

27th September 2019

Improvements to Services

As you know, we've been working closely with another local Practice, Millstream Medical Centre, over recent months. We are now in the process of formalising the arrangements so that we work together seamlessly.

From 1st October, our teams will be working together to provide you with accessible and effective healthcare.

You will continue to receive care from our surgeries in Durrington and Larkhill. Importantly, we are still on track to move into Salisbury Plain Health Centre in February of next year! However, if you would like to be seen in Salisbury, please do not hesitate. The choice is yours! We just want you to have options!

Our clinical team comprises GPs, Nurse Practitioners, Pharmacist, Paramedic, Specialist Mental Health Nurse and Support Workers and Health Care Assistants who will ensure that you receive care, not only for your current symptom or concern but also for any other aspects of your health by undertaking a review of your medical record.

By reviewing your medical needs each time you request an appointment, you should receive the right care, at the right time from the most appropriate clinician.

Here's how it works:

- You contact us online or by phone (**our new number is 01980 881721**) to request an appointment
- Our team will ask you to give a brief outline and severity of the problem, how long you have been experiencing symptoms and any other particular concerns relevant to your health. This will enable the Nurse Practitioner to ensure that you receive an appropriate and timely response
- The Nurse Practitioner may telephone you back on the same day to address your concern. The Nurse Practitioner may:
 - Provide advice
 - Ask you to visit the Practice for a face to face appointment that day
 - Organise investigations and assessments
 - Arrange appointments with other appropriate clinicians
 - Refer to other services
- Our Nurse Practitioners may also text you rather than telephone. This will only take place if it helps to make things simpler.

- It's important to know that there is a Doctor on site every day to see patients referred by the Nurse Practitioners and to support the Nurse Practitioners to deliver the right care to you and your family

As always, our aim is to provide you good quality medical care that is easy to access, reliable and trustworthy.

To take full advantage of the appointment system there's a couple of things we recommend you to do:

1. Complete a communication declaration to allow us to text and email you
2. Sign up for an online account to make appointments 24/7 without having to telephone us

Should you have any queries regarding this service, please speak to a member of our team.

In order to work together, our clinical IT systems will need to combine. Therefore, we will not have access to your medical records from 16:00 on Wednesday 2nd October 2019. Therefore, unless urgent, please contact us before 14:00 on Wednesday or after 08:00 on Thursday 3rd October. We apologise for any inconvenience this may cause and thank you for your understanding and patience.

We will be re-launching our website. But for now, please visit and use www.millstreammedicalcentre.co.uk as you have been using our website previously. All of us are working in accordance with the same policies and procedures to deliver safe, effective and responsive care.

Should you have any queries regarding this service, please speak to a member of our team.

We look forward to seeing you soon.

Dr Celia Grumitt and Partners