

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

Issue 6



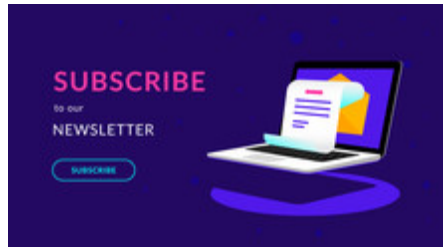
PPG Chair – Pearl Morris

email: ppgpearlmaris@btinternet.com

PPG Members

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

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)



ppgpearlmaris@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, it is a bit later than normal as we wanted to add some data around the changes in the appointment system at the surgery. We normally have 6 pages in the newsletter but this quarter we have 9! Hopefully, the information provided is useful to you, but please let us know if there is anything else you would like to see.

This quarter's newsletter focuses, in particular on the appointment system changes and current levels of 'Did Not Attend' (DNAs). The DNAs have dropped very slightly but still far too high. We do need to ensure unwanted appointments are cancelled to enable other people to take them or even save them a journey to Warwick Hospital for a blood test.

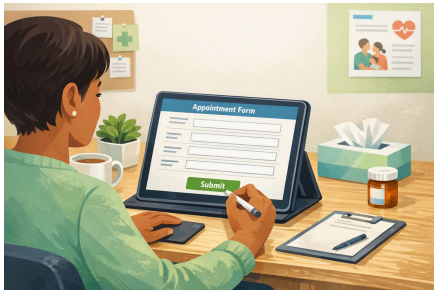
We did a postal drop of the April newsletter to a number of addresses in the vicinity of Broad Lane in May which I hope those of you who saw it enjoyed. Don't forget you can register to receive this newsletter via email just use this email ppgtiannewsletter@btinternet.com.

You can also enquire about becoming a member of our PPG just use the QR code opposite or email the Chair, **Pearl Morris** ppgpearlmaris@btinternet.com. I am very pleased to say we have a new member on board, **Jackie Cockrell**, who has very recently joined us. Jackie has previous experience of being a Practice Nurse so her input will be invaluable. Welcome Jackie.

We are a friendly group and everyone gets the opportunity to engage in the conversations around changes at the surgery and gets to know what is happening in the wider Warwickshire region through information provided from those forums which the Chair and others attend.



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



Scan this QR code to log into the NHS app to complete your online form



Scan this QR code to log into the TIAMP website to complete your online form



Farewell to Dr Sutherland

Dr Sutherland has been a great asset to the Surgery and will be missed by both staff and patients. His time with the Surgery has been relatively short but nevertheless he has made a great contribution to patient care in our community and we wish him and his family well in this new venture.

Watch this space as we hope to soon advise of a new GP to join the clinical team once appointed.

Quarterly Interview

Although this is a popular feature we have decided not to include an interview this quarter due to the amount of other content we wanted to share. We do have plans to reinstate this for the next newsletter.

Patient Triage Appointment System

As you may be aware the way you book appointments with the Surgery changed from July 14th. Anyone requesting an appointment now has to complete an online form which is assessed by a GP. If you do not have the facility to complete the online form you can call the surgery and they will complete it over the phone for you. The receptionist will not be able to book a GP appointment without going through the patient triage by the Doctor. Other appointments are still booked via the receptionists.

This system seeks to:

- improve patient access by easing phone line congestion.
- remove the morning rush 'bottleneck.'
- organise all telephone, digital and in-person requests into one central inbox.

The GP is then able to prioritise appointments based on clinical need, ensuring patients reach the right service at the right time and with appropriate urgency.

Benefits to Patients:

- Fast GP triage: Clinicians review details and where appropriate may send self-care advice, pharmacy referrals, or booking links.
- Direct scheduling: Patients get text links to choose appointment times that fit their schedules.
- Reception staff will call patients to make a same day appointment booking where the GP feels this is necessary.

Please remember to put **as much information as possible** on the online triage form to enable the GP to properly assess your health needs.

Scan this QR code to log into the NHS app to complete your online form



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



Use the QR code or this [link](#) to cancel your booked appointment online



Early results

As the new system has only been up and running for 6 weeks, it is difficult to give an accurate assessment of outcomes however we do have an early indication that patients are receiving improved access. Work is underway to assess impact and functionality starting September which will help to plan capacity requirements for the Autumn/Winter period.

Early indications do show that the number of people waiting on the telephone has reduced significantly and the surgery is also recruiting for another receptionist which will help further.

Feedback on the changes is welcomed, but please remember not to include personal information. If you have anything of a personal nature, please send this direct to the surgery.

Members of the PPG have received positive and constructive feedback, all of which has been passed to the Surgery and will be discussed at our next meeting on 1st October. Please contact the PPG Chair ppgpearlmaris@btinternet.com with the heading **Appointment changes** if you have any feedback.

When you can book an appointment

Routine requests can be made between 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, 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 Surgery is open to support patients all day. Between 13:00 – 14:00 please ring the doorbell if assistance is required.

Collecting Prescriptions

Please note the Surgery Dispensary is open from 08:30 to 18:30 Monday to Friday but is **closed between 13:00 - 14:00** and you will **not** be able to collect prescriptions during this time.

DNA – Did Not Attend a booked appointment!

There has been a very slight improvement in missed appointments but they are still far too high. Please ensure you cancel any appointment you have with the surgery so someone else can take it. It may even save someone an unnecessary trip to Warwick Hospital for a blood test.

- April 26 **70** missed appointments approx **18 GP/nurse hrs**
- May 26 **50** missed appointments approx **12 GP/nurse hrs**
- June 26 **49** missed appointments approx **12 GP/nurse hrs**



Use the QR code or this [link](#) to cancel your booked appointment online



Scan this QR code to see The Government's Statement on Reasonable adjustments



How to cancel an appointment if the surgery is closed

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.

In fairness to other patients please do cancel appointments you no longer require.

Flu & Covid Jabs - use it or lose it!

The Winter Flu and Covid schedule is now available and appointment links will be sent out in the next few weeks to those patients who qualify. Influenza and COVID viruses continue to cause significant health problems for vulnerable patients so we encourage you to book with your Surgery as soon as possible.

See the **qualifying criteria** below and if you prefer, call the surgery now to book your appointment starting in October.

Flu Jab	Covid Jab
• Adults aged 65 and over; • Adults under 65 with specific clinical risk groups; • Residents in long-stay care homes; • Carers and close contacts of immunocompromised individuals;* • Frontline health and social care staff.	• Adults aged 75 years and over; • Residents in a care home for older adults; • Individuals aged 6 months and over who are immunosuppressed.

*Unpaid carers or people who have carers should ensure this information is registered with the surgery. This is part of the 2010 Equality Act and can be read here in this link [Reasonable adjustments](#) or by scanning the QR code opposite. Do make sure you or your carer have registered this information with the surgery so that you are automatically flagged for an immunisation that you qualify for.



Use this link to access 'Kissing it Better' information for South Warwickshire, or scan the QR code



Use this QR code for more information on blue badge parking at Warwick Hospital



Use this QR code for more information on Healthwatch Warwickshire or click on this [Link](#)



Leaflets in the Surgery

You will find many leaflets in our surgery, both upstairs and downstairs. These are available to give you current and valuable information not just about NHS services but other services too.

The July/August edition of the '**Kissing it Better**' (KIB) calendar is now available. 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](#).

We have put more cards in about meningitis as the box emptied pretty quickly.

There are also some new leaflets around prostate cancer and bereavement.

If you have any thoughts about what other leaflets may be useful to patients please let us know at ppgpearlmaris@btinternet.com with the heading **Leaflets**.

Updates and information

Parking at Warwick Hospital for Blue Badge holders:

There have been some changes for blue badge holders when visiting Warwick Hospital. You now need to register your vehicle online. Use this [Link](#) to find more information and how to register your vehicle, or the QR code opposite. You will only need to clearly display your blue badge if parking in a disabled bay and this will be automatically recognised once registered.

Healthwatch UK

Healthwatch UK offers a wealth of information about accessing NHS services, by region, across the country. They are also extremely helpful if you are not getting the help you need in hospital services.

Members of the PPG have personally used the service for Warwickshire and it worked extremely well. However the Government announced the abolition of Healthwatch in June 2025 and funding will end in April 2027.

It is envisaged that **Healthwatch** will no longer operate as an independent body but will be absorbed into another larger body within the NHS.

There are transition panels happening at present and the Chair of the PPG is attending these so if you have any insights about your use of Healthwatch please let me know by emailing ppgpearlmaris@btinternet.com with the heading **Healthwatch**.



Use this QR code for more information on downloading the NHS app on the [TIAMP website](#)



Use this QR code to access the Tanworth in Arden Patient Survey or use this [Link](#)



Training to use the NHS App

We have advertised in previous Newsletters but have still only had one person request training! The staff at the Surgery tell us 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 (the appointment system for instance) 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.

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

GP Survey Results

The results of the annual GP Survey is now available using this link [GP Patient Survey](#). Click on the Practice Infographic button (in green at the top of web page) this gives you a snapshot of patient feedback prior to the new appointment system.

There were 271 surveys sent out to Tanworth in Arden Patients and 104 responded which is a 38% response rate. These are not big numbers but does allow us to see how some patients feel regarding the service provided by the Surgery. The majority of areas are positive and positions us above the national average.

There were just two areas where scores were lower than preferred these were:

- How easy it was to contact the Practice by Phone (70% said very or fairly easy).
- How easy it was to contact the Practice via the website (57% said very or fairly easy).

The surgery feels that the focus on patient triage will help to improve these scores.

Focusing on the positive **100%** of respondents say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment. **99%** of respondents say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment.

If you do receive a survey please try to respond as it does help the surgery to know what areas they can improve upon and where they are doing well.



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

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 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](#).

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.

Many appointments with one of these people will be carried out over the telephone and therefore they are not permanently based at Tanworth in Arden but will generally visit on a regular basis.

Based at Tanworth in Arden 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.

The PPG

The PPG is a volunteer group who give our time to assist the Surgery in communicating with it's 5,500 patients. If you are aged over 18 and can give a little time why not join us? We meet for 1 hour on a quarterly basis and receive information from the surgery and the wider South Warwickshire Region that we share. We try to put information out to patients using whatever methods are available but this is mainly through this newsletter and via social media. If you have other ideas on how best to share the information we have then contact the chair for a discussion. There is no commitment to join but those of us who are part of the group find it very rewarding. Contact the chair via email or use the QR code opposite to fill in an online form ppgpearlmaris@btinternet.com.



Join the PPG and make a difference in your community!

Use this QR code to enquire about joining the PPG, or email the Chair



TIAMP Website



NHS App



Healthwatch
Warwickshire



PALS (South
Warwickshire
Foundation Trust)



Previous
Newsletters/Meeti
ng minutes



Cancer Research
Awareness
Calendar



Bereavement &
Self-Help Guide



Mental Health
Services Find help
now use this [Link](#)
or scan the QR
code opposite



Mental Health
Talking Therapies



Use this QR code
for more
information VASA
community
transport



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 Healthwatch Warwickshire](#)
- [Patient Advice & Liaison Service \(PALS\) for South Warwickshire PALS South Warwickshire](#)
- 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
- **Cancer Research Awareness Calendar for 2027**
This gives you information about what campaigns are highlighted for which months, for instance in January there are two areas, Cervical Cancer Prevention Week and Less Survivable Cancers Awareness Day (11 January).
- **Bereavement and grief self-help guide.**
The PPG have printed off one of the linked guides and put in the leaflets area of the surgery but there is a link opposite for you to look for further leaflets that may be useful. This link will also take you to the site [Bereavement guide](#).
- **Mental Health services**
 - o [Call 111 option 2 for Mental Health \(self/carers\)](#)
 - o [Professional Referral](#)
 - o [Available 24 hours a day, 7 days a week, 365 days a year.](#)
 - o <https://www.covwarkpt.nhs.uk/our-services>
 - o <https://www.covwarkpt.nhs.uk/find-help-now>
- Also use the QR code opposite to access the **Mental Health Talking Therapies**
- **VASA community transport**
VASA is a paid for community transport service operating across many areas of Warwickshire using volunteer drivers to get people to, among other things, hospital appointments. Use this [Link](#) to find out more information, it is a door to door transport service for people who are easily able to get in and out of a car. Use the link above or the QR code opposite for more information. Please note this is **not a free service**.

Use this QR code to log on to the Tanworth in Arden website or the link opposite



Tanworth in Arden Medical Practice

01564 742274

Tiamp.co.uk

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.

Medical Students

Medical students normally come from Warwick Medical School and stay for 3-8 weeks.

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

Foundation Doctors have a 4 month placement with the practice – they are fully qualified doctors with 1 year hospital experience.

GP Registrars

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

Thank you for reading this quarterly newsletter for the patients of Tanworth in Arden Medical Practice. It is written and produced by the Patient Participation Group (PPG) in conjunction with the Surgery.

We try hard to ensure all the information is accurate but if you have any queries please contact the Chair of the PPG at tiappgnewsletter@btinternet.com.

You can sign up to be first to get an email copy of this newsletter when it is released each quarter, just email the Chair at the address above.