

PATIENT PARTICIPATION GROUP NEWSLETTER



WELCOME

Welcome to our latest Patient Participation Group (PPG) newsletter.

The PPG is a group of patients who work alongside the practice team to help improve services and ensure the patient's voice is heard. We share updates, gather feedback, and support initiatives that help improve care for everyone.

To the 'right' is Sue our PPG chairperson



JOIN OUR PPG

We are always looking for more patients to join our PPG.

Please ask reception for more details, if you would like to get involved.

EVENTS

The PPG is hosted a Fashion Show & Shopping Event on

Friday 22nd May 2026 and raised **£500**.

Thank you to everyone who took part and made the evening a huge success.





'JUST ADD VEG CAMPAIGN'

Our PPG members promoted the Staffordshire County Council, Everyone Health 'Just add Veg' campaign at Silverdale Surgery on the 18th March.

For some more information please use the following link:

<https://letstalk.staffordshire.gov.uk/justaddveg>

PRACTICE UPDATE

We are pleased to share some recent updates from the practice.

We have Improved booking options through the NHS APP
Download the NHS App using the QR code so you can:

- Book and manage appointments at your GP surgery
- Order repeat prescriptions
- View your GP medical record securely

Updated information leaflets available at reception

We have restored and obtained new leaflets which are available in the waiting area.



YOU SAID< WE DID

You said: Phone waiting times were too long.

We did: More call-back options are now available during busy periods. Patients' place in the queue is held, and they will be contacted in turn. You do not need to call back once you have requested a call back.

You said: We need more information about repeat prescriptions.

WE did: We have added clearer guidance on our website and within the reception area.

Our Health Focus on the newsletter is: ordering prescriptions.

Thank you for continuing to share your views, your feedback is vital as it allows us to acknowledge and improve where we can.



HEALTH FOCUS- ORDERING PRESCRIPTIONS

Ordering your prescription

We need **two full working days** to process a prescription request.

Your pharmacy may then need additional time to dispense your medication.

Please begin the ordering process 7 days before you are due to run out.

Important information

We are unable to accept repeat prescription requests by telephone.

Unfortunately, lost or stolen prescriptions cannot be reissued, particularly for controlled medicines such as pain relief or sleeping tablets.

If you are worried about missing medication

Our staff must follow this policy and are not authorized to make exceptions.

Please treat our staff with courtesy and respect.
Abusive behavior will not be tolerated.

We understand that people may sometimes run out of medication and feel concerned about the impact on their health.

For most medicines, missing a day or two is unlikely to cause harm.

Medications considered medically urgent

Includes, but is not limited to:

- Inhalers
- Anti-convulsant (for seizures or bipolar disorder)
- Anti-arrhythmic medicines (for heart rhythm conditions)
- Anti-coagulants (blood thinners)
- Insulin for diabetes
- Anti-cancer medicines
- Angina (GTN) sprays
- Parkinson's medications

PHARMACY FIRST

PLEASE REMEMBER for urgent medical advice when the surgery is closed, contact NHS 111 or 999



Think Pharmacy First



Did you know that you can go to your local community pharmacy for a vast range of healthcare needs?

You can get help and advice for lots of different things, and now, pharmacists can even give medication where needed for seven common conditions. All this, without needing to wait for a GP appointment. Community pharmacies have longer opening hours, including weekends, making it quick and easy to visit for help and advice, and you can go at a time that suits you.

If you have any of the below problems, you can speak to a pharmacist for advice. The pharmacist will assess you and they will also be able to give you medication if you need it. The seven common conditions that pharmacists can prescribe for are:

- ➊ Urinary tract infections (sometimes called UTIs or 'water infections')
- ➋ Shingles
- ➌ Impetigo (a skin infection that starts with red sores or blisters)
- ➍ Infected insect bites and stings
- ➎ Sore throat
- ➏ Painful sinuses (sinusitis)
- ➐ Some ear infections (acute otitis media)



Pharmacy First

