

Tanworth in Arden (TIA) Patient Participation Group (PPG) Newsletter July 2025

Issue 2



PPG Chair – Pearl Morris

email: ppgpearlmaris@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:



Use this QR code to check out the minutes of our meetings



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](#) or use the QR code below:



Note from the Chair

I hope you got a chance to look at our first newsletter which was posted on the Tanworth in Arden Website, on the surgery noticeboards and copies made available at reception. This is our second one and I'd really like to hear your input for articles, things you would like more information on, or ideas that may help you access the services provided by the surgery. If you would like to get this newsletter via email each quarter please contact any member of the PPG or email ppgpearlmaris@btinternet.com

Our most recent PPG meeting was held on 12th June and further information about the PPG and the minutes of our meetings can be found at [PPG](#) or by using the QR code to the left. 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: ppgpearlmaris@btinternet.com or use the QR code to the left. You can also register to receive a copy of our quarterly meeting by contacting Pearl on the above email.

Additional Services at the Surgery

As stated in our March newsletter, Tanworth in Arden currently has a number of professionals, besides Doctors and Nurses, who you can choose to see dependent upon your need. Tanworth in Arden has the following people in these roles. Many appointments can be booked direct via Reception.

Clinical Pharmacist – Bhavna - for medication reviews and pill checks, helping patients optimise the use of medication. Bhavna can be booked directly via reception for pre-bookable appointments or via one of the GPs. As you will note below Bhavna has done an interview with us this quarter to tell us more about what she does (and can do). This is an invaluable resource at our Surgery especially if you take a number of medications and they haven't been reviewed for a while. Read the interview below for more information.

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 at a designated surgery within the Arden Region. These appointments are not available at Tanworth in Arden.

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.

Don't forget for non-urgent medical queries use this link [Contact the Surgery](#) on the TIAMP website and this will be reviewed and assessed by a doctor. Or use the QR code below



If you would like to receive this newsletter via email, please make a request to any of the PPG listed above, or contact ppgpearl@btinternet.com

Social Prescribers – Annette and Tracey for support within the community to improve personal health and wellbeing. You can book an appointment direct via Reception. If you missed last quarter's newsletter, Tracey did an interview with us to talk more about the role. This can be accessed via the [Tanworth in Arden Website](#).

Mind Mental Health – Rachel provides access to mental health services. She is based at the surgery one day a week and can be booked direct via Reception.

Musculoskeletal FCP – Lucy for those suffering with symptoms such as back pain, joint pain or other muscle and bone problems. You can book directly via Reception for an appointment 1-2 weeks in advance.

Pharmacy Technician – Tejal works on Wednesdays supporting Bhavna and ensuring patients receive their medications safely and efficiently.

Last month we heard from **Tracey** about her Social Prescriber role, this month **Bhavna**, our Clinical Pharmacist has kindly agreed to tell us about her role:

Q What is a Clinical Pharmacist?

A A clinical pharmacist's role is to carry out medication reviews with patients with chronic conditions. This involves ensuring their medication is not interacting with their other medications, the patient is aware of how to take their medication and to understand the importance of taking their medication.

Being an independent prescriber allows me to not only review patient medication, but for me to be able to prescribe medication accordingly. This can involve issuing repeat medication or issuing medication for acute conditions such as a rash, allergens or physical injuries. Being able to prescribe and review patient medication means this can free up both GP and nurses time to be able to see other patients.

I review hospital discharge letters and make changes to patient medication and refer to secondary care for advice and guidance when needed.

Being a Clinical Pharmacist also involves conducting audits to monitor and improve patient medication and services and work as part of the multidisciplinary team to ensure patients are getting the best care..

Q How are appointments booked with you?

A Patients can arrange appointments by calling through to reception and arrange pre bookable appointments.

Q How many hours per week do you work at Tanworth in Arden (TIA)?

A I work at the surgery over 4 days (Monday to Friday, except Tuesdays) and work at one other surgery locally.

Q What does a day in the life of a Clinical Pharmacist look like?

A My day usually involves starting off with any urgent medication queries and then a clinic involving both long term medication reviews and acute conditions.

Every day is varied and can range from seeing patients with queries on their menopause medication or changing patients' blood pressure medication, so that their blood pressure is within the recommended target range. The day can also involve urgent referrals to A+E and there are different challenges regarding cost savings. Some days also involve booking in patients for blood tests when they require drug monitoring or signposting patients when required to other healthcare professionals within the practice such as GPs when further input is required or social prescribers when patients require further support at home.

To overcome clinical challenges and remain upskilled, I attend training days and meet with a GP and peers once a month.

Ordering Repeat Prescriptions

The best way to order prescriptions is via the online service as described in this newsletter.

If you have to call this can only be done daily between 11:00 & 12:30 by pressing Option 2 on the phone line. Please do not use the appointments line.

How long does it take for a prescription to be ready?

All repeat Prescriptions are ready to be collected no less than 72 hours after placing an order. This **does not** include weekends, for example, if you place your order on a Friday morning it will be ready the following Wednesday morning. (See the chart on the following page).

You should, where possible place your order online using The [NHS App Online](#) or the QR Code below:



You will need an NHS login to use this service. The NHS app offers a variety of information specific to you, eg test results, upcoming appointments ordering repeat prescriptions and more.

Thanks to Bhavna for taking time out of her busy schedule to give us more of an insight into her working life. We will do another interview next quarter.

Ordering Repeat Prescriptions

One of the recommendations for all South Warwickshire Practices is to only allow ordering of repeat prescriptions online or by dropping a copy of the prescription at the Surgery. At Tanworth in Arden we allow a short window (between 11:00 & 12:30 each day to allow people to call the Surgery and order a repeat prescription.

Ordering prescriptions over the telephone adds unnecessary wait time for people wanting to make an appointment. Please ensure you either order online or by dropping your prescription into the surgery.

If it is only possible to call, please note that the window for this is daily between **11:00 & 12:30**. After calling press **Option 2**.

It has come to our attention that a number of patients are calling the Surgery and using the appointment line to place a prescription request. Please bear in mind the time this is adding to those waiting to make appointments, especially at key times in the morning.

All prescriptions will be ready 72 hours AFTER placing your order. Please do not attend or call the Surgery prior to this time. Please note This **does not** include weekends, for example, if you place your order on a Friday it will be ready the following Wednesday (see the chart on the following page for all days).

The surgery wants to deliver the best service for all patients and would really appreciate your co-operation when ordering repeat prescriptions.

Using the NHS app to order repeat prescriptions

Once you have signed up for the NHS app on your smartphone it is very simple to order your repeat prescriptions in this way. The diagrams below show how to do this after you have signed in (You can also use the NHS Website on a PC but the graphics below show what appears on a smartphone):

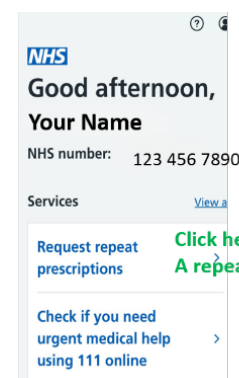
Step 1



Click the NHS app
on your smartphone or use your PC
by searching NHS App
This QR code will take you there



Step 2 (view on smartphone)



Prescription Dispensing times

Ordered	Ready by
Monday am	Thursday am
Monday pm	Thursday pm
Tuesday am	Friday am
Tuesda pm	Friday pm
Wednesday am	Monday am
Wednesday pm	Monday pm
Thursday am	Tuesday am
Thursday pm	Tuesday pm
Friday am	Wednesday am
Friday pm	Wednesday pm

Step 3

Which medicines do you want?
Select all the medicines you want to request

- ☒ Medication 10mg tablets
1 to be taken at night
Last prescribed:10 June 2025
- ☐ Medication 25mg tablets
1 to be taken 3 times a day
Last prescribed:10 June 2025
- ☒ Medication 20mg tablets
1 to be taken twice a day
Last prescribed:10 June 2025

Select the Medication(s) You require

Step 4

Check the details before sending your request

Medicines

- Medication 10mg tablets
1 to be taken at night
- Medication 20mg tablets
1 to be taken twice a day
[Change](#)

Click Confirm and Send then wait 72 hours before collecting from Surgery

Confirm and send

The data shown on a PC will look slightly different but the information will all be the same.

Booking online appointments

Using the NHS App/website you can book an advance appointment online if there are any available. These do get regularly updated.

The Surgery also opens up a number of online 'on the day' appointments each morning at 08:30 when the phone lines open. These appointments are offered to those also calling the surgery so do get taken quickly.

Please note: 'on the day' appointments are added if the surgery has enough Doctors available to cover, if not only telephone services are offered for these appointments.

Using the NHS App/website tools to book an appointment

If you already use the NHS website you will hopefully appreciate how invaluable the information is on there – it is personal to you and this has improved a lot in the past year. You can:

- Book Doctors appointments
- Check appointments already booked
- Look at hospital clinic letters (not all are currently online but a number are)
- Request repeat prescriptions
- Review test results
- Review your GP health record
- Check what to do if you need urgent medical help
- View any messages from the surgery
- etc

If you would like some help to set up or use the NHS App/website please contact ppgpearlmaris@btinternet.com. One of the PPG members will try to help you or share some hints and tips on how to do this.

If you have a smart phone this is one of the best ways to access the above services quickly and easily. You can also use this service on a PC if you have one. If you don't already use it, give it a try.

Use this QR code to link to the Integrated Care board's web page



[Weight Management Drugs - Happy Healthy Lives](#)

To access a digital copy of this Newsletter please use the QR code below:



Please note this will take you to the Practice page and you need to scroll down to the heading **PPG Minutes**. Select **TIA PPG Newsletter Jul 25**

You can also request a copy from reception

Mounjaro Practice Position

You will probably have seen in the news that Mounjaro can now be prescribed by GPs for weight management purposes. However all GPs in Coventry and Warwickshire have been told by the Integrated Care Board (ICB), who commission healthcare in this area, **NOT TO PRESCRIBE** the drug yet.

The medication needs to be used as part of an entire weight loss service, which goes beyond just the drug and this won't be in place until September at the earliest. Even once this is in place the drug will only be available for a limited range of patients who are at the highest need:
Having a BMI over 40, AND

At least FOUR of the following conditions:

- Type 2 Diabetes
- High Blood Pressure
- Cardiovascular Disease
- Obstructive Sleep Apnoea
- High Cholestral

For the time being please do not book an appointment with the Surgery to get a prescription for these drugs to try to lose weight, as they won't be able to help you. For more information please click on the link below to the ICB's web page on weight loss drugs: [Weight Management Drugs - Happy Healthy Lives](#) or use the QR code on the left.

Final Word

This is the second edition of this newsletter, we hope you find the information useful. Please let us know if there is something you would like to see in the next edition (around end October).

The next PPG meeting will take place on Thursday 4th September, remember you can look at copies of the minutes on the Surgery Website as listed in this newsletter. You can also raise any points you may have with any member of the PPG or by emailing the Chair, ppgpearlmaris@btinternet.com

If you have any complaints these should be raised to the Surgery so that they can liaise directly with you. If you do raise a complaint to a member of the PPG these will be passed to the Surgery and the PPG will not be involved further.

There are many services our surgery offers so do make sure you look at the additional roles earlier in the newsletter. There are pre-bookable appointments for a range of things that you may think you have to see the Doctor for, but this is not always the case. Check out Bhavna's Q&A, she can provide an invaluable service in advising on medications and is with us 4 days a week, with pre-bookable appointments which can easily be booked via the lovely reception staff.

Thank you for reading. Hope you all have a good Summer.

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 6 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 specialist GP training.