



Wyvern Health Partnership was formed in 2018 to improve consistency of care across five surgeries. The partnership incorporates Hawthorn Medical Centre, Lawn Medical Centre, Merchiston Surgery, Old Town Surgery and Priory Road Medical Centre.

An introduction to different roles within your General Practice

Clinical Pharmacists are part of your general practice team

They can help by:

- reviewing your medicines
- agreeing and making changes to your prescriptions
- advising about medicines and possible side effects.

Dietitians are part of your general practice team

They can help by:

- diagnosing and treating nutritional conditions
- helping you to make changes to prevent and support long-term conditions
- supporting you to maintain a healthy weight.

Care Coordinators are part of your general practice team

They can help by:

- preparing you for upcoming conversations about your health and care
- monitoring your health and care needs and responding to any changes
- supporting you to understand and manage your care.

Physiotherapists are part of your general practice team

They can help by:

- diagnosing and treating muscular and joint conditions
- advising on how to manage your condition
- referring you on to specialist services.

CQC Inspections

Throughout Summer and Autumn 2023 three of our practices were inspected by the Care Quality Commission who rated the surgeries as "Good" to provide Safe, Effective, Caring, Responsive and well-led services.

We are pleased with the results and will continue to promote these five domains in our daily activities.

If you wish to read full reports, please visit the links provided below.

Hawthorn <https://api.cqc.org.uk/public/v1/reports/f5854911-ecc4-44f7-bc7f-620e67602988?20231010070045>

Priory <https://api.cqc.org.uk/public/v1/reports/97c84de7-3710-400f-b7c3-41af34f2b095?20231012140043>

Old Town <https://api.cqc.org.uk/public/v1/reports/f5478b3e-3549-47f9-b731-44b12745436d?20231120170040>



Cancer Screening Saves Lives!

There are 375, 000 new cancer cases in the UK every year and over 1,000 new diagnosis of cancer every day.

There are 167, 000 deaths from cancer each year, 38% of these cases were preventable if they had been diagnosed earlier.

Wyvern Health Partnership have been successful in securing funds from the National Health Inequalities funding to support an increase in cancer screening across Swindon.

We intend to start the project at the beginning of 2024 and it will last for 12 months. The first part is to contact approximately 2000 patients who did not attend screening programmes in the last year to understand what the barriers were. Alongside this activity we are planning to provide educational sessions and cancer awareness literature in various languages. The digital side is also very important and our intention is to create a hub of information about cancer awareness on our websites. Collaboration with the Council, other GP surgeries and various community leads is vital for this project to be a success.

NHS Health Checks

If you're aged 40 or over, you may be eligible for a FREE NHS health check. During your NHS health check, we look at your blood pressure, weight, height and cholesterol levels. We also discuss diet, exercise, smoking status and alcohol consumption. The NHS Health Check aims to lower your risk of getting conditions that affect the heart and blood vessels, such as heart disease, diabetes, stroke and kidney disease.

Please speak to reception to find out more





Carers Cuppa

Did you know that over 800 of our patients are carers?

Our Team of Care Coordinators host Carers Cuppa events throughout the year. These are relaxed events that provide a social space to meet others, and connect with support services for those who care for others.



Event times and location per surgery:

Merchiston Surgery

February 2024, date and time to be confirmed.

Tesco Extra Community Room, Ocotal Way, SN1 2EH.

Lawn Medical Centre

January 25th 2024, 10am to 12 noon.

Lawn Medical Centre, Guildford Avenue, SN3 1JL

Hawthorn Medical Centre Carers Cuppa

May 20th 2024, 10am until 12noon.

Tesco Extra Community Room, Ocotal Way, SN1 2EH.

Priory Road Medical Centre & Old Town Surgery

March 18th 2024, 10am until 12noon.

Tesco Extra Community Room, Ocotal Way, SN1 2EH.

Patient Participation Group

What is the Patient Participation Group or PPG?

A Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff.

Why should I join?

You have been to the surgery as a patient, parent, carer or friend. Your experiences matter and you can bring different ideas to the surgery to help us treat patients better or to improve what we do in some way. You will also gain a better understanding of the NHS, and gather feedback from other patients. Visit practice websites and submit digital request to become PPG member.



A Message from the Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

Thursday 14 December 2023

More than 175,000 GP appointments lost over 11 months due to no-shows

Tens of thousands of GP appointments in Bath and North East Somerset, Swindon and Wiltshire are being wasted each month due to patients not cancelling in advance when they are unable to attend.

With a total of 148,454 appointments missed in the 11 months between December 2022 and October 2023, patients are being asked to take action and always let their practice know if they cannot make their booking.

Doing so will allow practices to offer appointment slots to other patients, many of whom, particularly those with symptoms that could be the early warning signs of cancer, will be eager to see a GP as quickly as possible.

“The ramifications of not cancelling are also felt across other health services, particularly in our region’s hospitals, as we know people unable to get a GP appointment but desperate for care will often seek help from an emergency department, which, as the name suggests, should only be used in life-threatening situations.

“We completely understand that people can’t always make their appointment, and our teams are happy to reschedule, but we really need patients to meet us halfway, and to contact us as early as possible when they know they won’t be attending.”

Most GP practices in the region offer patients the opportunity to cancel their appointment quickly and easily by text message, while some also allow bookings to be managed online.

Cancellations can be made over the phone too and, in most cases, the appointment can be cancelled by just pressing a number from the list of answerphone options.

Further information on health and care in the local region, as well as details on what services can be accessed and when, can be found online at www.bsw.icb.nhs.uk.