



Witley and Milford Patient Participation Group

Newsletter Spring 2022

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'

A message from **Martin Norton, the Practice Manager**

Dr Whitaker and Dr Shah will sadly be leaving the practice at the end of March after many years of loyal service to the Witley and Milford communities. We are sure you will all want to join us in wishing them all the very best for their future plans. They have been an integral part of the practice for so many years and will be greatly missed by colleagues, staff and, of course, their patients.

We would like to reassure all our patients that we have been working hard to recruit new clinical team members to ensure we can continue to provide you and your family with General Practice services moving forward.

We are preparing a memory book for Dr Whitaker and Dr Shah and will include messages from patients. Whilst these will be on site for people who are being seen at the Milford surgery, due to Covid safety please do write or send an email to witley.surgery@nhs.net with your personal message and we will make sure it is added.

We can't have any event for them due to Covid safety measures. However, Dr Whitaker's last day is 25/3/22 and Dr Shah's last day is 29/3/22.

First Contact Physiotherapists (FCP)

Welcome to Dan Pufulete and Joe Sicheri, our new First Contact Physios (FCP). The role of the FCP is to assess patients with soft tissue, muscle and joint pain and to decide on the most appropriate

treatment plan for patients such as exercises, further investigations through x-rays etc or referral on to Hospital specialists. Our FCPs are experienced physiotherapists with expertise in the assessment and management of Musculoskeletal (MSK) conditions. Patients contacting the practice with appropriate conditions and symptoms will be directed to the FCP appointments by our GPs who review all incoming patient requests.

Mental Health Practitioner

Fionn Broderick joined us in early February. She is a registered Mental Health Nurse with lots of experience working in the local mental health services. Her role is to provide care and support to our patients with any vulnerabilities impacting on their mental health. As well as seeing patients in the practice she can link patients into relevant support groups and refer into local NHS services as needed. Patients will be directed to see Fionn by our GPs.

Paramedic Practitioner

Welcome to Kate Downes who has now joined the clinical team at the practice. Kate is a highly experienced Paramedic with further training as a Paramedic Practitioner. She is working alongside our Drs and Nurse Practitioners, holding clinics to see patients on the day who have urgent/same day health problems as well as for some longer-term conditions.

All of our new team members are supervised and overseen by our usual GPs who are always on hand to provide advice, support and care when needed

How to get online

The Practice continues to be very busy with 90% of enquiries now coming in online. If you don't have access to the internet, don't worry. The receptionists are there to help and will refer you to a GP. One of

the strengths at this Practice is that the request, whether online or via reception, is always taken forward by a GP rather than a receptionist, unlike in most other practices in England.

To contact the surgery online: www.witleyandmilforddrs.nhs.uk

The screenshot shows the homepage of the Witley and Milford Medical Partnership. At the top, there is a yellow banner with the text "COVID-19 - Get the latest advice about coronavirus on NHS,UK". Below this is a blue navigation bar with the partnership name, a language selection dropdown, contact information for Witley Surgery (01428 682218) and Milford Crossroads Surgery (01483 414461), and a search bar. The main content area features "Important messages" with two numbered items: "1 NHS Patients, staff and visitors must continue to wear face coverings in healthcare settings" and "2 Demonstrating your Coronavirus (COVID-19) Vaccination Status". Below the messages is a large banner for "Contact us online including Repeat Prescriptions" with a green "Submit a new request" button. Underneath the banner are four service tiles: "SYMPTOM CHECKER", "APPOINTMENTS", "REPEAT PRESCRIPTIONS", and "COVID-19 VACCINE".

Click on green buton: **submit a new request**

The screenshot shows the online request form for Witley Surgery. The header includes the NHS logo, the surgery name "Witley Surgery", address "Witley Surgery, Wheeler Lane, Godalming, GU8 5QR", and "Powered by accuRx". A yellow warning box states: "Your message will be read by a member of the team within 1 working day. We make take longer than usual to respond today due to staffing shortages. If you are seriously unwell, call 111 or 999". Below this is the question "What would you like help with?" and three selectable options: "I have an admin query" (with a document icon), "I want help for a medical issue" (with a person icon), and "I want to see online advice" (with a speech bubble icon).

The practice is also taking advantage of texting when they can so if you have a mobile number, please give it to the Practice. For example, if you are at Witley and your repeat prescription is ready you will get a text to say it is ready. The dispensary at Witley is now working well again after a blip last year, thanks to improvements in the system.

Newsletter delivery

We're testing sending out the newsletter by email this time as so many of us access the practice online and the new system can do that. But we'll deliver some by hand as usual and it will be on the website and at both surgeries.

Would you be interested in joining the Patient Participation Group (PPG)?

There are two options. You could join the Committee which meets four times a year on a Tuesday evening, currently on zoom but normally at Witley Surgery. A GP and the Practice Manager join us. Or you could join the virtual PPG, where you will get occasional updates by email.

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), Sheila Muller (Secretary) John Cable, Joanne Foster, Frank Green, Janet Kyd, Katie Wells. Phone Sheila on 07970 871136 or Julie Grist on 01428 683448 or email us at witleyandmilfordppg@gmail.com.
