



# AUTUMN 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.

**June-August 2025 MISSED APPOINTMENTS: Total 790**

## 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 2<sup>nd</sup> June to 25<sup>th</sup> August 2025, we were expected to offer **23,400** appointments. We are pleased to report that we have exceeded this target, delivering **27,598** appointments during this period — an additional **4,198** appointments beyond our contractual requirement. We remain committed to providing accessible and timely care for all our patients.

## Flu & COVID Vaccination Clinics

Please see below the dates of our Flu and COVID Vaccination Clinics during October.

Appointments scheduled for 1<sup>st</sup> – 13<sup>th</sup> October 2025 will take place at **DK Rugby Football Club, Swindon Road, Wall Heath, Kingswinford, DY6 0AW.**

Appointments scheduled for 14<sup>th</sup> – 31<sup>st</sup> October 2025 will take place at **Moss Grove Surgery Kinver, High street, Kinver, DY7 6HL**

## 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/>

## ***Do you know your Surgery has a Patient Participation Group (PPG)?***

The PPG was relaunched in 2024 to support the work of both Kingswinford and Kinver Surgeries. The representatives are patients and the carers of patients, from both Moss Grove Surgeries. The NHS GP Contract requires that practices have a PPG (April 2016).

### **The aims and purpose of the Moss Grove PPG are:**

1. To establish an active and sustainable Group that enhances and improves the patient experience by communication excellence between all patients, their carers and Moss Grove Surgeries.
2. In partnership with Moss Grove Surgeries to promote and improve the patients' understanding of health education matters and assist Moss Grove Surgeries to achieve its own aims, objectives, and mission statement.

### **The methods of achieving these aims include:**

1. Regular meetings with GP's and Surgery Staff to exchange information and ideas in order to maintain and improve the patient experience, supporting health awareness and patient education.
2. Offering patients a way to actively participate and provide input on the healthcare services they receive by involvement in patient feedback and surveys, and contributing to action plans based on the findings.
3. Acting as an independent 'critical friend' to the Practice.

### ***Want to know more?***

Information about PPGs can be found at: <https://www.patients-association.org.uk/>

Moss Grove PPG can be contacted by emailing Chair at [mossgroveppg@icloud.com](mailto:mossgroveppg@icloud.com)

## **Pharmacy 1<sup>st</sup>**

Pharmacy 1<sup>st</sup> 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 1<sup>st</sup>**

- 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 ensure that patients receive the right treatment.

### **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.

