

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

Issue 5



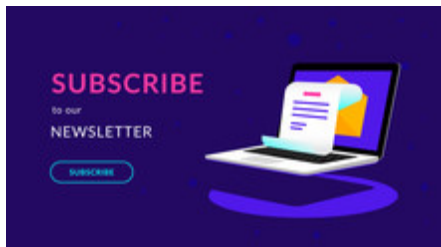
PPG Chair – Pearl Morris

email: ppgpearlmorris@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 previous minutes of our meetings or view the newsletter online



ppgtiannewsletter@btinternet.com

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)



ppgpearlmorris@btinternet.com

If you know one of the other members of our group, feel free to speak to one of them (names at the top of this column)



Note from the Chair

Welcome to the latest edition of the PPG Newsletter. I am writing this whilst the sun is shining as though it was Summer especially now that the evenings are so much lighter. Before we get there though the Surgery are now offering Spring Covid Booster jabs. See more information later in the newsletter. You can also read all about a day in the life of one of our lovely Receptionists, Lucy Atterbury.

Don't forget you can register to receive this newsletter via email just use email ppgtiannewsletter@btinternet.com.

You can also enquire about becoming a member of our PPG just use the QR code opposite or email ppgpearlmorris@btinternet.com. We are a friendly group!

Leaflets in the Surgery

You will find many leaflets in our surgery, both upstairs and downstairs. These are there to give you current and valuable information not just about NHS services but other services too. For instance, if you read the last newsletter, you will know we now have a calendar of What's on for South Warwickshire called 'Kissing it Better' (KIB). There are so many events happening aimed at over 55s and/or carers and most of them are free. This isn't always available in leaflet form so use this link to get the most up to date version. [South Warwickshire](#). Also use this link if you want to view more about [KIB](#).

MacMillan has recently installed a selection of leaflets, but there are many others. The PPG has agreed to manage these for the surgery and we would like your views on information you think is missing that you would like to see there. Please email ppgtiannewsletter@btinternet.com and put the heading **Leaflets** to let us know.

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.



Scan this QR code to see previous interviews completed quarterly from April 2025



Scan this QR code for more about the Trek for Alzheimer's Society, mentioned by Lucy, along the Jurassic coast



Quarterly Interview

This quarter one of our fabulous Receptionists, **Lucy Atterbury**, has agreed to do an interview for us. Let's find out a little more about what Lucy and the rest of the team do on a day-to-day basis:

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

A I have been with the practice for just over 3 years and I can honestly say, I work with the most amazing team! No day is ever the same, which keeps me on my toes and there is always something new to learn which keeps things interesting.

Q Are you full time in this role?

A I work part time Monday-Wednesday.

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

A The day starts by logging into the emails, we get around 100 emails and documents per day. These can include prescription orders, letters from hospitals, district nurses, and other medical professionals.

I then start taking calls from patients to book appointments and respond to patients who come into the surgery. These continue throughout the day with all different queries. I also complete tasks sent from the GPs, open and scan the post and forward to the relevant medical professional, GP, secretary, or clinical pharmacist.

We usually have a few new patient registrations per day which then have to be checked and registered. Then the online access applications are checked and set up. Before I know where I am, it's 6.30pm and time to lock up and do it all again tomorrow!

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

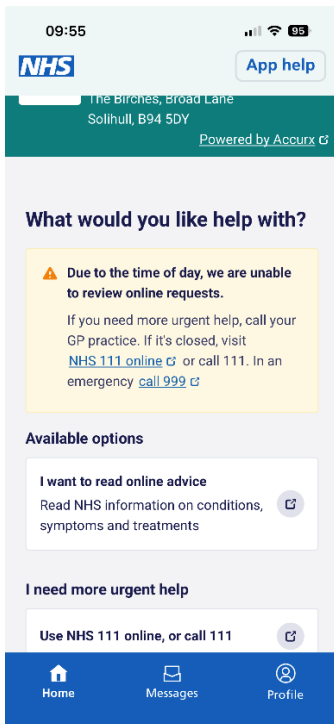
A I enjoy walking and watching movies and eagerly await the next release to the big screen!

I would like to do the Trek for Alzheimer's Society, particularly along the Jurassic coast to raise money for such a great cause as this illness affects so many of us.

Thank you to Lucy for this insight into the daily work of our Reception Team. They are always so helpful, and I often see comments on local social media pages about how good our receptionists are. Keep up the great work.



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



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](#) or [NHS App](#) and completing an online consultation (using Accurx). 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 [TIAMP Website](#) or the [NHS App](#).

You can only make online requests for appointments between the hours of 08:00 and 18:30, outside of this time you will see a message like the one opposite. Both the TIAMP Website and the NHS App give you alternative options for out-of-hours services. Also, if it is an emergency, you should dial 999.

The doors are closed between 13:00 – 14:00 daily for staff lunches, however, you can attend the surgery and ring the doorbell then go to the window. A staff member will respond as soon as possible. This is due to staffing levels at this time.

You will **not** be able to collect prescriptions during this time as ***the Dispensary is closed between 13:00 – 14:00.***

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

The surgery continues to review the appointment system to try and maximise access and to meet the requirements of the government. They will continue to update you with any changes

Prescriptions

Please note the Surgery Dispensary is open from 08:30 to 18:30 Monday to Friday and is closed for lunch between 13:00 and 14:00. **Prescriptions can only be collected during opening hours.**

Ordering & Collecting Prescriptions

The surgery have brought to our attention that a large number of prescription orders are being placed but going uncollected. This includes medication that has to be stored in the fridge prior to collection.

Preparing, checking and packing up prescription orders (particularly large orders) takes time of GPs, Pharmacy staff and the reception team. When orders are not collected the process has to be reversed and the surgery then end up being overstocked. All of this costs time and money, please be mindful to collect your prescriptions in a timely manner.



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



DNA – Did Not Attend a booked appointment!

53 people booked an appointment but did not show and failed to cancel in March.

53 no shows – at approximately £30/no show the costs soon add up. More importantly though it prevents someone else using that appointment slot.

There are two ways in which you can cancel an appointment if the **surgery is closed**:

- Call the surgery number and press **1** to cancel an appointment and you will be asked for your date of birth in 6-digit format, ie for 15 June 1978 type **150678**. Then follow the instructions to cancel your appointment.
- **Or** go to the [TIAMP website cancel appointment](#). (This facility is available at all times not just when the surgery is closed).

Cancelling your appointment will give others the chance to get booked in. Not being able to get a blood test appointment at the surgery means people have to go to Warwick Hospital which can be quite a journey for patients at Tanworth-in-Arden. Please be mindful of this and always try to cancel unwanted appointments.

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



Use this QR code to use online guidance in downloading and using the NHS app



Training to use the NHS App

We advertised this in the last Newsletter but only had one person request training! The staff at the Surgery tell me people are always asking about training so this is a great opportunity to have some face-to-face time with some knowledgeable people on how best to use the App. Many NHS services are going to be online over time so starting to use this now will help in the longer term.

There is a section on the [TIAMP website](#) which does show how to download the NHS app and navigate it, if you prefer to follow online instructions. Click the link or use the QR code opposite

The NHS App provides 24/7 access to a range of NHS services like test results, repeat prescriptions, etc. The TIAMP website also allows you to contact the surgery online and provides all the information you need to know about the Practice.

We can now invite some 'digital champions' to come along and show us how to get set up on the NHS App and use it to best effect, and all could be done locally if we have enough interest.

If you would like to learn more then register your interest by sending an email with your full name to ppgtianewsletter@btinternet.com and use the subject **Training**.

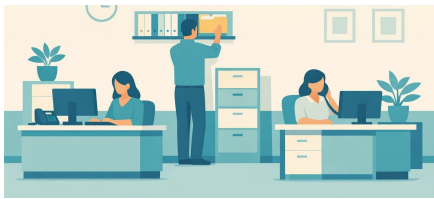
Non-GP Services available at Tanworth in Arden

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 Prescribers – Annette & Lucy who are both based at Henley but work across the Arden Region and offer 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 - This person will provide access to mental health services.

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 Surgery as efficiently as possible.

Hospital Referrals

If you have a Doctor's appointment that may require a hospital referral please think about the hospital you want to be referred to before your appointment, if possible.

There have been a number of requests to change hospitals after the referral has been made. The process of the referral requires administration time for the Doctors and other medical staff and it would really assist the staff if they only needed to do the process once.

Sometimes it can't be helped that a referral needs to be changed but if you are in a position to consider your options beforehand it would help reduce workload so that the team can focus on other needs.



TIAMP Website



NHS App



Healthwatch
Warwickshire



PALS (South
Warwickshire
Foundation Trust)



Previous
Newsletters/Meeti
ng minutes



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 ppgtiannewsletter@btinternet.com
- Seek more information about joining the Tanworth in Arden PPG ppgpearlmaris@btinternet.com

Tanworth in Arden Medical Practice

01564 742274

Medical Students

The surgery is both a teaching and training practice. They are also an Armed Forces Veteran Friendly Accredited GP Practice. At least one senior GP (Dr Facey, Dr Eaton, Dr Brook, Dr Panesar) is present during all working hours to supervise more junior colleagues, if required.

Foundation Doctors

They 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.

GP Registrars

4 month placements with the practice – fully qualified doctors with 1 year hospital experience.

6 – 12 month placements with the practice – fully qualified doctors with 3-4 years hospital/community experience, undergoing speciality GP training.