



Over Surgery News



Contraceptive Implants

We are now able to resume our contraceptive implant insertion and removal service. If you would like to use this method of contraception please call the surgery and make an appointment with Dr Susan Gillard.

Old Over

We have some rather lovely black and white photos showing old scenes from Over on display in the surgery. They are attracting lots of questions and comments, and generating lots of conversation! They were kindly provided by Mr Douglas Robinson of 14 Overcote Road.

GP Appointment Booking - Principles

Mindful of the increasing financial pressures that the surgery is facing, we now have two principles when patients book routine or urgent GP appointments here at the Surgery.

Principle 1): If you have a need for urgent medical attention, then we will always see you on the same day – but this will probably be with our duty doctor rather than a GP of your choosing; also we may ask a GP to call you first to clarify the nature of the problem.

Principle 2): In all other cases you will be offered the first routine appointment available, which may not be with a GP of your choosing. You can always ask to see a particular GP but that might mean you have to wait a bit longer for your appointment.

Text Message Appointment Reminders

We are going to start sending appointment reminders by text message where patients have provided us with their mobile phone number, and where they are happy for us to do this. We will also be using text messages to ask patients to make routine review appointments at the surgery.

We think this is a service that the majority of our patients will find useful, and we believe it will also reduce the significant number of appointments that are wasted when patients fail to attend them as well as being a convenient way to communicate with our patients

We will be sending an initial text message to all of our patients that have a mobile number recorded in their records to say that we are introducing this new service, and to give every patient an opportunity to opt out of receiving these messages.

Online Appointment Booking & Cancellation

All of our routine GP Appointments are available to be booked and if necessary cancelled online. This is our preferred method for you to make routine GP appointments. For security & confidentiality reasons you must come into the surgery to sign up for the service (SystemOnline) – but please note that if you order your repeat medication online then you already have access to Appointment Booking.

Once you're signed up, you can access the online service from any computer via our website www.oversurgery.nhs.uk, or by downloading the SystemOnline app to your Android or Apple smartphone.