



## *Witley and Milford Patient Participation Group*

### Newsletter Spring 2023

**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.

#### **Working on improving access at Witley**

The Practice is working on improving visibility at Witley Surgery and has now cut down the hedge in front and is also working on re-arranging the space inside so that we don't have to wait outside for the dispensary.

Robin Forward, our Practice Manager, also wanted us to mention that a handful of staff cars were damaged a while ago when parked on Wheeler Lane. Someone had keyed and written on them asking that the owner of the vehicle does not park in front of their home. These were staff cars. Please pop in and ask to talk to Robin if you have concerns. That would be the best way. Thank you.

#### **But there is light at the end of the tunnel...**

In a few years time, we are hoping that the Practice will have moved into one building in the new development at Secretts which will also allow for a wider range of services. The planning application is slowly working its way through the Waverley Borough Council's planning system. Martin Norton, our Business Manager, and Dr Galloway are leading on it and we will soon be

asked for our comments. We are aware that the move from two sites to one shifts our geographical focus more towards the Milford end of our practice area. We will be looking into this further as part of our planning. In recent years the move to more online and remote consulting has reduced the need for many patients to visit the surgery in person. With the online portal for medical requests we get our treatment and advice from a Doctor very quickly whether by phone call, text, email, video or a face to face visit to the surgery. The practice will be working with the PPG to look at how the service is best organised when we move to the new building.

### **NHS Online Services – Help us make time to care for you, a letter from our doctors . . .**

“We hope this letter finds you in good health. As healthcare providers, our primary goal is to provide you with the best possible care in a timely and efficient manner. With this in mind, we would like to draw your attention to the NHS app for Apple and Android, and the NHS web portal, which offer a convenient and quick way for you to request your prescriptions.

Every day, we receive around 400 requests for medication. Out of these, approximately 180 come via Accurx as a freetext submission on our website. Each of these takes a GP around 50-60 seconds to process as we have to manually cross reference with your medical records for accuracy, and select the right medications to prescribe. On the other hand, requests made through the NHS app or NHS portal can be processed in just 10 seconds as it is directly linked to your records and has no room for error.

By switching to the NHS app or NHS portal, we estimate that:

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We'd have around 50-75 more GP appointment worth of time to use for your care each week.

The NHS App and online portal also allow you to track referrals, see when prescriptions have been authorised and check your medical records, as well as integrating Accurx into them so that you don't have to type any details when you submit a request.

We would like to thank you in advance for your cooperation and look forward to helping you in the future.

Best regards,

Dr Lis Galloway, Dr Miles Scholar, Dr Dave Triska and Dr Ruth Kent

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### **Don't forget the Haslemere Minor Injuries Unit or the x-ray Department at Milford Hospital**

The Minor Injuries Unit is for adults and children over two years of age. It is run by our team of skilled Nurse Practitioners who can assess, diagnose and treat patients with minor injuries.

The unit often has shorter waiting times than our Emergency Department (A&E) at the Royal Surrey and there is no need to make an appointment, although you can call 111 for advice and a time slot to attend.

It is open from 8am to 5pm Monday - Sunday. The address is Haslemere Minor Injuries Unit, Church Lane, Haslemere GU27 2BJ.

They can treat wounds – cuts, bruises and grazes; minor burns; suspected broken bones, strains, and sprains (including an X-ray service); minor eye injuries; minor head injuries (with no loss of consciousness); removal of foreign bodies from ears, eyes or nose or from under the skin (splinters) and bites and stings.

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## Lloyds Pharmacy at Sainsbury's in Godalming is closing.

It's closing in July but even now they don't always have the stock and are short of staff so if you are a Milford surgery user and pick up your prescriptions from Sainsbury's it's best to change as soon as you can. You can do that by asking Reception at Milford to do it for you or go to the pharmacy you'd like to use and ask them if they will take you on.

## Contact the Practice

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



The screenshot shows the top navigation bar of the website. On the left, it says "Witley and Milford Medical Partnership". On the right, there is a "Select Language" dropdown menu with "English" selected and a "Translate" button. Below the navigation bar, there is a dark blue banner with the text "Contact us online including" and a green button that says "Submit a new request". To the right of the button, it says "Repeat Prescriptions" in yellow. There is also a small image of a prescription slip.



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, David Snoxhill, Katie Wells.

Phone Sheila on 07970 871136 or Julie on 01428 683448 or email me at [juliegrist9@gmail.com](mailto:juliegrist9@gmail.com)