



# *Witley and Milford Patient Participation Group*

## Newsletter Spring 2020

**The Patient Participation Group (PPG)** aims to represent the interests of patients registered with the Practice. We meet regularly with the doctors and practice manager in a non-clinical setting, they ask for our comments on new ideas, and we act, when necessary, as a 'critical friend'

### **askmyGP**

**The new way of contacting the surgery, askmyGP,** has been running now for 18 months and has made a massive difference to how we, as patients, can get in touch and how the GPs manage our needs.

The service offers same day, personalised care from your own GP. Whether you want advice, to discuss an existing problem or to book an appointment it is a single easy-to-use way to speak to your GP.

You can use askmyGP at any time, 24 hours a day, but the GP will respond within working hours, so no need to rush to do it at 8am like before. Don't forget, though, that it should not be used in emergencies outside normal working hours



It would make response times even quicker if everyone who is able accesses the surgery online first. When you telephone the surgery, the details are taken by reception and typed into askmygp, just as you would yourself. The

request is then added to the same queue. When people type the request themselves,

it gives the doctors a lot more information and enables them to have a better understanding of your needs. It also means reception are free to help with vulnerable patients who may not have access to the internet. Within working hours online requests are read and sent to the doctors within minutes, so they often reach the doctor much more quickly than telephone requests.

## Supply of Medicines



There are some ongoing national issues with the supply of medicines. So make sure you are up-to-date with your medicines and don't leave requests until the last minute. If anything changes, the Practice website and Facebook will have advice.

## Primary Care Network (PCN)

**Our Practice is now part of a Primary Care Network working with three other Practices in 'West of Waverley' known as WoW – Haslemere Health Centre, Grayshott and Chiddingfold surgeries.**

The clinical lead for the PCN is Dr. Dave Triska. The surgeries remain independent but they work collaboratively.

A number of projects are already underway.

The PCN has appointed a Clinical Pharmacist to work across the four practices. Clinical pharmacists have been

working in general practice for years, but many more are now joining practice teams as part of a big NHS England national programme. They are highly qualified experts in medicines and can help people in a range of ways. This includes carrying out structured medication reviews for patients with



ongoing health problems and improving patient safety, outcomes and value for money through a person-centred approach.

There is now a Wellbeing initiative located in Milford. The project is aimed at teenagers with low level mental health issues. Currently this scheme is being run as a pilot. There are often young people who are struggling and fall through the gaps in the NHS system. It is a volunteer project.

Another new initiative is called 'Children Together'. The clinics will be run in the surgeries alongside the GP. They will have a Multidisciplinary Team focus but for conditions less severe than those that need full specialist care.

The PCN is participating in Wave 2 of the Population Health Management

Programme. This is an emerging technique for local health and care partnerships to use data to design new models of proactive care and deliver improvements in health and wellbeing which make best use of the collective resources.

The PCNs across Guildford & Waverley now have allocated Social Prescribers. Social prescribing is a means of enabling GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical

services. There are many different models for social prescribing, but in our case we have a link worker who works with people to access local sources of support.

Just recently too, NHS England has asked PCNs to look at 7 new services. How that will work is currently being considered so it's watch this space.



## **Milford and Witley Village Care – Volunteers needed**

Volunteers provide assistance with errands such as prescription collecting, form filling and local transport for the residents in the Parish of Milford and Witley, with the majority being requests for transport.

The service urgently needs more volunteers who would be prepared to provide transport in their own vehicles one or twice a month. Most trips are to local health facilities, but not the hospital as the Hospital Hoppa covers those. Mileage expenses can be claimed.

The commitment is very flexible and volunteers can decline any request that is inconvenient.

If you think you could help please contact the Village Care Helpline on 07871 570160 or email [mwvillagecare@gmail.com](mailto:mwvillagecare@gmail.com)



## **Contact the Practice**



Milford Crossroads Surgery 01483 414461;  
Witley Surgery 01428 682218

Website <http://www.witleyandmilforddrs.co.uk>



Facebook <https://en-gb.facebook.com/WitleySurgery>

Milford and Witley Surgeries are both open  
from Monday – Friday between 0800-1800

Does the practice have your mobile number?

If they do they can use the texting service for reminders etc.

## **PPG contacts**

If you have any health related concerns, especially if they relate to the surgery, please contact one of us—Julie Grist (Chair), John Cable (Secretary), Lynda Davis, Jan Floyd-Douglass, Joanne Foster, Frank Green, Janet Kyd, Therese McKenzie, Sheila Muller, Sally Taylorson, Katie Wells.

Phone John Cable on 01428 682870

or Julie Grist on 01428 683448

or email us at [witleyandmilfordppg@gmail.com](mailto:witleyandmilfordppg@gmail.com)