

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

Issue 3



## PPG Chair – Pearl Morris

email: [ppgpearlmaris@btinternet.com](mailto:ppgpearlmaris@btinternet.com)

## PPG Members

Peter Adkins, Jonathan Ashcroft, Dr Brook, David Cowan, Keith Davies, John Gaffney, Jill Griffin, Cathy Martin, John Patrick

Use this QR code if you would like to become a member or email the Chair



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



## Reminder Flu/Covid Jabs

If you haven't done so already, please book your Flu &/or Covid jabs. News reports say cases have started early and show an increase from this time last year. Don't be caught out...



**Flu Jabs** – if you are 65 or over, are severely immunosuppressed or are pregnant you qualify for the flu jab.

**Covid Jabs** - if you are 75 or over or are immunosuppressed you qualify for the covid jab.



## Note from the Chair

If you would like to get this newsletter via email each quarter please contact any member of the PPG or email [ppgtiannewsletter@btinternet.com](mailto:ppgtiannewsletter@btinternet.com).

Our most recent PPG meeting was held on 4<sup>th</sup> September 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](mailto:ppgpearlmaris@btinternet.com) or use the QR code to the left. You can also register to receive a copy of our quarterly meetings/newsletter by contacting [ppgtiannewsletter@btinternet.com](mailto:ppgtiannewsletter@btinternet.com).

## Changes to booking appointments

You may have seen the social media posts or information in the surgery, in line with Government guidelines, the Surgery have made changes to how and when you can book appointments.

Please bear in mind there is no increase in staffing or funding to implement these changes and therefore there may be tweaks and changes while they try to get the right balance for everyone.

Please do feedback your experience of the changes to a member of the PPG or through the Suggestions box in the surgery. If you do have a complaint please make sure this is made to a member of staff at the surgery so that this can be addressed directly.

## **Surgery Operating hours: 01564 742274**

Monday to Friday:  
08:00 to 18:30

Use this [link](#) to the TIAMP website for more information about booking appointments

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



## **Extended Hours Appointments**

Patients can book face-to-face or telephone consultations at GP+ 'hubs' outside of the above hours, including weekends.

These appointments can be at any surgery in the Arden region so not necessarily at Tanworth in Arden.

All these appointments are available by speaking to the Reception team.

Don't forget for non-urgent routine 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 above. If the surgery has reached its quota of online requests for the day you will see a message asking you to try again the next working day.



This is also available on the NHS App

## **In summary, these are the changes at Tanworth in Arden:**

The surgery has made a number of behind the scenes changes to ensure they are compliant with recent government changes.

You are able to submit a routine request through the Practice website, on the NHS App, the phone line, or in person between 08:00 and 18:30.

You may be offered an appointment, sent an appointment booking link or redirected to an appropriate service.

Urgent, on the day, appointment requests are best made via reception. You will be asked to provide additional details so as to enable the team to triage your request appropriately.

Extended hours appointments remain the same, being available outside regular Surgery hours and bookable via the reception team.

There are some early morning Dr/Nurse appointments at Tanworth in Arden and other evening and weekend appointments available across the Arden region.

## **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. The following people are currently in these roles and 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. Bhavna did an interview about her day to day role in last quarter's newsletter you can see this by following the link to the [Newsletter](#).

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

**Social Prescribers – Annette and Tracey** for support within the community to improve personal health and wellbeing. You can book an appointment direct via Reception.

**Mind Mental Health – This role is currently vacant but it is hoped a new person will be in place soon** - 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.

**Dr Sutherland**, our newest recruit at the surgery, kindly agreed to be interviewed for our Newsletter this quarter



Dr Sutherland works 2 days a week at Tanworth in Arden and 3 days at Good Hope Hospital as a GP in acute medicine.

He has a busy home life with a young daughter and plays football regularly for his local team and padel tennis at a local club.

He is also keen to rekindle his passion for drumming! Let's hope he doesn't live next door!

### Let us know your thoughts

The surgery always want to hear about any comments you have and you can do this by letting the staff know or by letting a member of the PPG know (see contact details at the beginning of this newsletter).

If you have a specific issue though please make contact direct with the surgery so that they can look to resolve this with you confidentially.

This month we have decided to interview the 'new' **Doctor Sutherland**, who joined the surgery recently on a permanent basis following his previous placement.

### **Q You have recently joined Tanworth in Arden Practice as a permanent Doctor, how does that differ from what you did previously?**

**A** *Prior to joining as a fully qualified GP, I completed my final year of training under the supervision of Dr Eaton in Tanworth, before gaining my MRCGP in August 2025. Before then, I worked as a GP trainee across the Solihull area and local Birmingham hospitals. In the last few months of my GP training, I worked in a combined training post in Acute Medicine, which then led to my appointment as a GP in Acute Medicine as the other half of my working week.*

### **Q What hours do you work at TIAMP?**

**A** *I work full days on a Tuesday and Friday at TIAMP. I otherwise work as a GP in Acute Medicine in Good Hope Hospital on Mondays, Wednesdays and Thursdays.*

### **Q Why did you choose to come back to Tanworth in Arden and take on a permanent role?**

**A** *The team at Tanworth have been welcoming and supportive throughout my training, and I was grateful to accept a role post qualification with the surgery.*

*With the benefit of the local dispensary and a smaller than average patient group, Tanworth feels like a wonderful anomaly in the otherwise depersonalised world of UK primary care. It's lovely to be able to foster patient continuity, and the patient cohort have been very kind in helping me adjust to life in Tanworth over the last 14 months.*

### **Q What does a day in the life of Dr Sutherland look like?**

**A** *My day often starts with trying to briefly see my young daughter, before then getting to work for around 07:45-08:00. Our typical days then run from around 08:00-17:30, with longer shifts for the on-call GP to 18:30.*

*GPs typically generate up to one hour of admin work per three hours of seeing patients, so this can rapidly build up. We see a minimum of 25 patients per day, whilst our GP on-call shifts can include >50 patient contacts. Similarly, my work in the hospital often involves on-call shifts, with some out of hours work most Thursday evenings. I thoroughly enjoy the work, but the working week can be tiring!*

### **Q What are your hobbies or interests outside of the Surgery?**

**A** *Outside of work, I still regularly play football for a local team and padel tennis at a local club*

*In the future, I hope to pick up playing the drums again!*

Thanks to Dr Sutherland for taking the time to share this fascinating insight into his daily life. I don't think we always appreciate the admin overhead that goes with seeing patients. All our Doctors, Nurses and other staff at Tanworth in Arden work incredibly hard to ensure they deliver the best service in primary care that they can. Things don't always go to plan but, as many of you have commented, in general, we get an excellent service from all at TIAMP. Next quarter we will look to get an insight into what our Nurses do on a day to day basis.

## 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 below)

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. See more information in this newsletter about setting up and using the NHS app.

## Prescription Dispensing times

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

## Dispensary Changes

There are 2 main changes to prescriptions which are dispensed from Tanworth in Arden surgery.

**Repeat Prescriptions** - From 1<sup>st</sup> November 2025 you will no longer be able to request repeat prescriptions over the telephone. This is in line with other surgeries in the South Warwickshire region and will help to keep lines free for appointment requests and other urgent queries.

You are urged to use the NHS App to request repeat prescriptions and there is more about how to do this further in this Newsletter.

You can still drop off your repeat prescriptions in the box provided at the Surgery

**Prescription dispensing** – Under current NHS regulations, some of you will have received notification from the surgery that because you live within 1 mile\* (as the crow flies) of a Pharmacy you no longer qualify to have your prescriptions dispensed at Tanworth in Arden.

\*if you believe this information is incorrect please contact the surgery to discuss.

## What do you need to do?

- Collect a paper prescription from reception or from the Doctor you have seen and take it to your preferred pharmacy.
- Nominate a pharmacy via the surgery reception.
- Once you have nominated a pharmacy all prescriptions will be sent direct to them for your collection.
- If you do not nominate a pharmacy your prescriptions will automatically be printed and you will need to collect from reception.

**Note from the editor:** *I have personally had a positive experience with the new system having requested a medication online and within half hour my chosen pharmacy had sent a text to say it was ready. As this is nearer than the surgery to me I was able to collect it much more quickly than if I had had to wait for the surgery to let me know it was approved and then go to collect it.*



## The NHS App

Use the QR code below to learn how to set up and use the NHS App



You can also click here to go directly to the [NHS App set up](#)

If you want to set up and use the features of the App on a PC rather than a smart device just type [www.nhs.uk/app](http://www.nhs.uk/app) into your browser and follow the instructions.

There is also a leaflet in the surgery if you prefer a printed copy of the information:



## Getting Started with the NHS App

Using the NHS App or using the NHS login page online, you can access many services including booking appointments, ordering repeat prescriptions and getting test results.

You can download and register for the NHS App on a mobile device, here are brief instructions or follow the link to the left (there are also leaflets in the Surgery):

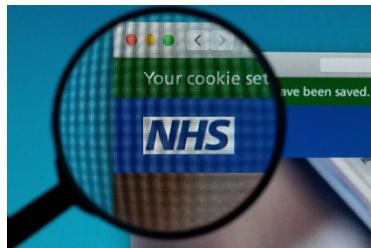
1. Open the App Store/Play Store
2. Search **NHS App**, download;
3. After installing, open the app and enter your email address;
4. Follow the onscreen instructions to set up your NHS login;
5. You need to know your NHS number. If you don't have this you can use your date of birth and postcode;
6. Create your password and follow the onscreen instructions including entering your mobile number so that a security code can be sent to confirm who you are;
7. Finally you need to agree to the NHS terms of use, privacy policy, and cookie policy (optional).

You have 24/7 access to a range of NHS services. What does this offer you?

1. Book, view and cancel appointments
2. View your record
3. See your test results
4. Order repeat medication
5. Check your symptoms
6. Register an organ donation decision
7. Get an NHS COVID pass

Bear in mind not all surgeries offer all services but Tanworth in Arden does enable you to book and view your appointments online, see test results and order repeat medication amongst other things.

You can also submit an online routine, non-medical emergency, form that will be triaged by the Surgery and appropriate action taken.



## Join the PPG and make a difference in your community.

Contact the Chair if you would like to chat about joining our group. There is no commitment, in making contact you are just finding out more about what we do and whether you feel you could contribute:

[ppgpearl@btinternet.com](mailto:ppgpearl@btinternet.com)

If you know one of the other members of our group, feel free to speak to one of them (names on the front page of this newsletter)

## Want to receive a copy of this newsletter and future editions by email?

To be added to the subscription list to receive a copy of the PPG Newsletter simply email [ppgtianewsletter@btinternet.com](mailto:ppgtianewsletter@btinternet.com) including your full name.

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 Newsletter Oct 25 Final**

You can also pick up a copy from the vestibule area at the surgery (where you check in online).

## Would you like to join the Patient Participation Group (PPG)?

Do you think you would make a good member of the PPG Team? We are there to promote the services of the surgery and to provide patient feedback on things whether they are positive or negative (complaints are dealt with separately and confidentially between you and the surgery). Getting feedback helps the surgery modify their approach, where possible. Sometimes the surgery receive directives on services and our job is to ensure that patients are kept informed.

We meet once a quarter throughout the year, for one hour. In between you may be sent information that is useful to read, in order for you to be able to answer questions you may get asked.

You would also be asked to contribute to things like this newsletter. It requires very little time but if you would like to find out more please email the Chair, Pearl, on [ppgpearl@btinternet.com](mailto:ppgpearl@btinternet.com). There's no commitment in finding out more information.

## Final Word

This is the third edition of this newsletter, we hope you find the information useful. I think the Q&A section completed by Dr Sutherland is very enlightening. Clearly he is a very busy Doctor and we have been lucky to secure his services at Tanworth in Arden. Let us know if there is anything you would like to see in the next edition (around end January 2026).

The next PPG meeting will take place on Thursday 4<sup>th</sup> December, 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, [ppgpearl@btinternet.com](mailto:ppgpearl@btinternet.com)

We now have a subscription list so that you can be emailed a copy of the newsletter as soon as it is available. If you would like to be added to that subscription list simply email [ppgtianewsletter@btinternet.com](mailto:ppgtianewsletter@btinternet.com)

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](#) from July's newsletter, 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.



**As the next newsletter is not due until end of January the PPG would like to wish everyone the very best for Christmas and the New Year .**



## **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.