



SUMMER NEWSLETTER

Missed Appointments – We need your Help!

We need your help!

Please make sure you contact the surgery as soon as possible to cancel your appointment if you are no longer able to attend.

This will help ease demand and ensure appointments are being utilised to their full potential.

JAN-MAY 2025 MISSED APPOINTMENTS:

Total 1086

Notice of Retirement – Dr Potter

After many years of dedicated service, we would like to announce the retirement of **Dr Potter**, who will be retiring in **July 2025**.

Dr Potter has been a valued and much-loved part of our team and over the years has cared for countless patients with compassion, professionalism, and kindness. We know that many of you will join us in expressing your heartfelt thanks for the exceptional care and support Dr Potter has provided. While we are sad to see Dr Potter leave, we also celebrate this exciting new chapter and wish her every happiness, good health, and fulfilment in retirement.

Thank you, Dr Potter, for everything—you will be greatly missed by colleagues and patients alike.

We have retirement guest books at both surgeries if you would like to leave a warming message for Dr Potter. Please speak to the reception team.

What our UCP (urgent care practitioner) can see

- Acute Abdominal Pain
- Breathing Problems / Chest Infections
- Chest Pain
- Clinical Observations
- Acute Confusion
- Acute Dizziness/ Vertigo Symptoms
- Ears, Nose and Throat Complaints including hearing loss
- Falls
- Foot Complaints/Gout
- Acute Headaches
- Leg Swelling e.g. Infection/Oedema
- Memory Assessment
- Mouth Infections e.g. Thrush, Bacterial etc.
- Musculoskeletal Pain/Injury
- Palpitations
- Simple Eye Infections
- Skin Problems e.g. Infections, Rashes, Eczema, Cysts etc.
- Tiredness
- Urinary Symptoms
- Viral Infection/Fever

Appointment Availability Update

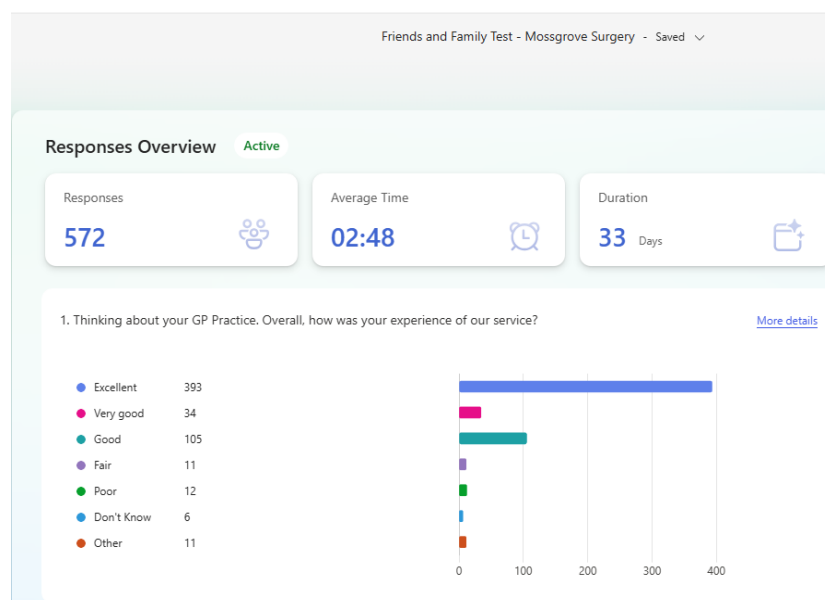
Between our two surgeries, we are contracted to provide **1,800** appointments per week.

From the week commencing 30th December 2024 to 30th May 2025, we were expected to offer **39,600** appointments. We are pleased to report that we have exceeded this target, delivering **47,527** appointments during this period — an additional **7,927** appointments beyond our contractual requirement. We remain committed to providing accessible and timely care for all our patients.

Friends and Family Test

572 responses, 393 Excellent, 34 Very good, 105 Good, 11 Fair, 12 Poor.

That is 93% Good or above. 69% Excellent



Pharmacy 1st

Pharmacy 1st allows patients to receive advice and treatment for minor illnesses directly from their local pharmacy without needing to see a GP. This service allows patients to access healthcare quickly and conveniently, while also reducing the strain on GP surgeries and A&E departments.

Key Features of Pharmacy 1st

- Minor Illness Treatment - Pharmacists can help with a range of common conditions such as colds, coughs, sore throats, earaches, hay fever, and skin conditions like eczema or rashes.
- Medication and Advice - Pharmacists are trained to give clinical advice and can recommend or provide over-the-counter medications to treat symptoms. In some cases, they may offer certain prescription medications under a patient group direction (PGD).
- Free Service for Eligible Patients - In many areas, the service is free for patients who are exempt from paying prescription charges, such as children, elderly people, and those with specific medical conditions.
- No Appointment Needed - Patients can simply walk into a participating pharmacy without an appointment and get help immediately.

Benefits for Patients:

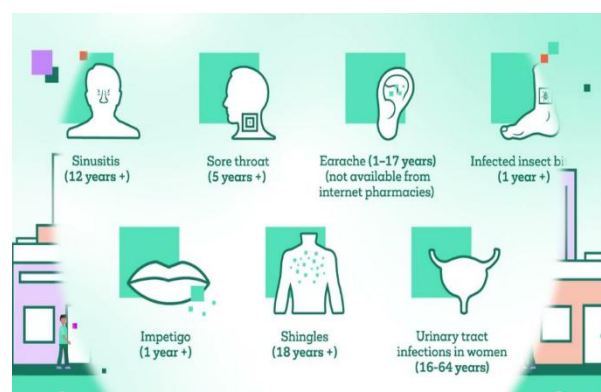
- Quicker Access to Care - Patients can avoid long waits for GP appointments and get immediate advice or treatment from a pharmacist.
- Convenience - Pharmacies are often open longer hours, including weekends and evenings, making it easier for patients to seek help when it's most convenient for them.
- Reduced Pressure on GPs and A&E - By treating minor conditions at the pharmacy, it frees up GPs and emergency services to focus on more serious health issues.
- Professional Support - Pharmacists are highly trained professionals who can offer expert advice and

NHS CONTRACEPTION SERVICE

NHS contraception service offers a convenient way to start or renew your birth control pill without needing to visit your GP or sexual health clinic. Our service is completely free, including the pill supply and delivery.

Check with your local pharmacy to book a consultation with the pharmacist.

<https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy/>



The NHS App

The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the Google play or App store. You can also access the same services in a web browser by logging in through the NHS website.

You must be aged 13 or over to use the NHS App.

<https://www.nhs.uk/nhs-app/about-the-nhs-app/>

Request Online Access

<https://mossgrovesurgery.co.uk/services/managing-your-health-online/how-do-online-services-work/>

Electronic Prescriptions

You can nominate a pharmacy for your repeat prescriptions. We will then send your prescription electronically to them instead of producing a paper copy. Let your pharmacy know if you would like to use this service. Plane Trees cannot nominate for you.

