

We're Trialling Something New!



A new way to contact Northlands Surgery from Tuesday 4th August.

We're introducing Andi, our new automated telephone assistant, to help reduce waiting times and improve access for patients calling the practice.

From Tuesday 4th August, patients calling to request an appointment will be greeted by Andi. Andi will ask a few questions about how we can help you, before sending your request to our existing Anima triage team.

Nothing changes about how we care for you - this just means less time on hold and a quicker route to the right team. You will also be helping free up our reception team to support patients with more complex enquiries.

Benefits for patients:

- ♦ Less time waiting in the phone queue
- ♦ Faster routing of your request
- ♦ Emergency Symptoms are identified and signposted immediately
- ♦ Available in 45 languages
- ♦ You'll still be able to speak to a receptionist if you prefer

We know this is something new, and we'd really welcome your feedback once you've had the chance to

Opening Times:

Monday - Friday:
8.30am - 6.00pm

Surgery Times (by appointment):

Monday - Thursday
8.30am - 12.30pm
2.00pm - 6.00pm
6.30pm - 8.00pm
Friday
8.30am - 12.30pm
2.00pm - 6.00pm

Out of Hours Service: I I I

Our Doctors:

Dr N Ware MB BS BSc DRCOG MRCGP
Dr J Dalton BM MRCGP DFRSH DCH
Dr N Abel BM BS MRCGP
Dr T Chambers BSc MBChB DRCOG MRCGP
Dr P Milsom MBBS MRCGP DFFP DRCOG DMH
Dr L Garnham MB ChB
Dr J Burton MB ChB
Dr C Isaac MB BS
Dr Udensi MS BS
Dr A Tait MB BS

Trainees:

Dr K Sen MB BS
Dr S Eruchie MS BS

Our Clinical Practitioners:

Advanced Nurse Practitioner Anita Peake
Advanced Clinical Practitioner Helen Hodges
Paramedic Practitioner: Ashley Bulpitt
Paramedic Practitioner: Verity Roberts

Our Pharmacy Team:

Pharmacist Julia Nicholls & Anthony Habgood
Pharmacy Tech Katy Griffin & Sharon Hunt

Our Care-Coordinator:

Our Community Connectors:

Veronica Shaw

If you are unable to attend your appointment, please let us know as soon as possible so we may use



A Day in Nature

Visit to Hazel Hill Wood for Unpaid Carers



Carers Together
Wiltshire

Take a well-deserved break and enjoy a peaceful day outdoors in nature. Join us for a relaxing woodland visit, where you can unwind, meet others, and try something new!

Activities include:

- Wildlife walk
- Pond dipping (with nets!)
- Willow weaving
- Mindfulness session

To book your free place call:
01380 710 300 (option 2)

Wednesday 12th August 2026
10am - 3pm

Please bring a packed lunch
Drinks and snacks will be
provided for you!

Travel options:

Free minibus pick-ups from:
Calne Town Hall, Salisbury Rugby
Club, Salisbury Train Station &
Brown Street Car Park (West),
or make your own way there!

