

# Patient Participation Group

SEPTEMBER 2026

The latest news, views, and announcements

## INSIDE

Practice Update

How to become a member  
of Patient Participation  
Group\_\_

## Website & Pharmacy First

Add description text here to  
get your subscribers  
interested in your topic.\_

## Vaccination Programmes

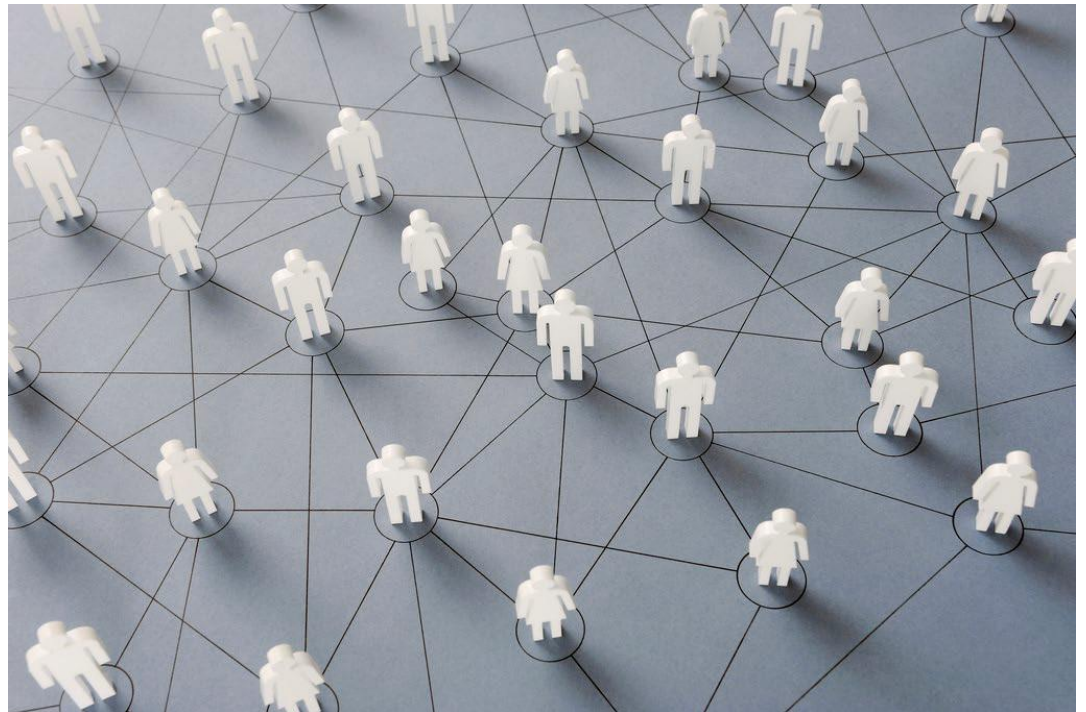
RSV Vaccine and Flu  
Vaccine 2026/27\_

## Community Support Services

Veterans, Carers, Hearing  
Aids, Young People \_\_

## Your feedback

Patients, carers, patients  
feedback



St David's  
Family Practice

# Practice Update

One of our female GPs, Dr Mariam Ghuman, has started her maternity leave. We're pleased to welcome Dr Heela Nourzaie, who joined us as a salaried GP, and Dr Tina Sedighi, who joined as a locum GP. All clinical sessions remain fully covered, so your care will not be disrupted.

Since our last meeting, we've also reviewed call quality and queue times through a telephone audit and continue to check and update the surgery website regularly, so it stays accurate.

## Join our Patient Participation Group

Our PPG is a group of volunteer patients, carers and practice staff who meet regularly to help improve services at the surgery. Members use their own experience of the practice to shape better care, share ideas for how we can do things differently, and learn more about how the NHS and local services work.

### How to become a member

Sign up online or email us and we'll add you to the group.

[www.stdavidfamilypractice.nhs.uk/service/join-our-patient-group/](http://www.stdavidfamilypractice.nhs.uk/service/join-our-patient-group/) Or email [stdavids.admin@nhs.net](mailto:stdavids.admin@nhs.net)



**Meetings  
are held  
online**



## ➤ Website & Pharmacy First

**Website:** Our website is the fastest place to find current information — how to contact the surgery, details of our in-house pharmacy, guidance on the NHS App, and more. It's worth a bookmark.

[www.stdavidsfamilypractice.nhs.uk](http://www.stdavidsfamilypractice.nhs.uk)

**Pharmacy First:** For seven common conditions and minor illnesses such as colds and headaches, you no longer need to see a GP first. Go straight to a pharmacy offering Pharmacy First, or ask to be referred by your GP practice, NHS 111 or another care setting — it's often the quickest route to treatment.

The seven common conditions are:

- Ear infections (Acute Otitis Media \*) - age range: 1 to 17 years
  - \* Distance selling (online) pharmacies will not complete consultations for Acute Otitis Media
- Impetigo - age range: 1 year and over
- Infected insect bites - age range: 1 year and over
- Shingles - age range: 18 years and over
- Sinusitis - age range: 12 years and over
- Sore throat - age range: 5 years and over
- Uncomplicated urinary tract infections - age range: 16 – 64 years (women only)

You will be able to access the new clinical pathway service by walking into the pharmacy directly (self-referral), or where appropriate, by contacting them by video consultation.

In addition, you will also be able to access the service through a referral from any of the following:

- NHS 111 (online or telephone)
- NHS App
- Integrated Urgent Care Clinical Assessment Services
- Urgent Treatment Centres
- Emergency Departments
- 999
- General Practice

The Pharmacy First service enables the community pharmacist to offer you advice and supply NHS medicines where clinically appropriate, including some prescription-only medicines to treat these seven conditions.

# ➤ Vaccination Programmes

## RSV vaccine

Respiratory syncytial virus (RSV) is an airway infection that often causes cold-like symptoms — cough, sore throat, sneezing and a blocked nose — but can lead to wheezing, breathlessness or pneumonia in more serious cases. As of April 2026, the NHS RSV programme has removed its upper age limit.

The vaccine is offered to patients aged 75 and over, pregnant women from 28 weeks' gestation (to protect their babies), and adults of any age living in a care home for older people.



## Flu vaccine 2026/27

This year's flu programme begins on 1 October 2026 for most adults. Pregnant women and eligible children start earlier, from 1 September 2026.

Invitations will be sent out nearer the time, so please look out for yours.



# > Community Support Services

## VETERANS

### Op Courage & veterans' support

A health service created by veterans, for veterans, who understand military life. You can refer yourself directly by form or phone, or ask a family member or friend to refer you on your behalf (with your permission). Have your service number ready when you refer.

Mon–Fri, 9am–5pm · [gateway@berkshire.nhs.uk](mailto:gateway@berkshire.nhs.uk) · 0300 365 2000 (option 4)

## CARERS

### Action for Carers Surrey

Do you look after someone who couldn't manage without you? This countywide charity supports unpaid carers of all ages with practical advice, emotional support, help understanding carers' rights, and wellbeing breaks. Support for young carers (5–17) and young adult carers (18–24) is also available, all free and confidential.

## HEARING AIDS

### Hear Here maintenance service

Audiology-trained volunteers offer free, community-based maintenance for any adult NHS hearing aid — checks, re-tubing, ear mould cleaning, battery replacement and fitting advice, with referral back to hospital where needed.

[www.stdavidsfamilypractice.nhs.uk/about-us/news/](http://www.stdavidsfamilypractice.nhs.uk/about-us/news/)

## YOUNG PEOPLE

### Smokefree support, ages 11–25

Surrey Young People's Substance Use Service now offers tailored, one-to-one support for 11–25 year olds looking to reduce or stop vaping or smoking, including help setting a stop date and support for families. Anyone can refer, including young people themselves — with their consent.

[www.stdavidsfamilypractice.nhs.uk/about-us/news/3994/](http://www.stdavidsfamilypractice.nhs.uk/about-us/news/3994/)

# > Community Liver Health Checks

A community liver health check session is being held, running from 1:00pm to 4:00pm on

10.09.2026

03.12.2026

08.10.2026

28.01.2027

05.11.2026

25.02.2027

**The Community Liver Health Check team will invite patients accordingly.**

## ➤ Have your say



We gather feedback continuously through the NHS Friends and Family Test and Google Reviews — a quick way to tell us what's working and what isn't.

Leave feedback via [Friends and Family Test](#):

[www.stdavidsfamilypractice.nhs.uk/service/friends-and-family-test/](http://www.stdavidsfamilypractice.nhs.uk/service/friends-and-family-test/)

## ➤ See you next time!

Thank you to everyone who joined our September meeting and shared their questions and ideas. Our next PPG meeting will be held in winter 2026/27.

Want to have your say before then? Sign up to the PPG online or email us any time.

[www.stdavidsfamilypractice.nhs.uk/service/join-our-patient-group/](http://www.stdavidsfamilypractice.nhs.uk/service/join-our-patient-group/)

[stdavids.admin@nhs.net](mailto:stdavids.admin@nhs.net)



Please join us at our  
next Patient  
Participation  
Group (PPG)  
meeting  
which will be held  
Winter 2026/27!