



Witley and Milford Patient Participation Group

Newsletter October 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, in a constructive and supportive way.

A message from our new Practice Manager, Robin Forward

We have had a few changes to our management structure. I have been appointed the new Practice Manager and Martin Norton's new title is Business Manager. My role will mainly be operational and Martin will be managing the finance and the strategic role.

A little background about myself, I have been a Practice Manager for over 10 years and prior to becoming a Practice Manager, I worked in Mental Health as Medical Education Manager. I am originally from California but moved here with my English husband and children in 1995.

I am really looking forward to being part of the Witley and Milford team and having an active role with our Patient Participation Group.

I would like to introduce our new salaried GP Dr Emma Nicholls and in October Dr Jenny Hurling will be joining us.

A few thoughts from the Chair

You may have noticed that in the last few months we have quite a number of new staff join the Practice with a range of qualifications and experience including Jess Foreman, one of our Advanced Nurse Practitioners, who introduces herself in the next section. Any

clinical request from a patient through our online system is reviewed first by one of our GPs who then decides which team member is best placed to help for that problem. If a patient phones in or comes in person to the surgery then the Patient Services Team member will create and pass the request through the same system to the reviewing GP. The practice aims to ensure that patients see the right clinician for their problem in a timely way. This could be a GP, Nurse Practitioner, Paramedic Practitioner, Physiotherapist, Pharmacist or Mental Health Worker. You might not always need to see or speak to a GP but be sure that the decision for you to be looked after by another team member has been made by the GP. If you want to talk this through I am always happy to speak to you on the phone or by email. My details are on the back page.

Could I also ask you for your views on patient transport? Surrey Heartlands will be doing a focus group on that in the Autumn and I will attend it on our behalf. Here we have Milford and Witley Village Care who can take you to the surgery, among other things. Also there is the Hospital Hoppa. Please let me know if you have any feedback about it and I'll raise them at the focus group.

Julie Grist, Chair, Patient Participation Group.

The life of an Advanced Nurse Practitioner

Hello everyone! My name is Jessica Foreman and I started in May this year at Witley and Milford. I've thoroughly enjoyed working here so far. I'm an Advanced Nurse Practitioner with over 15 years' experience. I often get asked what an Advanced Practitioner is . . . it is often described as a hybrid role, as although I am a nurse by core skills, it encompasses advanced training such as in examination skills and as an independent prescriber of medication. I trained and worked in Yorkshire and then worked a lot of my career as a Matron at both St George's and Guy's and St Thomas' Hospitals in London working with people with curable cancer and progressive incurable disease.

I have been trained to Masters level in Advanced Practice, Public Health, complex symptom management, ethics and research. I thoroughly enjoy the diversity my role brings in the practice, running clinics for health problems from common illness, to chronic disease. We work as a team at Witley and Milford combining a fantastic skill mix to strive to ensure you see the right clinician for your presenting problem.

New Phone System



You may have noticed that the practice has introduced a new telephone system. It is a modern cloud-based system with a range of features to improve how we communicate with our patients. We have more capacity of lines coming in and between our two sites. One great feature is that at busy times callers in the queue can press to request a call back and then hang up. The system holds their place in the queue and will automatically call you back when you reach the top, saving you queuing time. The system also gives us live information on the calls in progress and queuing so we can respond as well as a range of data allowing us to monitor how we are doing and identify any improvements we can make.

Covid boosters and Flu jabs

The Autumn Covid-19 Booster programme commenced on 5th September for approximately 8-weeks and is being run by CSH, Central Surrey Health. Locally our best venue is probably Artington Park and Ride and you can find out if you are eligible – book at **<https://www.nhs.uk/get-vaccination>** or phone **01483 362522** or you can wait until you are called.

The flu vaccination campaign is in full swing. We will be in touch with details of additional clinics for our patients aged 50 plus and those younger patients in the "at risk" categories who have not already been vaccinated.

National GP Patient Survey Results

The Practice achieved excellent results in the recent national survey data released by NHS England. We compared very favourably on all questions both with the other Practices in our Primary Care Network and nationally, in fact we were ranked number 205 out of the 6,418 practices in the whole of England. You can see the data on every practice at www.gp-patient.co.uk One thing we noticed was that patients are using pharmacists less for advice than they do in other areas. Pharmacists are a highly trained and qualified mine of information and you might not need to go to the Practice for help.

Contact the Practice

Online at <http://www.witleyandmilforddrs.co.uk>

Witley and Milford Medical Partnership

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Witley Surgery
01428 682218

NHS

Contact us online including

Submit a new request **Repeat Prescriptions**

What would you like help with?
 I have an existing request
 I need help for a medical issue
 I need help for a medical issue



or Milford Crossroads Surgery 01483 414461;
Witley Surgery 01428 682218



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), David Brodie, John Cable, Janet Crowe, Joanne Foster, Frank Green, Peter Holton, Janet Kyd, David Snoxhill, Katie Wells. Phone Sheila on 07970 871136 or Julie Grist on 01428 683448 or email us at juliegrist9@gmail.com.