

Brunel Medical Practice

Urgent Same Day Hub Appointments

Back in December, the Torquay Primary Care Network (PCN) launched a new pilot service to support patients needing urgent, same-day care.

At the request of NHS Devon, Brunel Medical Practice, Chelston Hall Surgery, Southover Medical Practice, and Croft Hall Surgery work together to deliver this initiative, called the "Urgent Hub." This new service aims to provide timely, face-to-face appointments for patients who are usually fit and well but have a health issue that needs urgent attention on the same day.

The Urgent Hub is not designed for patients with complex needs or long-term health conditions, who will continue to receive their care through their regular GP practice. Instead, the hub focuses on immediate, short-term concerns, helping to relieve pressure on existing services while ensuring that patients with urgent issues are still seen promptly.

Importantly, a patient's mobility and ability to travel will be considered when offering an Urgent Hub appointment. If a patient is eligible but may struggle to get to a different site, this will be considered as part of the decision to ensure the service remains accessible to all who need it.

An additional 75 appointments per day will be made available across the participating practices, and patients who meet the criteria may be asked to attend an appointment at Chelston Hall, Southover, or Croft Hall Surgery. This ensures flexibility in appointment availability and helps patients access the care they need without unnecessary delays.

Initial feedback from patients has been overwhelmingly positive. Many have expressed satisfaction at being able to see a healthcare professional face-to-face on the same day, and the new service is already proving to be a valuable addition to the Torquay PCN's commitment to accessible, responsive care.

July 2025

Dr Tom Menzies



We are delighted to welcome Dr Tom Menzies to the Brunel family!

Dr Menzies will be working with us on Wednesdays, Thursdays, and Fridays, and will initially be based at our Babbacombe Surgery while he familiarises himself with the practice.

In the coming weeks, he will also begin running clinics at St Marychurch and Shiphay. Please join us in giving him a warm welcome!

PPG Relaunch



We're excited to share that our Patient Participation Group (PPG) has been successfully relaunched — and the response has been fantastic! We've already held two productive meetings and are grateful to all participants for their valuable ideas, feedback, and enthusiasm in learning more about how the practice works.

Our PPG plays a vital role in representing the views of patients and carers, advocating for service improvements, and strengthening the relationship between our practice and the community we serve.

If you're interested in making a difference and having your voice heard, we'd love for you to join us. Information leaflets are available at each surgery. To express your interest, please speak to a member of our reception team.

Reasonable Adjustments

At Brunel Medical Practice, we want to make sure that everyone feels welcome and gets the care they need. We understand that some people may need a little extra support when visiting the surgery. This is called a reasonable adjustment.

A Reasonable Adjustment is a change or support that helps someone with a disability or specific need access healthcare fairly and comfortably.

Under the Equality Act 2010, a person is considered to have a disability if they have a physical or mental health condition that has a substantial and long-term impact on their ability to do everyday activities. This includes many visible and hidden conditions, such as:

- Learning disabilities
- Autism or neurodiverse conditions
- Physical or sensory impairments
- Mental health conditions (like anxiety or depression)
- Long-term health conditions (like epilepsy, diabetes, or chronic pain)

The NHS is required by law to make reasonable adjustments for people who need them – this means removing barriers that could make it difficult for someone to access care or services.

If you think you might benefit from extra support when visiting us, please let us know. These adjustments are here to make your experience easier and more comfortable.

Weight loss Medication

NHS Devon have confirmed that they will be working on plans to make Mounjaro available to people who meet strict national criteria – Because demand is expected to be high, the NHS is rolling it out in phases over the next three years starting with a BMI over 40 and at least 4 specific health conditions.

The route for us to provide this service has not yet been agreed so please do not book a GP appointment or call the surgery to ask for Mounjaro – we will contact you directly if and when you are eligible.

In the meantime, we encourage patients to explore other local weight management support services, which may help without the need for medication.

We'll keep you updated when local prescribing becomes available.

COVID Autumn vaccines 2025

We are pleased to share that our Spring Vaccination Programme saw a great turnout.

1,087 patients were vaccinated at our site, and 2,489 were vaccinated across the wider Primary Care Network (PCN).

The NHS has released plans for this year's Flu and COVID-19 seasonal vaccination programme, running through autumn and winter.

Who is eligible?

COVID-19 and flu vaccines will be offered to the following groups:

- Residents in care homes for older adults
- All adults aged 75 and over
- People aged 6 months and over who are immunosuppressed (as outlined in NHS guidance)
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When does it start?

- Flu vaccines for pregnant women and children will begin from 1st September 2025
- Flu and COVID-19 vaccinations for eligible adults will start from 1st October 2025
- Most COVID-19 vaccinations are expected to be completed by 19th December 2025
- The programmes will run until 31st January 2026 (COVID-19) and 31st March 2026 (Flu)
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Where possible, patients may be offered both vaccines at the same time to maximise protection and convenience.

Planning is already underway, and we will share more details—including dates, venues, and how to book once they are confirmed.



HELP US IMPROVE!

THANKS TO EVERYONE WHO
COMPLETED OUR FRIENDS AND
FAMILY SURVEY IN JUNE



97% of patients said that their
experience of the Practice was either
Very Good or Good in June.

BRUNEL MEDICAL PRACTICE



brunelmedicalpractice.co.uk



Everyone very kind and more than helpful which is all one asks for.

I am very glad with this surgery and the service that has been provided.



Speedy, painless and a very pleasant nurse.



Your colleague was an exemplary professional - courteous, friendly and very efficient.



Prompt, friendly service. The nurse was brilliant, very easy to talk to, understanding, knowledgeable and great at putting myself at ease.



Very knowledgeable and professional, appointment on time too.

To give your feedback please email us on d-icb.brunelpatientfeedback@nhs.net or complete our friends and family survey found on our website.