



The Market Overton and Somerby Patient Participation Group (MOSS PPG)

Welcome to the Summer 2025 edition of our Newsletter. We hope you find the content relevant and of interest. Please take a copy when you are next in the surgery at Market Overton or Somerby and share it with family and friends.

Appointment Booking Process

The Market Overton and Somerby Surgeries Patient Participation Group (MOSS PPG) formally meets with the Practice Manager and other members of the Surgery Team about 4 times a year. The minutes of these meetings are posted on the PPG boards in the surgeries and on the surgery website and are available to all patients.

In these meetings, we bring to the Medical Professionals patient views, comments and concerns. We also ask difficult questions. We are aware from patient feedback that a lot of our patients feel they are waiting far too long to get an appointment with a GP. Whilst the number of GP's we have per patient meets the national government standards, the GP's are part of a larger clinical team within the Surgeries and as patients, we should accept that there may be other appointments with other clinicians available in a shorter timeframe. We have been informed that due to changes in all surgeries we must adapt the way we make an appointment.

The surgery receptionists have been extensively trained to help you initially have an appointment with the most suitable clinician within the Practice that relates to your issue. This will not always be a GP. Please trust the new system. When you contact the surgery, you will be asked questions as part of the triage process to enable the reception staff to identify the most appropriate initial appointment. This may be face to face or by telephone. It may be with a Nurse Practitioner, a Pharmacist, a Physiotherapist, an Advanced Practitioner or a GP. This is the fastest way for you to have an appointment with a medical professional within the Practice so please take the first appointment you are offered.

We have been assured that whoever you have an appointment with will be the most appropriate person for your issue. If that person needs a second opinion they will take your issue to a GP and arrange for a further appointment if necessary. GP's no longer have the capacity to see every patient with minor ailments and we must accept we cannot always have an appointment with a GP. This helps our GP's to have more time to see the seriously ill patients in our surgeries.

Patients failing to attend appointments

This should not need saying but when you have booked an appointment, please ensure you turn up for it. We are still finding that nearly 5% of appointments made, result in the patient failing to turn up.

This is clearly unacceptable. If you are feeling better or can't attend, please contact the surgery so they can offer the appointment to another patient (choose option 2 on switchboard). Patients who repeatedly fail to attend booked appointments will be removed from the surgery and 5 patients have recently been formally written to warning them of this outcome.



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Patient Feedback

We would love to hear any comments from patients about their experience of the services being delivered. Below are the comments received from patients using the "Have Your Say" boxes and the PPG email since the Spring newsletter was published earlier this year. The comments have been fed back to the team at the surgeries and the responses to the comments are shared in red.

"Not being able to phone for a prescription is unacceptable to some of us. Online ordering does not always work as I have found to my cost in the past". Some prescriptions can be taken by phone with the agreement of the surgery. National NHS policy is promoting online methods of communication to streamline services and make access easier for patients. The Surgeries are thus encouraging all their patients to use the NHS app, Airmid and Practice website where patients are able to do so. The more prescriptions that the Surgeries can process from online submissions (e.g. from the NHS app) the quicker and more efficient prescription management will become for everyone. The Surgeries accept that not everyone will be able to use online methods, so paper repeat prescriptions forms can be dropped into the Surgeries.

"People who fail to keep an appointment should be given a fine". The surgery cannot issue fines but persistent failure to attend appointments will result in patients being removed from patient lists.

"Recently prescriptions have changed from 2 monthly to monthly. If patients are on a stable dose of medication could the GP authorise an extension of the monthly script to 2 or 3 months to save pharmacists time". Whilst this is a complex issue, 28-day prescribing is recognised by the NHS as making the best possible balance between patient convenience, good medical practice, and minimal medicine wastage.

"I have tried to book in with a specific doctor to make a follow up appointment. I phoned on several occasions and was told to ring back to see if appointments had been released but repeated calls is time consuming for the receptionist. Could the surgery text or email when appointments are available." Booking of a follow up appointment with a specific GP at the GP's request is being raised with the clinical teams within the surgeries.

"It is great to have a surgery in the village and the staff have generally been very friendly and helpful." Thankyou , this feedback has been shared with the staff.



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"I am concerned about the availability of certain common medicines at Market Overton. I have made several trips for blood pressure tablets etc and they were not available. is there a shortage of stock or supply issues?" **There are supply issues with medications, at times, which are monitored by our Pharmacists and Dispensers and resolutions implemented accordingly to each medication.**

"I recently made an appointment with the surgery to get advice on the sudden appearance of a mole on my back. By chance the same day a friend mentioned some larger pharmacies are now operating a Mole Screening Service. I booked an appointment online for 2 days later in Leicester. The appointment was 20 minutes long, included questions on my exposure to sunlight and the mole was photographed, scanned and sent off for checking before I left the appointment. 4 days later I received the results by secure email with good news and no concerns. It also included an explanation of what the mole was and recommendations. Although there was a cost, I would use it again and recommend it if you are in a hurry for a diagnosis. I was also able to cancel the appointment I had made at Somerby surgery to free it up for someone else!" **There are private options available outside of the NHS.**

"Following earlier comment in the Spring newsletter it was good to visit Somerby Surgery earlier this month and find that as I both entered and exited the reception area the 2 hand gel sanitiser stations were still in use and working. I think this is so important so thanks to all the staff that keep them refilled." **Thankyou for this feedback which has been shared with the staff.**

"Via the Practice website under Travel Assessment we have just submitted a request for travel vaccination advice from the surgery....following advice from friends we have submitted details very early , almost 3 months before we travel. if you leave it too late it could mean missing those essential jabs before you travel!"

Do please keep using the "Have Your Say" boxes to leave comments or email us at mosspggroup@gmail.com . Please note that the email and boxes are monitored by volunteers so responses may not be immediate, and we thank you for your patience.