

Brunel Medical Practice

Thank you for the wonderful feedback



This year, the impact of winter illnesses and flu has been significant. Demand for appointments has been greater than ever before, with the NHS working together to care for our patients. It is wonderful that during this, so many patients have taken the time to share positive feedback with us and praise for the team.

"thank you for how hard you work and all that you do at the practice."

"I received excellent and efficient care, from booking the appointment through to getting an onward referral."

"Your pharmacist has offered amazing care over the last few months and I don't know what I would have done without her."

"thank you for looking after my wife. The way she was treated today was wonderful, and she has had her mind put at ease and is not so worried now."

February 2023

A New Telephone System is Coming

We are excited to announce that work is underway to move the Practice to a new telephone system.

This will allow vulnerable patients, such as those at the end of life, to be moved through the telephone queue without listening to messaging and the automated booking of some appointments like flu jabs, without talking to a member of staff.

Queue busting technology will allow patients to hold their place in the queue, without staying on the line. Technical surveys are underway and planning work has started.

We are confident that this change will benefit patients and ease some of the frustrations when contacting the practice. We will announce the 'go live' date as soon as we have it.

Welcome Dr Hannah Gronow



Dr Gronow joins the team on 1 February. She has lived and worked locally for many years and you will find her working from our Babbacombe site.

Join our Patient Participation Group

Are you interested in helping the Practice plan for the future and improve the care that we offer to patients?

Our Patient Participation Group (PPG) would like to launch a virtual group who achieve these goals by using email and electronic surveys to work with the practice.

There would be the opportunity to meet in person, both with the PPG and the Practice Team for those that would like to..

This would take very little time or commitment, but could have a big impact on the Practice and our patients.

Please email brunel.communications@nhs.net if you would like to find out more information about this new look PPG.



New Additions to our Nursing Team



In recent weeks, we have added three new members of staff to our Nursing Team.

Georgie is a Practice Nurse and will be working with Nurse Issy specialising in the care of diabetic patients.

Emma is a Healthcare Assistant, and will be working across all three of our practice sites.

Jayne is a phlebotomist, and will be working mainly at Babbacombe.



TORBAY
GENERAL
PRACTICE

Did you know that all GP Practices in Torbay often work together to deliver services to patients?

Practices work together to provide robust, sustainable systems and services that benefit patients across Torbay. Together we are Torbay General Practice (TGP).

TGP services include:

Torbay Care Home Visiting Service

TCHVS is a specialist team of local GPs, nurses, paramedics and pharmacists from Torbay practices who work together to support care home patients throughout Torbay.

Extended Access Appointments

All Torbay GP Practices work together to offer additional appointments at the weekend and between 6pm and 8pm during the week.

COVID-19 Vaccination Service

All Torbay practices have worked together since December 2020 to deliver more than 300,000 COVID vaccines from the Riviera Centre in Torquay. Practice staff continue to work together to meet this unique challenge.

Introducing our Cancer Care Coordinator Clare

This role will allow us to offer more support to patients with a new cancer diagnosis.

Clare will also work to encourage patients to attend for their cancer screening appointments and will coordinate projects across the practice.

Clare will write to any patient within the first 3 months of diagnosis with her contact details to offer advice on where to go for help with practical, financial and emotional support as well as liaise with/refer to other professionals or organisations if required, as well as being the link to the practice if you just need someone to talk to.

