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| **Tanworth in Arden**  **Patient Participation Group (PPG) Newsletter April 2025** | |
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| **PPG Chair – Pearl Morris**  email: [ppgpearlmorris@btinternet.com](mailto:ppgpearlmorris@btinternet.com)  **PPG Members**  Peter Adkins, Jonathan Ashcroft, Dr Brook, David Cowan, Keith Davies, Alan Fitzpatrick, John Gaffney, Jill Griffin, Cathy Martin, Joanne Monk, John Patrick  Use this QR code if you would like to become a member    **Surgery Opening Hours**  Monday to Friday:  08:00 to 18:30  **Telephone lines are open:**  08:30 to 18:00  The Surgery is closed 13:00 – 14:00 each day for lunch  There is an emergency number that a Dr will answer between 08:00 and 08:30 and between 13:00 and 14:00.  Outside of these times you should use the NHS 111 service or for emergencies dial 999.  Use this link when the surgery is closed to [Get help for your symptoms - NHS 111](https://111.nhs.uk/) or use the QR code below:    **Extended Hours Appointments**  Patients can book face-to-face or telephone consultations at GP+ ‘hubs’ from 6.00pm – 9.00pm on weekdays and 9.00am – 1.00pm on weekends.  Routine and same day appointments will be offered with GPs, nurses and clinical pharmacists.  There are also same day appointments from 6.00pm – 9.00pm on weekdays for children aged 0-16 who need treatment after school hours.  Please call the surgery to book one of these appointments. | **Welcome to your first PPG Newsletter** |
| This is your first quarterly newsletter which aims to provide all patients of Tanworth in Arden Medical Practice, information about current activities and promoting the services offered.  The PPG is a small volunteer group that gets together either online or face to face every quarter to discuss the services of the Surgery, patient feedback, and any ongoing activities. This meeting is always attended by one of the Partners of the Practice and they are always very keen to hear any feedback you may have to offer. Further information about the PPG and the minutes of our meetings can be found at [PPG](https://tiamp.co.uk/patient-group/) If you want to know more about the PPG with a view to joining us, please complete the form in the above link, email the Chair: [ppgpearlmorris@btinternet.com](mailto:ppgpearlmorris@btinternet.com) or use the QR code to the left.  **Additional Services at the Surgery**  Tanworth in Arden currently has a number of professionals who you can choose to see dependent upon your need.  **Social Prescriber** – for support within the community to improve personal health and wellbeing.  **Mind Mental Health** – providing access to mental health services.  **Clinical Pharmacist** – for medication reviews and pill checks, helping patients optimise the use of medication.  **FCP Physio** – for those suffering with aches and pains that may benefit from advice on overcoming discomfort within bones and joints.  At Tanworth in Arden we have the following people in these roles  **Social Prescribers – Annette and Tracey’s** services can be booked directly by the reception team.  **Mind Mental Health – Esme** is based at the surgery on Thursdays and can be booked directly by reception  **Clinical Pharmacist – Bhavna** can be booked via one of the GPs, so you need to have an appointment with the GP who will refer you as required.  **FCP Physio – Lucy McCann** runs clinics on Wednesdays every week and can be booked in via Reception or via a GP. |
| Don’t forget for non-urgent medical queries use this link [Contact the Surgery](https://accurx.nhs.uk/patient-initiated/m84047) on the TIAMP website and this will be reviewed and assessed by a doctor. Or use the QR code below    Use this QR code to access the self-referral form mentioned in Tracy’s first answer opposite:    Have you looked at the enhanced TIAMP website yet? Use the QR code below or use the link [Tanworth in Arden Medical Practice](https://tiamp.co.uk/)    From here you can also access the minutes from the PPG meetings or use the QR Code below for direct access: | This quarter Tracey, from the Social Prescribers team, has done a Q&A with us to further explain her role:  Q **What is a Social Prescriber?**  A *I work on a non-clinical level, and support patients to access services that they may need. This is done by signposting to or linking with relevant services. Support offered is patient specific, depending on their needs, eg: care support, housing or financial support.*  *My contact with patients is not time specific, so I can talk to them at length, if necessary, to get an understanding of what their support needs are. Patients may not be aware of services that can support them, so we “link” them with these services.*  *There is no formal qualification to be a social prescriber – I have levels 2 and 3 in health and social care, and I have previously worked in the care sector*.  Q **How are appointments booked with you?**  A *Referrals to the social prescribing service can be made via any staff at the surgery. My referrals come from GPs, practice nurses and reception staff.*  *There is also a “banner” in the main entrance to the surgery, which has a QR code on it – this can be used for a patient to self-refer and offers an online short questionnaire, which comes to our shared social prescribing email address*. *You can also use the QR code to the left.*  Q **How many hours per week do you work at Tanworth in Arden (TIA)?**  A *There are 2 Social Prescribers across the Arden Primary Care Network (PCN) so we are not specific to TIA. In general I make contact with patients from TIA on a Wednesday but this isn’t always the case. I work Monday to Thursday, 34 hours per week.*  Q **What does a day in the life of a Socail Prescriber look like?**  A *Days can be planned to a certain extent, but each day is different. I can book in patient calls, so that is a constant, but may have to answer calls from services or emails. Part of my day, usually in the morning, is taken up by making referrals to other services, eg Citizen’s Advice, The Carer’s Trust etc.*  *Initial contact is made by telephone, and a face-to-face appointment can be arranged if necessary. I would liaise with the surgery for room availability.*  *My day typically starts with “admin” – referrals to other services, emails, checking patient referrals for all surgeries, research for local or national services. I would then contact patients and follow up with any patient enquiries if needed.*  Thanks to Tracey for taking time out of her busy schedule to give you more of an insight into her working life.  We will do another interview next quarter.  **A word from the surgery**  I’d like to take this opportunity to thank Pearl and the PPG for their hard work in compiling this newsletter for our patient group. We hope it will enhance communication and understanding of the service currently offered here at the surgery. We continue to do the very best we can to provide a timely and caring service for our patients and thank you all for your support. Thanks to the PPG for their ongoing work.  *Dr Brook* |
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| **Prescriptions**  All repeat Prescriptions are ready to be collected no less than 72 hours after placing an order. This does not include weekends, if you place your order on a Friday it will be ready the following Wednesday.  You can place your order online using this link [Prescriptions « Tanworth in Arden Medical Practice](https://tiamp.co.uk/prescriptions/) or the QR code below    When you reach the prescriptions page just scroll down to choose whether to use the NHS or Patient Access site/app. Both require you to log in or sign up.  To access a digital copy of this Newsletter please use the QR code below: | **Ordering Repeat Prescriptions**  Please remember that repeat prescriptions will be ready 72 hours **AFTER** placing your order, whether this is online, with a copy prescription or by phone/at the surgery. The small team of pharmacists work hard to deal with all requests and the 72 hour turnaround is in place to ensure they can meet the current demand. This is working days, therefore if you place your order on a Friday it will be ready the following Wednesday.  **Reminder Covid Spring Booster Jabs**  Just a reminder that the Covid Spring Booster Jabs at the surgery are now available for over 75s and those with compromised immune systems. Please call the surgery to book yours in as soon as possible. These will be available, depending on supply, until mid-June 2025.  These jabs are not available to people outside of the above groups.  **The final Word**  Thank you for taking the time to read through this, our first PPG Newsletter. We would like to know your thoughts about what you would like included in future editions. Please email [ppgpearlmorris@btinternet.com](mailto:ppgpearlmorris@btinternet.com) if you have any comments or suggestions. Please also use this to let Pearl know if you would like to receive future copies by email.  The Newsletter will be made available on the TIAMP Website, use the QR code opposite to go straight to the Patient Participation section. It will also be on the Surgery noticeboards with a few hard copies in the Surgery Reception area.  The next newsletter is due to be published by the end of July 2025. |

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|  | **Tanworth in Arden Medical Practice**  **01564 742274**  Tanworth in Arden is both a teaching and training practice. We are also an Armed Forces Veteran Friendly Accredited GP Practice.  At least one senior GP (Dr S Brook, Dr L Facey, Dr J Eaton, Dr J Panesar) is present during all working hours to supervise more junior colleagues, if required.  **Medical Students**  We currently take students for 3 – 8 weeks from Warwick Medical School. They may be observing with a health professional or gaining valuable experience in history taking. Medical students are always fully supervised and our patients can of course decline their presence during a consultation, if wished. Specific medical student appointments are available to book. Patients will be informed and given the choice when being offered an appointment.  **Foundation Doctors**  4 month placements with the practice – fully qualified doctors with 1 year hospital experience.  **GP Registrars**  6 – 12 month placements with the practice – fully qualified doctors with 3-4 years hospital/community experience, undergoing speciality GP training. |  |