

Port View Surgery, Saltash

Patient Newsletter – Autumn 2026

written by patients for patients

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Port View Surgery

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Welcome!

We're excited to bring you the latest updates, tips, and community news from the surgery's PPG. Our goal is to keep you informed and supported - whether you're booking an appointment, looking for advice, or just want the latest information.

What is the Patient Participation Group (PPG)?

The PPG is a group of friendly volunteers, patients just like you, who meet regularly to support Port View Surgery and help improve services. The PPG listen to patients' feedback working closely with the surgery team. Interested in joining or learning more?

Email us at patient.voice@icloud.com. Your voice matters!

Making an Appointment: The Triage System

Booking an appointment is now made through the triage system. All requests are reviewed by a clinician to make sure you get the right care, quickly. Here's how it works:

- **Online:** Complete a 'Patient Triage' form via the NHS app or Port View Surgery website.
- **No Internet?** Call the surgery and the reception team will help.
- **Quick Response:** You'll hear back within one working day. Urgent requests (before 12 noon) are handled the same day. Home visit requests (for housebound patients) should be made before 10:30am.
- **Need help?** The PPG is running friendly sessions to show you how to use the new system — no question is too small!

Missed Appointments: Please Let Us Know!

Did you know that every missed appointment means someone else misses out? If you can't make it, please cancel by replying to your text, using the NHS app, Port View Surgery website, or by phoning. Your missed appointment could be used by someone who needs to be seen urgently. In July, 83 appointments were not attended and weren't cancelled. Let's help each other get the care we need!

Need Help Booking?

Confused by the NHS app or the surgery website? Struggling to book online? We're here for you! The PPG is offering free, friendly sessions to guide you through the process.

Help is available.

Email patient.voice@icloud.com to find out more.

Staff changes at Port View Surgery

The PPG is delighted to learn that after Dr Webster-Harrison's retirement, there have been new appointments, and surgery now has its' full quota of doctors.

- Dr Shilpa Matthew (Senior Partner)
- Dr Christopher Booth (Partner)
- Dr Alexis Wain (Partner)
- Dr Sarah Boehm (Salaried GP)
- Dr Babatunde Olaawo (Salaried GP)

Look out for more about Dr Wain and Dr Olaawo in our next issue!

Covid and flu vaccinations

Covid and flu vaccinations will soon be available at Port View Surgery. If you are eligible, the surgery will be in touch to let you know when you can book your appointment.

MMR Vaccinations

Measles cases are increasing, but two doses of the MMR vaccine provide the best protection against measles, mumps and rubella. The vaccine protects your child and the community. Contact the surgery if your child is not up to date with their immunisations.



Pharmacy First: Fast, Friendly Help

Did you know your local pharmacist can help with many common conditions - no appointment needed? From sore throats to blood pressure checks, pharmacists are trained to diagnose, treat, and refer if needed. Just ask at the counter for a private chat.

In Saltash, we have;

- Boots Pharmacy [Saltash Fore Street](#) Phone: 01752 847707
- Saltash Pharmacy [Saltash Pharmacy — Healma](#) Phone: 01752 842013
- Tamar Pharmacy [Tamar Pharmacy — Healma](#) Phone: 01752 842606

Happy to Chat benches

Feeling lonely or just fancy a chat? Visit one of Saltash's five 'Happy to Chat' benches. Sit down, say hello, and connect with your community. Each bench has a QR code for extra support services. Locations include Lower Fore Street, Jubilee Green, Churchtown Cemetery, St Stephens Road, and the Cornish Cross.