



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

Welcome to the Autumn 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.

Welcome

Pharmacy and Medicines Management Teams

We welcome Dr Rajeev Bala MD (University of Malta) and BSc(Kings College London) who has recently joined the surgery team as a permanent GP Associate. Dr Bala is covering six sessions over 3 days between Market Overton and Somerby.

The Team is led by Senior Pharmacist Nipali and consists of:

Pharmacy Technician- Cara

Clinical Pharmacists - Beth, Pritesh, Maaryiah,

Advanced Clinical Pharmacists - Fareedah, Vedang

The Pharmacy team is supported by the Medicines Management Team: Caroline, Isla and Kim.

Role of the Clinical Pharmacist

- Review acute medication requests - medications can be issued, added to repeat or advised further review
- Medication reviews - following your annual health check appointment, pharmacists will review medication. Pharmacists may do this remotely or call the patient. Pharmacists also review: contraceptive pills, HRT, controlled medication, antidepressant medication.
- Advise on alternative medicines where there is a supply disruption.
- Routine remote reviews: Pharmacists will offer patients the opportunity to reduce their controlled medication/antidepressants and will aid with a reducing regime where suitable. Patients who require further intervention may be referred to a suitable clinician.
- Manage high risk drug monitoring which includes reviewing monitoring of blood thinning medication.
- Process clinic letters and discharge letters from specialists/hospitals
- Review and process shared care agreements between secondary care and primary care
- Specialist virtual clinics such as cholesterol and blood pressure
- Offer advice about medication queries from patients and healthcare professionals
- Audits and safety alerts

Pharmacists ensure safe and appropriate prescribing for all patients.

Role of Pharmacy Technician

- Medication reconciliation of hospital letters to ensure repeats are up to date,
- Drug monitoring
- Clinical audits and reports

Role of Medicine Management

- Process patients medication requests in accordance with Practice protocols.
- Manage medication related recalls
- Support the Team in reviewing and updating the Practice prescribing policies



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Pharmacy and
Medicines
Management Teams

Patient Feedback

Role of Advanced Clinical Pharmacists

In addition to the tasks of a Clinical Pharmacist, Advanced Clinical Pharmacists can:

- Perform clinical assessment, diagnose and prescribe medication for patients.
- Perform physical examinations.
- Develop treatment plans for acute and chronic conditions.

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 Summer 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.

Radio

"Please consider being a bit more considerate of what radio station your radio is blasting out and how loud. Thankyou"

"Turn off radio"

"Please play more enjoyable music on the radio"

The radio is there to provide confidentiality for patients and their discussion at the front desk. Unfortunately, we cannot accommodate all individual tastes of music. We try to choose the least offensive radio station.

"Clean up the outside areas"

Both Market Overton & Somerby Surgeries have ongoing maintenance work being carried out which is due to be completed by Summer 2026. As with any business, this must be planned to cause minimal disruption to our patients and the services we provide. We do not receive any funding for the maintenance of our premises, so must plan works within a set budget. We would appreciate the assistance of our patients to keep the outside areas free of litter.

"Improve front access at Market Overton to enable a car to pull in for access for disabled patient who has difficulty walking and cannot manage the rear ramp. At present if you have to stop at the front door the car blocks the access to car park area for other patients. just need to pave all of the front area and remove curbing stones".

This will be considered as part of the ongoing refurbishment work being planned into next year.

"This isn't a criticism but I think the NHS need an IT expert who can link a patients records irrespective of where they receive treatment. It's taken a month to resolve a medication issue between Lincolnshire Grantham hospital and this Leicestershire surgery." We agree with this suggestion, different areas use different clinical systems that do not integrate. In an ideal world, the NHS would provide a solution.

"I try very hard not to be late for appointments as once I was refused a nurse appointment for being 15 minutes late. However, every appointment I have the nurse/doctor is always at least 10 minutes over-running. Can you address your timings for appointments?"

Nurse appointments are timed according to the specific clinical need. We try to accommodate as best as we can but would advise patients to attend at their allocated appointment time. Clinics can run over if patients present with more than one issue. Our clinicians work extremely hard to keep to appointment times, but it is not always possible.



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Patient Feedback

“On recent visits to Market Overton surgery the Patient Comments area has had no comments slips available. I do understand that during these troubled times when there are no available appointments through the whole of August and into the early part of September (there is a waiting list for September apparently) that you may not want to receive comments.”

The comments slip holders are checked periodically. Please advise Reception if there are none available and we will replenish. Comment, complaints and suggestions can also be submitted via our website if there are no paper slips available. Our waiting lists are for specific clinics only, for example joint injections.

“I am a patient of Somerby surgery and I am transgender and have been out socially for over 4 years. I am approaching my 18th birthday and have heard nothing back from the NHS led gender services since being put on the waiting list 3 and a half years ago have decided to go private. I would like to know whether or not this surgery has collaborated with GenderGP in the past and if they would do it. GP's do have somewhat of an obligation and encouragement to work with gender specialists but I just want to make sure.”

We cannot recommend specific private services for our patients. In order to collaborate with this service, the Integrated Care Board would need to approve GenderGP for NHS referrals. This is not something we, as a surgery, could contract.

“Do they send text reminders for appointments? My doctor doesn't and I have missed a couple recently because they were so far in the future I forgot by the time they came up.”

A text confirmation is sent at the time of the booked appointment. It is the responsibility of the patient to remember and attend their booked appointments.

“Misleading to show 89 appointments missed in August - 99.9% will have been phone appointments and the call was missed or went straight to answerphone.”

If a telephone call has been booked, it is the responsibility of the patient to ensure they are available. The GP will call three times and will either leave a message or send a text. If the patient is unavailable, it is recorded as a failed encounter, which is included within the 'Did not attend' figures, as a wasted appointment that could have been utilised by another patient.

“We have lived here for 5 years and my wife has had only one of her six appointments at the surgery. They give you a phone appointment that is for the whole day and they expect you to sit next to your phone all day waiting for the call.”

The patient services team are trained to signpost patients to the correct services. This could be a face to face appointment or a telephone appointment based on the information provided to our team. We would advise patients to work with our patient services team and provide as much information as you can. They are not being nosy, they are trying to get you the best care possible with the information provided.

Do please keep using the “Have Your Say” boxes to leave comments or email us at mosspogggroup@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.