

# Lister House Quarterly Newsletter

<https://wiveliscombesurgery.co.uk/>



Providing NHS services



@ListerHouseSurgery

Opening Hours	
Monday	08.00-18.30
Tuesday	08.00-18.30
Wednesday	08.00-18.30
Thursday	08.00-18.30
Friday	08.00-18.30
Sat, Sun & Bank Holidays	Closed

Practice Half Day Closing for Training	
22.04.26	1-6:30pm
21.05.26	1-6:30pm
23.06.26	1-6:30pm

## What we do during Half Day closures

- Staff complete mandatory training
- Monthly patient feedback is shared
- Safeguarding updates
- Any recent incidents are shared and learning disseminated
- Clinicians meet with the local palliative care team
- Maintenance work is completed in clinical areas
- Complaints and compliments are shared with staff
- Changes in protocols planned and discussed

Somerset NHS Charity is the official charity for NHS Services across Somerset. If you or a family member have been treated by this GP surgery and would like to help us make a difference for patients, please get in touch.

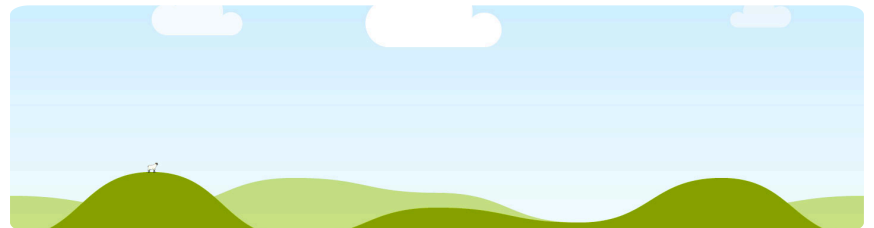
## The Year So Far

Between 1st Jan - 19th Mar 2026 there were 4776 face to face appointments at the surgery. That's approximately 434 face to face appointments per week or 86 face to face appointments a day.

Of the 4776 face to face appointments provided:

- 1094 were with a GP
- 791 were with an Advanced Nurse Practitioner /Paramedic/ Advanced Care Practitioner
- 2348 were with our Practice Nurses and Healthcare Assistant
- The remaining 543 were with: musculoskeletal practitioners, mental health nurses, GP assistants, complex care nurses, pharmacists, and occupational therapists
- 132 of those appointments were home visits
- 117 of those appointments were not attended

In that same time frame, our Reception team answered 8487 calls and all together the whole surgery team made 7415 outgoing calls.



**Somerset  
NHS Charity**

For more information, please visit:  
<https://www.somersetnhscharity.org.uk/>

## Looking back at 2025-26

### Our CQC Report

In November the practice was inspected by the Care Quality Commission, the independent regulator of health and social care in England. Our inspection report was published in January with the practice receiving **Good** across all areas (Safe, Effective, Caring, Responsive, and Well-led).

Feedback from our report included: “The service had a good learning culture and staff felt confident with raising concerns. Managers investigated incidents thoroughly. People were protected and kept safe. Staff understood and managed risks. The facilities and equipment were suitable for people’s needs, kept clean, well-maintained and any risks effectively managed. There were enough staff with the right skills, qualifications and experience. Managers ensured staff received ongoing training and regular appraisals to maintain high standards of care. Medicines were managed safely, and people were involved in planning any changes.”

### Room refurbishment project

We were one of 16 GP Surgeries in Somerset selected to receive a share of £1.14 million in funding for refurbishment work. This allowed us to transform three non-clinical rooms into two new clinical rooms and these are now in use. These rooms were important as our wider team has expanded through our Primary Care Network over the last few years with new staff like our PCN Paramedic, Health Coach, GP Assistant, and Mental Health Nurse Practitioner all needing space to see patients at the surgery.



### You Said, We Did

We received feedback that having a receptionist stationed at our waiting room desk would make the surgery more welcoming and reduce time spent waiting for help. So we now have a receptionist on the front desk every day unless sickness or annual leave impacts staffing levels.

Last year we trialled adding a privacy screen to the window looking in on Reception. We received feedback that this didn’t feel right to patients and so we removed it.

## New and Upcoming

### New Staff

Recent additions to our team include new Healthcare Assistant Sam Abbott, new Patient Services Administrator Sian Berks, and new GP Dr Rosie Grover.

### Spirometry and Routine ECGs

Currently patients have to travel to Wellington Medical Centre for spirometry testing (a breathing test to diagnose and monitor respiratory conditions like asthma and COPD) and routine ECGs (a test to help monitor or diagnose heart conditions). This was to do with how funding was received through our Primary Care Network for these procedures. We are now doing all our ECGs within the surgery and Spirometry will start happening at the surgery in the next two months thanks to grant funding for a new spirometry machine and our Respiratory Nurse Natalie undertaking specialised training.

## Spotlight On..

### Health Coach Ant

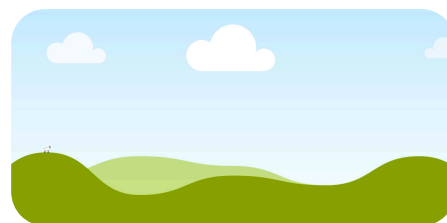
If you are looking to start moving more, eating healthier, or are living with a long-term health condition, at risk of diabetes, or just ready to take control of your health in general, he can give you the support you need. You can book an appointment with him via Reception on 01984 623471.



## Patient Participation Group (PPG)

*The PPG is a volunteer group of patients who work with the practice as a way for patient voices to be heard, improvements discussed, and a greater mutual understanding between patients and the practice gained. The PPG meet every other month on a weekday afternoon and welcome new members.*

For more info contact  
[listerhouse.partnership@nhs.net](mailto:listerhouse.partnership@nhs.net)



## Symphony wide updates

For organisational wide updates, please see our Symphony quarterly newsletter:

[Symphony Healthcare Quarterly Newsletter](#)

### Useful Numbers

Lister House Surgery: 01984 623471

Day Lewis Pharmacy: 01984 623284

Musgrove Patient Advice and Liaison Service:  
01823 343536

### Your Patient Feedback

In March, over two hundred patients provided us with feedback following their appointments. 97% felt our service was either good or very good, with 82% choosing very good.

**Things you felt we did well** - 'kind', 'efficient', 'professional response'

**Things you felt we could do better** - waiting time for GP appointment, funding for alternative therapies