



## *Witley and Milford Patient Participation Group*

### Newsletter Autumn 2023

**The Patient Participation Group (PPG)** The Patient Participation Group 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.

#### **Staffing update**

Sadly Dr Lis Galloway will be leaving us at the end of the year after 19 years at the Practice. She has contributed so much to make the practice what it is today and we will all miss her very much. Great news that Dr Triska is now back in the practice having recovered from his nasty cycling accident. It has been a challenge over the summer but we have been fortunate to secure the support of some excellent locums and the team are busy putting the future permanent clinical workforce in place. As well as our GPs we have a range of other clinical team members including Nurse Practitioners, a Paramedic Practitioner, Physiotherapists and Pharmacist to give a full range of care to our patients. Our GPs are always overseeing the clinical triage system to direct the right patient to the right clinician to be treated. You may have noticed that sometimes the online access is closed more often than it used to be. This is to allow the doctors to have time to breathe so that they can continue to help us. They put a lot of pressure on themselves but we need them to keep well too, don't we?

#### **Great results from the GP Patient Survey**

##### **Mental Health Practitioner**

Each year a survey is sent out to a sample of patients of every practice in England. The latest results were published recently and we

have done very well, scoring above the England and Surrey averages on every single question. The results are a team effort and we should be rightly proud of the practice and the care they provide. The percentage of people describing their overall experience of the practice as good was an amazing 97% compared with an England average of 71% and the second highest rated practice in Surrey.

Other highlights:

- 85% described a good experience of making an appointment (England average 54%)
- 86% said it was easy to get through on the phone (England average 50%)
- 94% said the Receptionists were helpful (England average 82%)

On the clinical side there were very good scores for listening, giving patients the time they need, treating patients with care and concern and 98% of patients felt their needs were met (England average 91%). You can view the full data set and compare us with other practices on the patient survey web site. GP Patient Survey ([gp-patient.co.uk](http://gp-patient.co.uk))  
Good news all round!

**Working with our community.** The Practice is now looking after the medical needs of The Meath in Godalming. The Meath is a specialist residential care home and day service for adults with complex epilepsy and associated disabilities. Dr Hurling is leading on the care for the 70 residents. We also look after the medical needs of the boarding pupils at King Edward's School in Witley.

### **News of the Health Care Hub**

Planning permission has been granted for the redevelopment of the Secretts site to build housing and a new farm shop. Part of the site has been allocated to us to build the new practice and Health Hub. We are working with Surrey Heartlands ICB to move this forward and draw up plans for the new building.

---

## **A query about blood tests**

Blood tests can be done at the practice but there are some other options available. Haslemere Hospital is open Monday, Wednesday and Friday from 8am to 5pm and Milford Hospital is available twice weekly with a request form from the GP.

[https://swiftqueue.co.uk/royalsurrey.php?group=RoyalSurrey\\_Adult](https://swiftqueue.co.uk/royalsurrey.php?group=RoyalSurrey_Adult)

You can also book weekend blood test appointments at the local hub sites through reception.

---

## **Witley Dispensary news**

The Witley dispensary opening hours are 8am to 1pm and 2pm to 6.30pm from Monday to Friday. Patients can still collect their medications during the lunch hour by coming to Reception at Witley and one of the Patient Services Team will be happy to assist.

---

## **Your prescriptions – please help us to help you**

Please try to order your repeat medications in good time at least three working days ahead. You can order at your convenience through the NHS App which can be downloaded for free from the App store or Google Play store.

Unfortunately some medicines are in short supply and this can be for various reasons. They try to obtain these from suppliers or change to an alternative as a temporary solution.

Please only order medications you need to reduce wastage. Unfortunately, once a medication leaves the Dispensary they are unable to accept it back and dispense it to another patient.

---

## **Flu jabs and Covid boosters**

This year's flu campaign is underway. Eligible patients were invited to our clinic on 7th October but if you missed it then it isn't too late. Ask at Reception and they can book you in to have your flu jab. Everyone aged 65 or over is eligible along with those under 65 with a chronic condition, carers, pregnant women and

---

immunocompromised patients. Unfortunately those aged 50 to 64 group who are not in one of the other risk groups listed are not eligible for an NHS flu jab this year as they were previously.

**Covid boosters** are available for eligible patients. To check eligibility and book an appointment at a local centre please go to the NHS web site.

<https://www.nhs.uk/nhs-services/covid-19-services/covid-19-vaccination-services/>

## Contact the Practice

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



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, Jo Foster, Frank Green, Peter Holton, Christine Martin, David Snoxhill, Chris Webb, Katie Wells. Phone Sheila on 07970 871136 or Julie on 01428 683448 or email us at [juliegrist9@gmail.com](mailto:juliegrist9@gmail.com).