



Witley and Milford Patient Participation Group

Newsletter Spring 2021

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'

An update from Dr Galloway Covid and vaccinations

2021 started off in a significant wave of Covid, which thankfully now seems to be abating somewhat. Whilst ProCare have been organising the programme locally, many of the Practice staff have been supporting the rollout, from receptionists ringing people to get them booked in quickly, to nurses and doctors taking on shifts in their own time, and staff who have been volunteering at vaccination centres in the area.



How the Practice is coping

It's the busiest we have ever been in primary care with around 11% of our patients in contact every week. There are a lot of minor ailments along with health anxieties in younger people and we are looking at how we direct people to appropriate care eg: self-care or pharmacies, so that our clinicians can focus on people that really need GP input. We need to make sure our clinical team avoid burnout so that we can continue to provide the best care we can. With this in mind we are now turning Footfall off slightly earlier in the short term (4pm) to allow doctors to catch up with the clinical backlog before the end of each day and continue face to face appointments. Phones of course will stay open. We will keep this under constant review.

The Dispensary

In other news, we are delighted to have some of our staff back at the practice after a period of shielding. This should really help the smooth running of our systems, especially the newly installed system in the Dispensary. We anticipate it will improve the experience of people who use the dispensary and ensure it remains a valuable resource for our community.

Our new dispenser Bethany has settled in very well and is proving to be a great addition to our team.

A new Patient Services Manager

We've undertaken some reorganisation within reception too, with a newly appointed Patient Services Manager, (Gemma) who is taking an enhanced role in monitoring and delegating work to the most appropriate team member.

Earwax Microsuction Equipment

We are in conversation with the Primary Care Network (the 4 practices of Witley and Milford, Grayshott, Haslemere and Chiddingfold) to look at funding some ear wax microsuction equipment so that we can begin to



reintroduce the much-missed earwax service. Microsuction is a much safer method than syringing, but does need appropriately trained staff and specialist equipment. We know this will be a popular move with our patients who have had to either be referred or pay privately up until this point.

Helping young people with mental health problems

Young people in particular have found life difficult over the past year and we are seeing very high numbers of people in distress. The Lucks Yard Green Hub is looking at reopening which should prove to be a very useful resource for this group.



From Dr Triska

Looking after the long term health of our patients

There have been times that, rightly, things that didn't need our immediate attention had to be put on hold. For most people, that meant routine reviews were paused and they kindly accepted that we had to fight our way through the workload that COVID generated.

Now we feel it is the right time to make a whole-practice effort to bring back focus on care for long term conditions (even if it still feels a little like having to change the wheels on a car while driving at 70mph). It's one of the key roles of general practice and we want you to have the service you deserve

What does it involve?

A structured process will call patients in for their review, and make sure we follow up if people didn't get one. This will be a more streamlined process of making sure people get the tests and checks they need and a review with a GP or appropriate healthcare professional.

What will this look like in practice?

- Every person that needs a review will be contacted by the
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practice, working on month of birth as a set review date unless there are other clinical reasons to be called sooner.

- Patients with multiple conditions will be able to combine their appointments – you are one person not a set of diseases and we want to look after you holistically.
- A set of intuitive and informative pre-appointment review forms will help our clinicians work out what you need from your review (help will be available for patients who may have difficulties completing these).
- You will be able to indicate your preferences for an in-person review, or if you are happy to have it completed remotely.
- Your future follow up will be communicated to you along with personalised management plans for your conditions where appropriate.

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

Julie Grist (Chair), Sheila Muller (Secretary), John Cable, Joanne Foster, Frank Green, Janet Kyd, Therese McKenzie, Sally Taylorson, Katie Wells.

If you have any health related concerns, please contact

Julie on 01428 683448 or Sheila on 07970 871136

or email us at witleyandmilfordppg@gmail.com
