

PRESCOTT SURGERY PATIENT NEWSLETTER

January/February 2026

Latest News from The Surgery – From Nick Storey, Business Manager and Jackie Jones, Chair, The Patient Participation Group.

Important News from your Patient Group (PPG)

The Patient Group would like to begin 2026 by wishing all the Patients, Doctors and staff of Prescott Surgery a very happy and healthy New Year!

Proposed new housing developments in Baschurch & neighbouring villages

The Patient Group continues to have concerns regarding the impact of housing developments on Prescott Surgery. Our concern regarding the surgery is being unable to provide the required services to patients when demand for services far exceeds supply due to the existing surgery capacity and infrastructure. This matter isn't just about appointments to see the doctor, it is also about the impact on space, storage, clinical rooms, nurse and healthcare appointments, services from other practitioners such as Social Prescribers, Mental Health Practitioners, Physiotherapists etc.

The Patient group continues to work transparently with the practice leadership team, the parish council and councillor Robert Jones, and all other relevant people of influence. The patient group and I attended the Boningale developer's event at the end of 2025. I had opportunity, along with Cllr Robert Jones to ask a number of relevant and challenging questions of the developers.

The Patient Group continues to champion the need for additional surgery space has a rural practice both for the benefit of the surgery and for patient parking, which remains a priority.

Feedback from the Patient Survey on routine appointments

I am in a position to provide all patients with feedback from the recent patient survey relating to the availability of routine appointments. A recurring theme in the survey comments section was concern from patients at having to wait 3-4 weeks to see a preferred doctor of their choice. Following a discussion with the practice leadership team I would like to address this matter so that patients are fully informed of the current position.

Prescott Surgery does not operate a triage system like many practices in Shropshire. The partners are firm in their conviction that if a patient has an urgent medical need, then provided the patient rings within the agreed timescales; the patient will see a doctor the same day. This is a service that as patients we should be thankful to receive and it is a service, which works exceptionally well at Prescott Surgery.

The reasons many patients wait 3-4 weeks for a consultation with a doctor of their choice is down to many factors. Fundamentally, the demand for certain doctors exceeds their available time. As patients are aware, the practice needs more space, there are a limited number of consulting rooms available. Many consultations with Prescott GPs could or should be with other clinicians such as physiotherapists, mental health practitioners and advanced clinical practitioners. This workforce is available from Shrewsbury Primary Care Network, but Prescott Surgery doesn't have the space to accommodate them. Hosting other clinicians would release GP time. In addition, GPs are handling more medical needs per patient. The NHS SaTH Trust, the NHS RJAH Hospital have significant waiting lists for both outpatient appointments and procedures/operations. Whilst patients await an appointment to see a clinician in secondary care, a GP has to manage the ongoing medical needs/care of patients at the practice. This can often last for over a 12-month period and beyond.

I give you all this insight because many factors now impact nationally on GP appointment waiting times, and not just at Prescott Surgery. Some practices in Shrewsbury are offering routine appointments to see a doctor in 5-6 weeks. Prescott is constantly looking at ways in which to continually improve the management of appointments however whilst there are limitations in capacity and space at the surgery and long waiting lists in secondary care, the demand is likely to exceed the supply for appointments and waiting times are likely to remain. That is the reality of the NHS in 2026 that all patients face.

The patient group continues to work with the surgery leadership team regarding this matter however we also acknowledge and thank the practice for all the constant hard work that goes on behind the scenes to provide the best patient centred care at all times.

Jackie Jones, Chair - Prescott Surgery Patient Group

Important News from your Surgery

Medication Delivery Service

The medication delivery service was introduced in March 2020 to ensure that patients were able to obtain their medication during the Covid-19 lockdown(s). At the end of the pandemic the service provided at collection points in villages was extended into a permanent arrangement to support those who have limited access to transport to be able to travel to the surgery.

Since then, however, many patients who have transport, or visit the surgery frequently or who are local to the surgery have made regular use of the service. We are now at capacity, however, and are in a position whereby we have several housebound patients who have requested the service, but we have been unable to accommodate them, so we need to make changes.

As we are not a commercial business, we are unable to charge for deliveries, and we therefore need to ensure that it is provided to those who need it most. This is not a service that is funded by the NHS. It is funded by the doctors.

From January 2026 we will re-focus the service on those who are housebound and/or have no transport to be able to travel to the surgery. These changes are timed to coincide with the successful introduction of Pharmabox, our automated medication collection box which can be accessed 24-hours a day, 7 days a week.

- All deliveries from w/c 5th January 2026, now take place on Wednesdays.
- The cut-off time for ordering your medication for delivery will be 4:00pm on the previous Thursday. Requests received after this time will not be delivered until the following week.

Delivery Collection Point Timetable (from Wednesday 7th January)

- Bomere Heath Village Hall: 11:30am
- Nescliffe Village Hall: 1:30pm
- Ruyton-X1-Towns: 2:30pm

Doorstep deliveries to housebound patients will take place in between the deliveries to collection points. We can no longer deliver to patients living in Baschurch unless the patient is housebound.

To make use of the Pharmabox collection box you need to register. Please collect a registration from the surgery or download and complete the form from our website <https://prescottsurgery.co.uk/medication-collection-box/>.

Thank you for your support with these changes.

Nick Storey – Business Manager, Prescott Surgery

Please also be aware that following patient feedback we will be shortly installing a canopy with a light, above the Pharmabox.

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Please do contact the surgery if you have a medical need during our opening hours, Monday to Friday 08.00am-6.30pm. If you have a non-urgent medical query during the evening and weekends that cannot wait until the surgery re-opens, please call 111, this service is available 24 hours.

If you have a medical emergency, please dial 999