In order to provide more care we need to change the way we do things to create more time in the day.

To help us make these changes we have been listening to our patient focus group, who also attended our practice team planning sessions. We have also met with two of the local Parish Councils and some of the local voluntary and community sector organisations.

As a result, these are the changes we are making:

- **Pre-bookable appointments** will be offered face to face or by telephone. This will enable people to plan when they would like to see a GP or member of the nursing team to discuss their health needs. These appointments can be booked via Patient Access (on our website) or via our Reception Team.
- **A Same Day Team** made up of a doctor and two nurse practitioners or a primary care paramedic. This is useful if you feel that your condition or query is something that needs attention on the day.
- You will be able to access **online consultations** via our website. This gives you the option to contact us in your own time by completing an online questionnaire. You can then expect a response by the end of the next working day.

- With the support of yourselves and social services we are developing a resource called **Axe Valley Community Connect**. This is a directory of information on local resources within the community that we can help you access. More information to follow.
- We are upgrading our telephone system to be more responsive.

The traditional reception service will continue to operate, so that you can walk into either surgery to get help and assistance from any of our trained staff. We will continue to work closely with our local pharmacists, dentist and opticians to make sure you see the right person at the right time.

We are very pleased to announce that we have recruited two new GP's, Dr Miriam Walsh & Dr Sarah Hudson, and we are currently in the process of recruiting another nurse practitioner or primary care paramedic.

We are excited and positive about these changes. We want it to continue to evolve as we listen and learn from each other. We want Axbridge and Wedmore Medical Practice to be very much part of the community so that we all work together to improve our health and well-being.

Kind regards

The Practice Team at Axbridge and Wedmore Medical Practice

Our community, our lives, everyone's responsibility