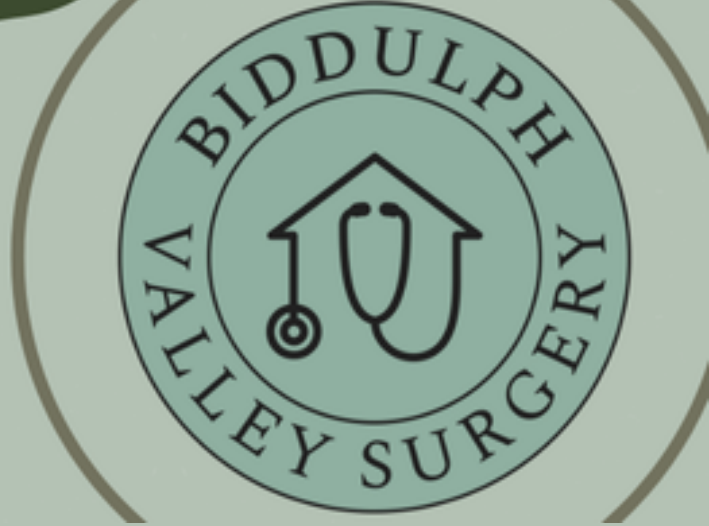


# Patient Participation Group



#1

WELCOME TO OUR  
Newsletter

MAY 2025



## **What is the Patient Participation Group (PPG)?**

This is a group of volunteer patients, carers and GP practice staff who meet regularly to discuss and support the running of the GP practice focusing on improving services and patient experience.

The meetings are held two monthly and alternate between Monday evening to Friday afternoon.

## **In this newsletter:**

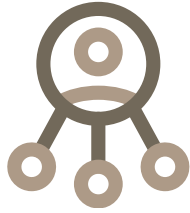
Self Referrals, Who are your Doctors, Pharmacy Services, Online Consultations and more.  
Keep Reading!

## **Interested in joining?**

Please contact Theresa  
on 0300 404 2987 or by email  
[PPGBiddulphValleySurgery@staffs.nhs.uk](mailto:PPGBiddulphValleySurgery@staffs.nhs.uk)



[PPGBiddulphValleySurgery@staffs.nhs.uk](mailto:PPGBiddulphValleySurgery@staffs.nhs.uk)



# Self Referrals

**Did you know that you can self-refer (no GP appointment required) to the following services: –**

- Audiology – any hearing issues
- CUES – community urgent eye services – any eye issues
- Crisis – any mental health issues
- CAMHS – Children can be referred to this service
- Pharmacy First – see below – also via 111 online
- Midwife – New Pregnancy
- Young people mental health – nonurgent issues –  
<https://combinedwellbeing.org.uk/da-landing-page/da-young-people/da-yp-online-referral/> ages 4-18 years
- Health Visitor – weight concerns, diet lifestyle, feeding issues et ages 0-19  
– <https://www.mpft.nhs.uk/services/health-visiting-and-school-nursing>
- Stars – Substance misuse – 0300 124 0356
- Everyone Health Staffordshire – smoking cessation, weight management issues, NHS health check (ages 40-74 years no pre-existing conditions)  
<https://staffordshire.everyonehealth.co.uk>
- Domestic abuse support – New Era <https://www.new-era.uk>
- Gambling Support – Gamble Aware Gambling Help & Gambling Addiction  
<https://www.gambleaware.org>
- Sexual health/ contraception – <https://openclinic.org.uk>
- Pregnancy Advisory service – Book an appointment: 0333 004 6666
- Abortion Clinics | Termination of Pregnancy Advice, Counselling & Treatment NUPAS <https://www.nupas.co.uk/>
- Bereavement support – Home – Cruse Bereavement Support  
<https://www.cruse.org.uk>
- Insomnia support (cognitive behavioural therapy) – Sleepio Big Health | Helping millions back to good mental health [www.bighealth.co.uk/sleepio](http://www.bighealth.co.uk/sleepio)
- Relationship counselling support – Marriage counselling | Relate  
[https://www.relate.org.uk/marriage-counselling?gad\\_source=1&gad\\_campaignid=21919947341&gclid=EAIaIQobChMI7bqL9pr9jAMVeItQBh3OKy6HEAAYASAAEgKTh\\_D\\_BwE](https://www.relate.org.uk/marriage-counselling?gad_source=1&gad_campaignid=21919947341&gclid=EAIaIQobChMI7bqL9pr9jAMVeItQBh3OKy6HEAAYASAAEgKTh_D_BwE)



# Pharmacy First

## **Pharmacy First – 7 Pathways – All Pharmacies in Biddulph and further afar**

The Pharmacy First Scheme has been around for a while now and deals with the following ailments:

- Urinary Tract Infections – Females only aged 16 to 64
- Shingles – Over 18's only
- Impetigo – 1 year and over
- Infected insect bites and stings – 1 year and over
- Acute sore throat – 5 years and over
- Acute Sinusitis – 12 years and over
- Acute otitis media – aged 1 – 17 years



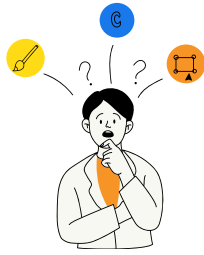
The Pharmacist can prescribe  
should it be needed.

## **What is Triage & What are the benefits ?**

GP triage systems offer numerous benefits, primarily by improving access to care and optimising resource allocation.

They allow practices to prioritise patients based on their needs, ensuring that those with urgent or complex issues receive timely attention.

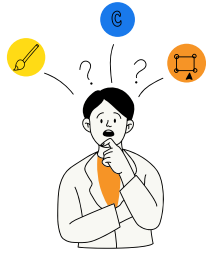
This also helps reduce waiting times for those needing immediate care. Here are the detailed list of benefits.



# Benefits of Triage

## **For Patients**

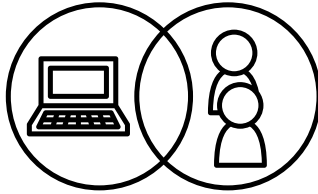
- Improved access to care
  - Patients with urgent needs are prioritised, reducing wait times and ensuring they receive timely care.
- Appropriate care
  - Triage helps direct patients to the right healthcare professional or service, whether it's a GP, nurse, or other specialist, ensuring they receive the most appropriate care.
- Enhanced quality of care:
  - By focusing on patients with urgent or complex needs, triage allows for more thorough assessments and individualised care plans.
- Reduced unnecessary appointments
  - Triage can help identify patients who can be managed with advice over the phone or by other healthcare professionals, freeing up GP time and reducing the need for physical appointments.



# Benefits of Triage

## **For GPs and Practice Teams:**

- Optimised resource allocation
  - Triage allows practices to allocate resources effectively, ensuring that limited staff and time are used to best serve the population.
- Increased efficiency:
  - By streamlining the process of managing patient requests, triage can help reduce administrative burdens and improve overall practice efficiency.
- Reduced GP workload and pressure:
  - Triage can help distribute tasks across the practice team, including nurses, and other health professionals, relieving some of the pressure on GPs.
- Better communication and patient engagement:
  - Triage systems can facilitate better communication between patients and the practice, helping to manage expectations and ensure patients feel heard and understood.
- Improved patient outcomes:
  - By ensuring patients receive the right care at the right time, triage can contribute to better patient outcomes and satisfaction.



# Online Consultations

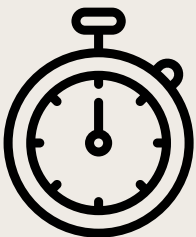
**Did you know Biddulph Valley Surgery has online consultations?**

Online consultations offer several benefits, including convenience and reduced waiting times.



## **Convenience and Comfort:**

- Online consultations allow patients to consult with their GP from the comfort of their own homes, especially helpful when feeling unwell.



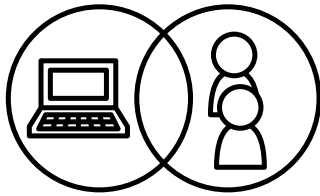
## **Reduced Waiting Times:**

- Online consultations can often offer quicker access to medical advice and treatment compared to traditional face-to-face appointments.



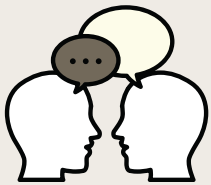
## **Safer Environment:**

- By staying home, patients can avoid potential exposure to illnesses in waiting rooms, making the consultation safer.



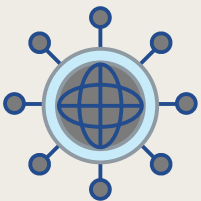
# Online Consultations

Online consultations offer several benefits, including convenience and reduced waiting times.



## **Improved Communication:**

Online forms and systems facilitate communication between patients and their GPs, allowing for a more efficient exchange of information.



## **Accessibility:**

Online platforms can provide access to information and support, even outside of regular surgery hours, as seen with NHS Choices content.



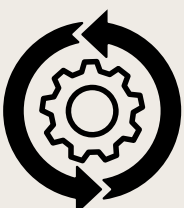
## **Reduced Need for Trips to the Surgery:**

Some online consultations may resolve queries without the need for a physical visit, saving patients time and effort.



## **Flexibility:**

Online consultations can be completed at a pace that suits the patient, unlike phone calls which can be time sensitive.



## **Enhanced Efficiency:**

Online systems can improve the flow of information, potentially speeding up the process of obtaining sick notes or test results, benefiting both patients and the GP practice.



# Who's Who Meet the Partners

1

**Dr Andrew Green – Senior Partner**

Trained in London at Middlesex Hospital Medical School

Joined the practice in 1995

Special interests – heart disease, surgical procedures, undertaking minor surgery at the practice and joint disease, carrying out joint injections at the practice.

Hobbies – swimming, running & cycling, watching sports particularly rugby union and cricket

2

**Dr Radhika Kutty – Partner**

Trained at Calicut Medical College Medical School

Joined the practice in 2013.

Special interests – Women and Childrens Health

Hobbies – Indian classical art forms

3

**Dr Alexandra Giffen – Partner**

Trained at Keele University Medical School

Joined the practice in 2019

Special interests – care of the elderly and Palliative Care

Hobbies – Walking and climbing

4

**Dr Tamara Hold – Partner**

Trained at Manchester Medical School

Joined the practice in 2022

Special interests – Women's health including HRT and Mental Health

Hobbies – Gardening