AUTUMN NEWSLETTER 2025

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Pharmacies – Helping the NHS Manage Resources

For seven specific conditions, patients can now get treatment directly from a Pharmacist.

This frees up GP appointments and give people quicker access to treatment for more common conditions. They are:

Acute otitis media	(1-17 years)
Impetigo	(1 year & over)
Infected insect bites	(1 year & over)
Shingles	(18 years & over)
Sinusitis	(12 years & over)
Sore throat	(5 years & over)
Uncomplicated urinary tract infections	(Women 16- 64 years)

Pharmacists train for 5 years in the use of medicines and managing minor illnesses so they are more than capable of providing this service.

After a consultation with a pharmacist, they will notify the patient's GP on the same or the following day.

GET HELP QUICKER ON-LINE!

In order to make better use of our resources, the surgeries are now using an online system referred to as "total triage".

A full explanation of how to use it and its benefits is described over leaf. We are all encouraged to use this resource, however for those who have difficulty getting online the reception is still there to help.

The system is available via the NHS app under the [+ services] tab or through the website www.thevillagesurgeries.co.uk

Do You have a spare 2-3 hours per month?

We're looking for someone to help us review best practice for our Patient Participation group by reviewing the National Association website and sometimes contacting other PPGs to find out how we can be better.

If you're interested please use our contact form on the website at https://fotvs.org/get-in-touch/

Palliative Care Talk - 18th February 2026

For the first time in many years, we are pleased to announce we are organising an in person talk. This is a bit of experiment as we are not sure how much COVID has changed peoples' perceptions of these sort of events.

The talk will be given by Rennie Grove Hospice and will cover palliative care, something that might be needed by anyone at anytime in their life.

Further details will be provided once they are all confirmed. For the time being please save the evening of Wednesday 18th February in your diary.

Total Triage - The Appointment System

To ensure timely access to medical advice for patients, whilst safely managing rising patient demand, the surgery utilises a Clinical Triage System whereby all patients are assessed based on their clinical need. The system enables patients to see the right clinician in an appropriate timescale, ensuring faster care and better outcomes. As part of a PCN (Primary Care Network) we can book appointments directly with a number of specialist clinicians who can meet some patients' needs more appropriately and more quickly than a doctor.

To request an appointment please complete the **online request form** on our homepage or via the NHS app; patients who do not have smart devices, internet access or are digitally excluded for any reason can speak to a receptionist in person or on the phone, who will complete an online form on their behalf. However, in our experience the quality of information is far better if the form is completed by a patient themselves or their representative as it ensures a more efficient triage process. Furthermore, this enables our reception team to assist those who are most in need of their help. All requests are triaged by a GP who may contact you for more information e.g. a photograph of a rash so it would help enormously if as much relevant detail is included when the online form is submitted.

With the recent announcement of the NHS 10-year plan, the NHS App will deliver increased functionality. Currently, patients can order repeat prescriptions, view test results, view hospital letters and their consultations. Very soon patients will be able to track the progress of prescription requests and receive notifications when medication is ready to be collected at the pharmacy. We encourage patients to sign up to and utilise the NHS App as much as possible to ensure they remain well informed and empowered regarding their health.

Membership is now free.

Please note: Membership of the Patient Participation Group was £5 per annum by standing order but is now free.
We have no control over payments made to us by standing order, which were made on 1st April each year. If your standing order is still operating, please contact your bank to cancel it.

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