

Tanworth in Arden (TIA) Patient Participation Group (PPG) January 2026

Issue 4



PPG Chair – Pearl Morris

email: 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 to check out the minutes of our meetings or view previous copies of the newsletter



Use this QR code to complete the Healthwatch Warwickshire survey



Note from the Chair

Welcome to our fourth Newsletter. Hopefully, you will find the information useful and even sign up to receive an automatic copy every quarter.

We would like to offer some help with using the NHS App/TIAMP website and if you are interested, please see the article later in the newsletter. If we can get enough participants, we will hold an event locally.

We are looking for more people to join our PPG group and if you would like to find out more please contact the chair at ppgpearlmaris@btinternet.com. This won't commit you to anything but will enable you to find out more about what's involved and whether you would like to be part of the Group. Our next meeting is on Thursday 5th March.

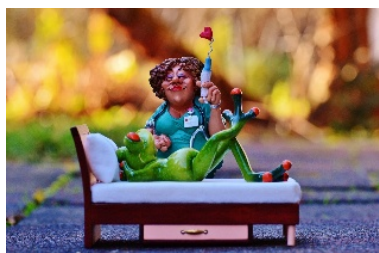
Healthwatch Survey

Healthwatch Warwickshire would like to hear your feedback on **NHS 111** or your experience of visiting an **Urgent Care Centre** or **Minor Injuries Unit**. **If you would like to complete the survey, please visit the link below or use the QR code opposite** [NHS Healthwatch Warwickshire](#)

Goodbye Dr Green

Sadly, Dr Green is leaving the surgery. Although he retired and returned to work part time a while ago, he is now hanging up his stethoscope for good. He will be missed by many patients who he has treated over the years, and no doubt by all his colleagues. He will leave the practice at the end of February and I'm sure we all wish Dr Green well and hope he is finally able to enjoy his retirement.

We do a focused interview with a member of the Tanworth in Arden team every quarter. You can catch up on previous interviews by checking out past issues.



Use this QR code to check out past issues of the newsletter and read previous interviews



Use the QR code or this link to access [online forms](#) via the TIAMP Website



Quarterly Interview

This quarter one of our fabulous nurses, **Philippa Dunn**, has agreed to do an interview for us. Let's find out a little more about Philippa:

Q How long have you worked at Tanworth in Arden Medical Practice and what made you want to work there?

A 19 yrs. I thought it would be nice to work in a smaller practice for better patient care.

Q Are you full time in this role?

A I do full days Monday, Tuesday and Thursday, with occasional Friday mornings. I also do home visits for blood tests, injections, flu/covid jabs for those not able to come into the surgery. I also visit a local Care Home to give flu/covid vaccines.

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

A ALWAYS busy! My role is very varied & involves thinking on my feet and trying to plan my day/visits to meet all the different needs. Appointments in the morning plus any home visits then back to the surgery before 12.40 for blood collection. I am forever checking my watch to ensure I am where I need to be at a certain time!

Afternoons are baby immunisations/Womens gynaecology plus admin for travel consultations/answering queries/arranging training & booking appointments. Then more appointments 4-5.30 or 6.00. There are never enough hours in the day, and I certainly never get bored!

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

A Reading- usually charity shop finds. Jigsaw puzzles in the winter. Walking my dog, Maisie. Catching up with friends. Shopping. Visiting mum in her Care Home.

Q Anything else you want to share with us?

A I work with a great team at The Birches we laugh, moan, support and help each other through the ups & downs. Lovely girls! And the men we work with aren't so bad either!

Booking an Appointment

Patients can make an appointment at the surgery in the following ways:

1. Attending the surgery from 08:30 any weekday morning;
2. Calling the surgery from 08:30 any weekday morning;
3. Visiting the [TIAMP Website](#) and completing an online consultation. This will then be reviewed by the on-call GP that day and actioned accordingly, this may be:
 - to book an appointment;
 - to send a booking link for an appointment;
 - to provide advice/a prescription or to direct to an alternative service.

Routine requests can be made from 08:00-18:30 any weekday through the above methods.

Extended hours appointments remain the same, being available outside regular Surgery hours at surgeries across the Arden region and bookable via the reception team.



Use this QR code to cancel your appointment using the TIAMP website



Register interest in NHS App /TIAMP training by sending an email with your full name to ppgtiampnewsletter@btinternet.com. Use the subject **Training**.

DNA – Did Not Attend a booked appointment!

68 people booked an appointment but did not show and failed to cancel in December.

68 no shows – at roughly £30/no show the costs soon add up. More importantly though it prevents someone else using that appointment slot. There were 47 Nurse/Health Care Practitioner appointments lost to DNAs, 17 GP appointments and 4 First Contact Practitioner appointments.

Please cancel appointments you no longer require so that the Surgery can see as many patients as possible.

If the surgery is closed and you need to cancel your appointment either call the surgery number and follow the instructions to cancel your appointment or go onto the TIAMP website. [TIAMP website cancel appointment](#).

Kissing it Better (KiB)

Kissing it Better is an award-winning charity working to end the isolation of older people through simple human connections. This is aimed at over 55s and also unpaid carers.

They produce a 'What's on Near you' calendar and there is a specific one for South Warwickshire, but other areas are covered too. The options are available when you go online. There are a few paper copies available in the vestibule area of the Surgery.

The majority of the events are free with some asking for a small fee (usually below £5). The events are many and varied including Dementia Clubs, IT Help, Music/Singing Cafés, Chair Exercises, Walks, Bereavement Cafes etc. Some events are offered over Zoom and KIB will help you get set up. It also contains details about useful information (like Foodbanks) and one-off events. All information is included in the calendar along with telephone and email information.

Take a look, you don't know what you are missing until you see it!

Training to use the NHS App

Would you like to learn how to download and use the NHS App or the TIAMP website? Or would you like to be a little more confident in using either of them? We have the opportunity to have some 'digital champions' come along and show us how to get set up on the NHS App and use it to best effect.

The NHS App provides 24/7 access to a range of NHS services like test results, repeat prescriptions, online letters etc. The TIAMP website also allows you to contact the surgery online and provides all the information you need to know about the surgery. If you would like to learn more then register your interest by sending an email with your full name to ppgtiampnewsletter@btinternet.com and use the subject **Training**. If we get enough people, we will arrange a venue somewhere local to the surgery to conduct the training session.

Join the PPG and make a difference in your community!

Use this QR code if you would like to become a member of the PPG or email the Chair directly (no commitment)



ppgpearlmaris@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)

Use this QR code to see more about what the Clinical Pharmacist does from a previous interview



Use this QR code to see more about what the Social Prescriber does from a previous interview



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

We are a friendly group and are always looking for new people to join us to represent the 5,500 patients who attend Tanworth in Arden Medical Practice.

We meet quarterly in March, June, September and December, usually two of those meetings are face to face and two are online. The meetings last around an hour and take place on a Thursday at 1pm. We know this time doesn't suit everyone due to work or other commitments, but we would love to get representation from some of our younger patients (over 18s). However, anyone over 18 is welcome to apply.

To find out more (no commitment) contact the Chair directly on ppgpearlmaris@btinternet.com use the subject PPG, or use the link on the [TIAMP](#) website.

Non-GP Services available at Tanworth in Arden

There are many services our surgery offers which are shared with other surgeries in the Arden Area, including:

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 the July newsletter you, can see this by following the link to the [July 2025 Newsletter](#)

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

Social Prescriber – Annette (a 2nd Social Prescriber is currently being recruited) for support within the community to improve personal health and wellbeing. You can book an appointment direct via Reception. More about what the Social Prescribers do can be found in a our April 2025 [Newsletter](#).

Mind Mental Health – This role is currently vacant but interviews are taking place at present - provides access to mental health services. She is based at the surgery one day a week and is generally booked via the GP.

Musculoskeletal FCP – Lucy for those suffering with symptoms such as back pain, joint pain or other muscle and bone problems. You can book direct via Reception.

We also have our Practice Nurses Philippa and Julie and our Healthcare Assistant Jane.

This team, along with the Dispensers, Receptionists and Management make sure the GPs are supported in running the Tanworth in Arden Medical Practice.

TIAMP Website



NHS App



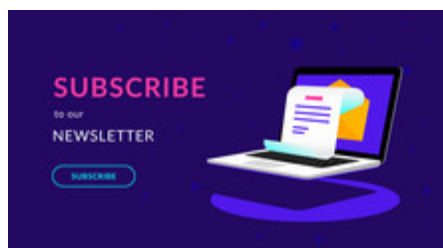
Healthwatch
Warwickshire



PALS (South
Warwickshire
Foundation Trust)



Previous
Newsletters/Meeting
minutes



ppgtianewsletter@btinternet.com

Useful links

Here are some links to sites you may find useful:

- TIAMP [Tanworth in Arden Medical Practice](#)
- NHS App [NHS App and your NHS account - NHS](#)
- Healthwatch Warwickshire [Home | Healthwatch Warwickshire](#)
- Patient Advice & Liaison Service (PALS) for South Warwickshire [PALs South Warwickshire University NHS Foundation Trust](#)
- Access to previous Newsletters & PPG minutes [Patient Group « Tanworth in Arden Medical Practice](#)
- Subscribe to this quarterly Newsletter ppgtianewsletter@btinternet.com
- Seek more information about joining the Tanworth in Arden PPG ppgpearlmaris@btinternet.com

Final Word

As mentioned at the beginning of this Newsletter, this is the fourth edition so we have been in print for a year now. We hope you find it useful, but would love to hear from you on things you would like to see included. Just email ppgtianewsletter@btinternet.com to submit your request to have something included in the next newsletter (due around end April 2026).

We are gradually building up a subscription list and those on it are first to receive this newsletter when it is issued. There are also copies available in the vestibule area of the Surgery. If you would like to join the subscription list please email ppgtianewsletter@btinternet.com

The next PPG meeting will take place on Thursday 5th March, remember you can look at copies of the minutes on the Surgery Website. You can also raise any points you may have with any member of the PPG or by emailing the Chair, ppgpearlmaris@btinternet.com

We hope you found our interview with Philippa Dunne, one of our Practice nurses interesting, many of you will have met Philippa given she has been around for 19 years. I, for one, never know how she remembers who people are, even when you haven't got an appointment with her, if she sees you in the surgery, she invariably knows who you are and will say hello using your name! She is amazing, and if you have read her 'day in the life of' at the beginning of this Newsletter you will wonder how she retains so much information with such a busy schedule. Thanks, Philippa, for taking the time to answer our questions.

Our next edition of this Newsletter will be around end April so do let us know if you want to see anything in particular.

Thank you for reading.

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.