



Witley and Milford Patient Participation Group

Newsletter March 2024

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.

Staffing Update

Dr Galloway has sadly now left the practice with the thanks and good wishes from the practice team and so many of our patients. We are delighted that Dr Saima Khizar has now joined us - she may be familiar to many patients as she was our GP Registrar during the final stages of her GP training. We are so pleased to welcome Saima back to Witley and Milford. Talking of familiar faces, Dr Hamish Whitaker has come back out of retirement for a day a week to work with us again.

Being kind to the Practice and to yourself!

All practices across the country are under increasing pressure and demands for services and our practice is no different. There has been an increase in the daily requests received and staff work hard using our online system to prioritise, review, advise and treat patients as quickly as possible. Of course, at this time of year there are the usual winter viruses around so please do think about self-treatment options or consider contacting the new Pharmacy First service (see below in the newsletter).

O.S.L.E.R.

You may have seen on the website the announcement of a new AI computer software tool that we are piloting. The software has been used at Great Ormond Street Hospital and found to be very useful. The software takes notes during patient consultations for the clinician. This means that they are spending less time typing and looking at the computer screen and more time focusing on us. Once checked the consultation notes will also be visible to patients to see on their medical record through the NHS app. The software is fully compliant with data protection and patient privacy

regulations but patients have the option for it not to be used if they prefer.

Maybe try your “Pharmacy first”

A new initiative launched at the end of January called **Pharmacy First**.

Patients can now get treatment for seven common conditions directly from their local pharmacy, without the need for a GP appointment or prescription. If you or a family member is suffering with a sore throat, sinusitis, an ear infection, an infected insect bite, impetigo, shingles, or an uncomplicated urinary tract infection (women only) then think, **Pharmacy First**.

To access the service simply walk in or contact the pharmacy. The pharmacist will be able to recommend the best course of action on an individual patient basis, including by issuing prescriptions for antibiotics or antivirals where necessary

This service is a part of the plan to make accessing healthcare in your local community more convenient and has the aim of saving up to 10 million GP appointments over the next year.


First contact physiotherapist (FCP)

A recent addition to our clinical team are our First Contact Physios, Subancely and Ambrin. They are specialised Physiotherapists trained to assess,

diagnose, treat and manage new musculoskeletal (MSK) problems. They will see patients for an initial assessment and then give advice or refer on for further care. Patients will be directed to the First Contact Physios by the GPs through our online triage system.

Contact the Practice

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

 Or Milford Crossroads Surgery 01483 414461;
Witley Surgery 01428 628218



<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 the texting service for reminders can be used.

PPG contacts

If you have any health related concerns, 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 juliegrist9@gmail.com.