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Dear all,

I hope you enjoyed the Easter break, weather not withstanding. Shame we got some rain - not enough - but the farmers and gardens will be pleased and we have been very lucky for weeks.

Quite a lot to update you on. I decided to send this newsletter out after the Easter weekend when you won't be so busy and can, hopefully, read through it.

It's been a very torrid year for the NHS. Major restructuring, funding changes, move towards 'Preventive Model of Health, drive towards Digital etc. Plus last year, significant investment but no extra cash for Primary Careputting more pressure on our Medical Centre.

I'm delighted to say that in the 25/26 GP Contract the Government has recognised the need to improve people's access to and experience of GP surgeries.

Funding for General Practice has been increased by over 7%, nearly 5% when the increases in NI are taken into account and a lot of bureaucracy and duplication has been removed.

From October this year the 8am appointment 'rush' should be significantly reduced as surgeries will be keeping their online booking and consultation systems open for the duration of core hours for non-urgent appointment requests, medication queries and admin requests (subject to necessary safeguards). Guidance of this change will be displayed on the Medical Centre website. Of course, as ever, please think about whether you truly need to see a doctor when there are many options open to you.

There will be a National Patient Charter, setting out the standards you can expect and this will be published on the surgery website.

More money has been made available for patient facing staff costs and there will be a big push to reduce mortality from Heart Disease or Stroke by 25% within a decade.

Plus there are moves to ensure Private GP and hospital appointment data are consolidated with patients NHS records.

Outside these contractual changes, Witterings Medical Centre have already committed to restoring the 5 year 'wellness' checks for patients - very much in line with Preventive Health targets and Tim and the team are developing a new Prescriptions process to speed things up.

Lots going on! And a great deal for our Medical Centre team to get their heads round so please bear with them. These are great changes but nothing happens overnight. The team there do their absolute best in difficult circumstances and I, for one, am delighted to see that they are going to benefit from much needed funding increases.

All of the changes will require us, the Patients, to adapt too. There will be increased pressure to move to digital and our NHS Foundation Trust is moving towards digital document delivery via the NHS App and Patients know bestplease, if you can, read through the newsletter for information on a range of services and updates. And PLEASE, if you don't have the NHS App already, get it. Pop into the Patient Information Centre at the surgery if you need help setting up the app.

There is a huge amount of information on the Witterings Medical Centre website, you can find most of the information you need there. witteringsmedicalcentre.co.uk

I'd like to thank Tim and the team. They do a good job in difficult circumstances and we Peninsula folk are often very unappreciative. We are quick to complain but reluctant to praiseI know I'm guilty of that, I'll try to do better.

Wishing you all a Happy and Healthy Summer

Regards,

Lesley Mair

Chair Witterings Medical Centre PPG



An Easter Message From Dr Tim Crane, Senior Partner

Witterings Medical Centre: (with my apologies - Tim expected this newsletter to go out before the Easter weekend. Lesley Mair)

Dear Everyone

As ever, the year is flying by and we've reached Easter already. I hope you have enjoyed the sunny weather we have had so far and I'm sure we're all looking forwards to the approach of summer and hopefully the end of seasonal respiratory infections!

News and changes at the Witterings Medical Centre seem relatively trivial when compared to national announcements regarding the abolition of NHS England – the administrative body established in 2013 as well as intentions to slim down bureaucracy throughout the NHS.

Quite how these changes will affect the delivery of primary care will remain to be seen; further detail is expected later in the spring within the Government's 10 year plan. Our GP contract for 2025-6 is optimistically better than that of previous years so this Government does seem to recognise the importance of GP surgeries and the care which is delivered at local level.

At the Witterings Medical Centre, Dr Olivia Goncalves is well and truly in the swing of covering Dr Jansz's maternity leave for 12 months. Sadly both nurse Norma Busby and phlebotomist Anne Levey have

announced their retirements for later in 2025. They have both worked at the medical centre for many years and provided you all with tremendous care, skill and commitment – they will be very sorely missed! They have very kindly provided us with plenty of notice to recruit replacements, so there are likely to be some changes in due course. A big thankyou also goes to Chloe Tunnicliffe who leaves at Easter, who has helped transform the administrative side of the practice over recent years.

As Easter approaches, please plan ahead and request your medication in plenty of time. The practice recognises that turnaround time for prescriptions is not as quick as we would like – we are looking at ways to improve this and you will be informed of these changes later in the year; we will be encouraging the increased use of technology such as the NHS App to make medicines management slicker and safer.

May I wish you all a Happy Easter.

Tim

Important Update: More of your letters are being delivered digitally

University Hospitals Sussex NHS Foundation Trust is moving towards more digital and sustainable document delivery to better meet the needs of their patients.

As part of this change, they will increase the number of letters they send digitally, including appointment, referral, and clinic letters.

If you use the NHS App or Patients Know Best (PKB), you will receive most of your letters through these platforms and will no longer receive paper copies.

This means:

- You will receive your appointment and referral letters on the same day they are issued. You will be prompted to view your letter via text, email, and push notifications to ensure you don't miss anything.
- Your hospital appointment details will be stored securely in one place.
- You can view all your correspondence in one location, with a single point of contact for each appointment.

This change will mean you get your information more quickly, conveniently, and securely.

If you need a printed copy of your correspondence, you can download it to your chosen device through the NHS App or PKB.

If you have any questions, please feel free to contact them at uhsussex.pkb@nhs.net.

University Hospitals Sussex NHS Foundation Trust



Hub Help Desks

These are a **FREE** support service offered by **SCF** in partnership with **Vitale Care** and **Age UK**.

We are fortunate to be able to use a number of premises in a spread of locations across the Chichester District south area from where we provide help and support with a range of topics including.....

Form Filling - Blue Badge Applications
Energy Advice - Setting up Lasting
Power of Attorney - Later Life
Planning - Robins Services.

The Hubs have been developed either as stand-alone hubs within local premises, or to support community groups already established.

We are grateful for the partnerships that are being fostered across the Peninsula.

Partners, without whom we could not provide this service:.....

vitale
at-home care



ageUK
Love later life

Selsey Community Forum

121 High Street, Selsey, West Sussex PO20 0QB

t: 01243 201616 w: www.selseycommunityforum.uk

Registered Charity No:@ 1203445

Welcoming - and thanking - the Selsey Community Forum for extending their reach to us on the Peninsula.

Selsey have an incredibly well organised and established Community Forum which provides excellent support for their community.

I'm delighted to let you know that they have now extended their 'Care Hub' to include us.

Sponsored by Age UK and Vitale, the experienced people from the Care Hub are now available here to help with Form filling, blue badge applications, energy advice, setting up Lasting Power or Attorney, End of life support (Robins service) and Later Life planning.

The team are available every Tuesday at the Medical Centre, 3.30-5.30pm. Sitting at the Patient Information Centre just inside the entrance.

Also Downview Hall East Wittering Tuesdays 10am-12 noon, Bracklesham Barn 1st Thursdays 2-4pm and Birdham, St James Church Centre 2nd and 4th Thursdays 10.30am - 11.45am.

Invaluable, Thank you Selsey Community Forum.



NHS App

As the drive to Digital gains momentum, we are absolutely going to need to use and become comfortable with technology. For our health this means familiarity with the NHS App.

Just a reminder of what you can do with the App:

- Review, order and select pick up point for Prescriptions
- Register with a GP Surgery
- Access your Health Records
- Book GP appointments (subject to availability)
- Receive messages from the Medical Centre
- View and manage Hospital referrals and appointments
- Check average waiting times for Specialist NHS appointments
- Send non-urgent medical enquiries to the Medical Centre
- Manage health services for a child or dependant person

<https://digital.nhs.uk/services/nhs-app/nhs-app-features/prescriptions-in-the->



Pharmacy First Service

This important service enables Pharmacists to offer expert advice and provide medicines for 7 common conditions as below:

Earache – impetigo - infected insect bites –shingles – sinusitis - sore throats - uncomplicated UTI's in women under 65

For these conditions Pharmacies who have signed up to the scheme will see you and determine whether you need medication, they will refer you back to the practice if they cannot help you.

Transport

For patients who are having difficulty with transport to the surgery, the Medical Centre works closely with 'Manhood Mobility' volunteer service.

'Manhood Mobility' is a group of local volunteers who give their time to those in the community whose have travel needs cannot be met by public transport. They offer a door to door service for essential journeys to hospital, The Medical Centre, Dentists, Opticians and other medical needs.

Telephone: [01243 671881](tel:01243 671881)

Email: manhoodmvs@gmail.com. www.manhoodmvs.co.uk

If you would be interested in volunteering, please phone or email and have a chat - we need your help!

Contact: [01243 671881](tel:01243 671881) or email manhoodmvs@gmail.com

Our office hours are 9.30 am to midday Monday to Friday.

On a National level, **Non-Emergency Patient Transport Services (NEPTS)** is a specialist service provided by the NHS to transport patients in and out of NHS Healthcare venues (hospitals etc). It is a limited resource made available for free to those that meet specific medical mobility needs. **These can include the**

need to travel by stretcher, wheelchair or someone who needs to have regular visits for renal dialysis.

Patient Transport is available for those who require assistance in getting to their appointments or place of care because:

- They have a medical need such as requiring oxygen or specialist equipment to travel safely
- They have limited mobility (eg needing a wheelchair or stretcher)
- They have a cognitive or sensory impairment

You can find out more by clicking this link or visiting the NHS website and searching for

[How to organise transport to and from hospital](#)



Searching for a wheelchair!

The Medical Centre wheelchair has gone walkabout, making it very difficult for patients with limited mobility to get from the disabled parking bays, into the surgery. Can you help? Do you have an unused wheelchair you could donate to the Medical Centre?

If you do it would be fabulous and you will be hugged!

Did you make it through all these facts and changes? Very well done if you did and thank you.

Truly, the changes within the NHS are coming so thick and fast it's incredibly difficult to keep up. A new survey comes out virtually every week - I expect many of you have been asked to complete them. I have, loads of them!

The one thing I really urge is that you make sure you are fully up-to-date with Apps and technology. I'd like to think that the NHS will be mindful of the fact that not everybody has a smartphone, tablet or computerbut I'm not so sure.

Enjoy your sunny summer, we are so very blessed to live by the sea!

Best regards,

Lesley Mair

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