

Thank you for joining us. We would like to take a few moments to update you on how Millbrook Surgery is adapting to the recent and ongoing growth in our patient population, particularly due to new housing developments in the area.

We understand that with a growing community comes increased demand for healthcare services and we want to reassure you that we are rising to meet this challenge proactively and responsibly.

We have already taken several important steps to strengthen our team and services. We have expanded our clinical workforce by welcoming new GPs, a Paramedic, and Advanced Nurse Practitioners—each recruited in line with our growing patient list to ensure your access to care remains consistent. We also work closely with a team of regular locums, including a GP and an ANP, who have supported us for several years. They are very much part of our extended team and are ready to step in during periods of sickness or annual leave, helping us maintain continuity of access.

In addition, the practice invests heavily in the development of our existing staff through annual development plans. Our clinical team have received training to deliver a wider range of services, including minor surgery, menopause care, coil fitting, diabetes, asthma, and COPD management. We also support and train our staff to take on new roles and progress in their careers. For example, one of our nurses is currently undertaking an Advanced Practitioner apprenticeship and one of our Healthcare Assistants has completed training to become a Nurse Associate.

One of the strengths of Millbrook Surgery is our commitment to training the next generation of GPs. We have expanded our GP training programme to offer more placements to Doctors. This has become one of our most effective recruitment routes. In fact, many of our current GPs—like Dr White, Dr Spencer, and Dr Manohar—trained with us and chose to stay on, already familiar with the unique way our practice works. We kindly ask our

patients to support our GP trainees by attending appointments with them, as this is a vital part of their training and development.

To help us manage demand more efficiently, we employed remote GPs, some with specialist interests, such as menopause. These clinicians work closely with the team to respond to askmyGP requests and play an active role in triaging and decision-making. These Doctors are able to carry out a wide range of tasks—clinical admin, telephone, and video consultations—without needing to be physically present at the practice, which helps us make the best use of our limited space. Our remote GPs also boosts our resilience. For example, during a recent power cut, our remote GPs were still fully operational, ensuring there was no interruption to patient care.

We are investing in our infrastructure and are in the process of converting a store room into a clinical room, to create more space for in person appointments. We are also making use of our branch clinic at Keinton Mandeville Village Hall to better serve patients in this area, at their request. Currently we run a twice-weekly in person clinic. If demand continues to grow, we are prepared to expand the use of this space and our aim is to make it more efficient for staff to work there in the coming months.

We want to reassure all our patients that an increase in our list size will not reduce your ability to access care. But we do need your support—particularly in continuing to use askmyGP as your first point of contact, it helps us work more efficiently, safely and reduces waiting times on the phone. We also ask that our patients are proactive in making use of other appropriate services such as local Pharmacies or MIU when suitable. We may also refer you to the pharmacy first scheme for some conditions, such as sore throat. The pharmacy will provide an in person consultation and can prescribe antibiotics where indicated. We are grateful to our patients for trying this service and we are actively working with our pharmacy colleagues to continuously improve this scheme – this is an important service our pharmacy colleagues are now contracted to offer, ensuring they are sustainable and can grow and develop their staff.

Lastly, we regularly review our catchment area. If patients move outside our boundary, we will ask them to re-register with a local practice. We do not accept new patients who live outside of our area, so we can stay focused on delivering care to those within our community.

Thank you again for your trust and support. We are committed to growing alongside our community—while always keeping you at the heart of what we do.

Kind Regards

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