



PRIORY MEDICAL CENTRE

Hello and welcome to the first issue of the Priory Medical Centre Patient Participation group (PPG) Newsletter.

We are delighted to launch this new platform to keep you informed, inspired, and connected with all things related to Priory Medical Centre. Whether you are a long-standing patient or new to our community, this newsletter aims to bring you the latest updates, highlight achievements, and share stories from across our group.

Every quarter, we will cover key news, upcoming events, and opportunities for involvement, alongside insights and tips to help you get the most out what is happening at the surgery.

My name is Phil Marriott, I am the chair of your PPG and a fellow patient of the surgery. The group is made up of surgery staff and volunteer patients meeting every 3 months at the surgery for approximately 1 hour. The aim of the group is to:

- Give practice staff and patients the chance to discuss topics of mutual interest in their own practice
- Provide a forum for patients and staff to work together to improve and develop services within the practice
- Give an opportunity for patients to provide feedback and offer positive suggestions for the practice
- Involve as many patients as possible from all walks of life
- Involve patients in the future commissioning of Health Provision

The PPG Newsletter is your space to stay up to date and contribute to the conversation. We would welcome new members so please contact us on the email, or if you have suggestions or stories to share, we would love to hear from you.

priorymed.ppg@gmail.com

Have you heard of Pharmacy First?

Pharmacy First enables participating community pharmacists in England to offer advice, consultations, and prescription only medications for 7 common conditions (highlighted below), leading to more convenient, improved access and speedier treatment pathways.



Most pharmacies can help you with **seven common conditions** without needing a GP appointment

Providing NHS services

Speak to your pharmacist if you suspect you have:

- Sinusitis (adults and children aged 12 years and over)
- Sore throat (adults and children aged 5 years and over)
- Earache (children aged 1 year to 17 years)
- Infected insect bite (adults and children aged 1 year and over)
- Impetigo (adults and children aged 1 year and over)
- Shingles (adults aged 18 years and over)
- Urinary tract infection (women, aged 16 to 64 years)

Visit your Pharmacy First!

The poster features the NHS logo and several small images of pharmacists interacting with patients. The text is presented in a clear, readable font with a green and orange color scheme.

How can I access this service?


Referrals can be made by walking into a pharmacy, GP and 111.

Free Consultations: Consultations for these conditions are free of charge, and if you are exempt from prescription charges, medication is also free.

Do you know where your local pharmacy is?

Please click [here](#) to find one.

Is the print on the website difficult to read?

Did you know that by clicking on the icon  on the top right of the website, you can adjust the settings to meet your needs.

Friends and Family Test



The NHS Friends and Family Test (FFT) is an important way of gathering your feedback, so staff can continually review the service. Your feedback will help them learn more about what you think of your experience – what you like and what you think they could improve. By completing it you are helping the surgery to make changes that will ensure they can offer you the best possible care. You will receive the form via text 24 hours after your appointment, please do complete it, alternatively there are paper copies in the waiting rooms.

Please click [here](#) to view the current Friends and Family feedback

Do you have any suggestions for the surgery?

There is now a suggestions box in the main reception. We are keen to hear your thoughts and views.

Priory Medical Centre Launches New WhatsApp Channel for Patient Updates

Did you know that Priory Medical Centre now has an official WhatsApp channel, making it easier for patients to stay informed about important updates from the practice.

Click [here](#) for more information.

Are you interested in joining the PPG or want to know more?

Please email us on priorymed.ppg@gmail.com and a member of the group will contact you.