

## **Bruton Town Forum, 12 May 2026**

### **Bruton Surgery**

The past year has continued to be a busy but productive year for the practice. The practice team is well settled, and we have an excellent clinical team of 5 GPs and 2 Nurse Practitioners.

Our appointment process is well established, and we receive requests for appointments either online directly from patients into AskMyGP or patients can call the practice. Our online service is open from 7.30am Monday to Friday (excluding Bank Holidays). Once received, requests are assessed by our senior clinicians and appointments are offered based on medical need with urgent needs prioritised. Most patients are offered an appointment either on the same day or within 1-2 working days depending on demand, well within the 2-week national target.

Our Friends and Family feedback remains extremely positive, with 93% of patients saying the practice is very good or good, with the vast majority saying, 'very good' (79%). Some recent feedback comments received include:

- Thank you so much for your efficient help, I'm so happy with the service you provided.
- Dealt with rapidly and efficiently
- I feel blessed to be a patient at Bruton surgery
- Outstanding service. Very prompt response time. Very satisfied with the outcome.
- A very prompt response ..... it all worked very smoothly.

To build resilience as a small practice, we now have a shared Nursing Team with Wincanton Health Centre. This allows us greater access to specialist skills and knowledge across the team, more resilience in times of absence and more capacity to offer patients appointments across both practices if needed. We have also welcomed Marion (Practice Nurse) and Tricia (Healthcare Assistant) to our team.

The practice continues to be busy with over 15,000 AskMyGP requests through 2025 averaging at 300 every week and demand so far this year is a little higher. The practice performed well for our chronic disease management care (known as QOF) and are increasing our vaccination clinics for COVID, RSV, Pneumococcal, Shingles and in the autumn flu.

Our Health and Wellbeing Team continues to provide a more holistic approach to care alongside medical interventions. Our team can provide lifestyle coaching support for patients who want to make personal changes to their own health habits, and our Care Co-ordinators support those patients and their families and carers who have complex needs or are frail or near the end of life.

The practice team are grateful for the very many kind comments and feedback received over the past year and will continue to work hard to provide the care and support needed by patients in the future. The one constant in the NHS is always change, so while the future may be unclear we will continue to do what we are able to do to support our local community to be healthier and happier.

Jane Hobbs  
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Bruton Surgery