



Tadley Medical Partnership

Newsletter | September 2025

Hello and welcome to our latest news update!

Message from Dr David Newman

Greetings All

I hope you've all had a wonderful and healthy summer and are ready for the rest of 2025. It's probably been the best of my 34 UK summers in terms of sun and warmth - loved it.

The great weather did not really impact on patient demand but the staff were all able to enjoy their breaks and family time. Big thanks to our excellent locums who helped us do this.

Some personnel changes in the Practice mean that you may have a new named doctor which we feel is essential to maintain continuity of your care. Drs Gill and Nyein have moved on to new challenges alongside Dr Tung who has gone to Canada to work for a couple of years. We wish them all well.

Significantly, we have also said farewell to Mrs Karen Green in our Office admin team. Most of you will have spoken to her at some time in the last 25 years. Always cheerful, happy, helpful and wise, we are grateful for her hard work & commitment and will be missed.

We are very pleased to introduce a group of new GPs who have joined TMP or will be in the next few weeks. David Knight, Lizzie Hibbert and Deborah Allaway have settled in well. Samantha Wild, Yemisi Adeniji, Ahmed Haider and Vijay Serrao have been with us for a little while and are great additions to our team. Lovely to have Jayne Harris and Rachel Chander back for more of our special GP brand. A very warm welcome to them all.

Drs Olayinka Oguntade, Tina Sirichantaropass and Jyoti Koul also due to start in the next month.

We also welcome Jodie and Jill to our reception team, and Nikki, our new phlebotomist.

It was good to see so many of you at our PPG Open Meeting. Thanks for the constructive feedback and questions. Once again, a really big thanks to Claire, Graham and the rest of the PPG for their help and support.

We were pleased to share some of our figures and performance details at that meeting. Demand continues to be very high but we do what we can with our capacity available. We are usually at full capacity on most days as our consultation rates show.

Despite the above, in October, the government are launching a Patients Charter. Amongst other things, General Practices have been told to keep their online access open and available from 8.00 to 18.30. This has the potential to swamp our capacity completely and also poses a risk if urgent or



more serious problems get lost in the deluge. We are working on streamlining triage and management to mitigate this risk for you and us.

Expect to see something in the local and national media.

We are expected to get back to all of your medical requests within 24 hours with acknowledgement of receipt and advise you of a clear plan of action (obviously it is impossible to deal with all requests instantly and completely within available capacity). Urgent problems will need to be highlighted and addressed in a timely fashion as we do at the moment. Please keep an eye on the Practice website and be patient with us and our reception team as we find additional ways of dealing with the expected increase. Initially, if you feel the problem is medically urgent, I'd suggest telephoning in and our prepared receptionists will have a way of highlighting to the Duty Team.

Helping patients to help themselves to a happy and healthy life remains our priority. Please look out for a series of health and wellbeing activities and invites over the next year.

Some Facts and Figures

Over the last three months, we have offered on average:

1,230 GP appointments per week

1,290 Telephone appointments per week

1,000 Online Medical requests per week

352 Online Admin requests per week

39 Fit Notes issued per week

176 Referrals made per week

1,105 Phone calls answered by our reception team per week

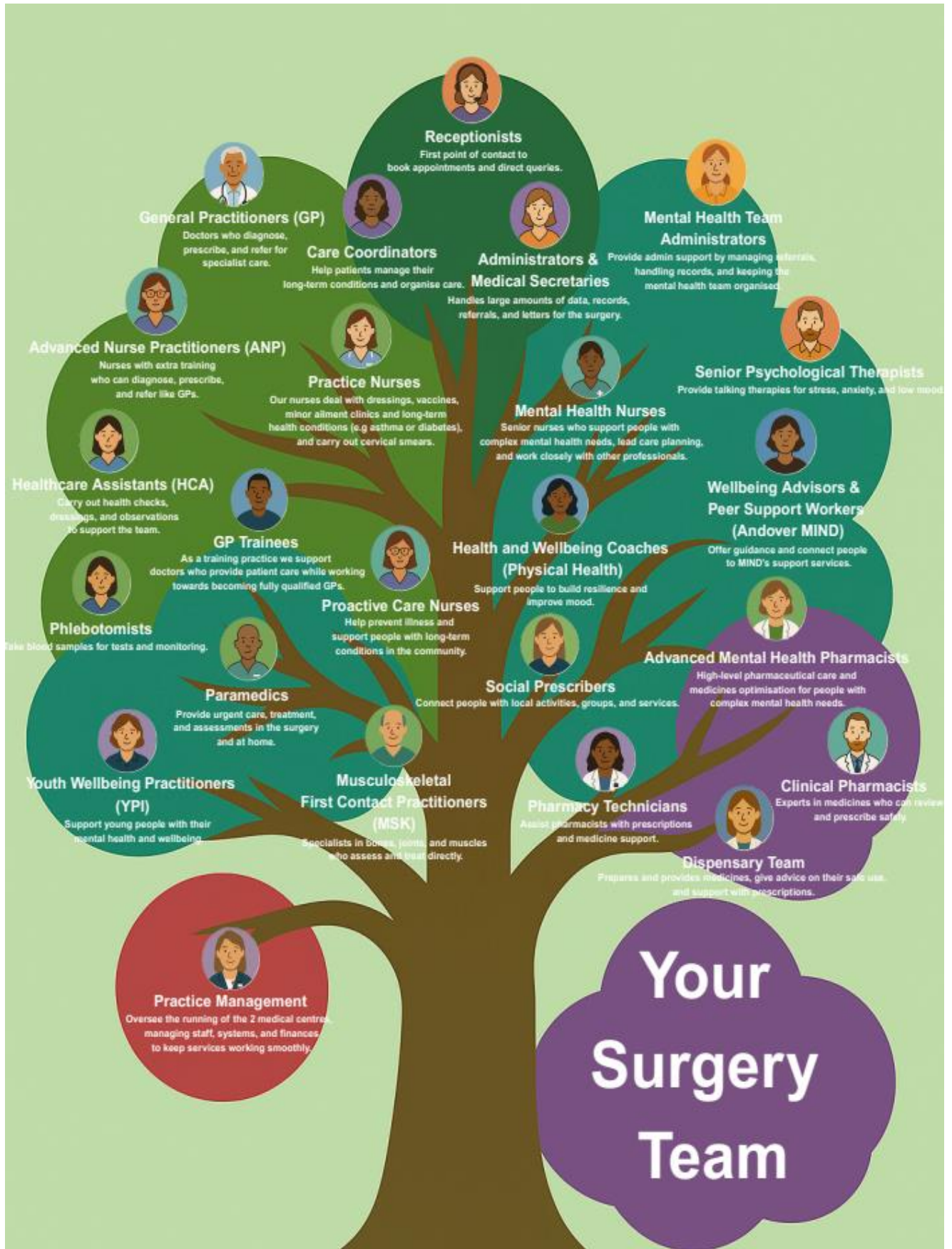
Our Admin Team is actioning **476 letters daily** and many more other tasks

However, there was an average of 50 missed (Did Not Attend) appointments per week.

Your Surgery Team

At the heart of our practice is a dedicated group of professionals committed to providing compassionate, high-quality care.

Following our last newsletter, which outlined the PCN roles within our practice, this edition highlights the contributions of our Reception Team and Proactive Care Team. Our next newsletter we will be highlighting our Admin Team, Secretarial Team and Dispensary Team.





A Day in the Life of a Medical Receptionist

From the moment the doors open to the final phone call of the day, the Medical Receptionist is the heartbeat of the practice connecting patients, practitioners, and paperwork.

But what does their day really look like?

Morning Hustle

The day begins before the first patient arrives. The receptionist powers up the system, checks voicemails, reviews the day's appointments, and ensures the waiting area is welcoming. There's a quiet moment of calm—then the front door is opened and phones start ringing.

- **Greeting patients** with warmth and professionalism
- **Managing appointments**, cancellations, and last-minute changes
- **Coordinating with clinicians** to keep schedules on track

Every interaction matters, whether it's a nervous first-time visitor or a regular patient needing reassurance.

Midday Mayhem

By late morning, the pace quickens. Calls pour in, patients arrive, samples get handed in, and someone's always asking, "Can I just squeeze in for a quick check-up?"

- **Handling sensitive information** with discretion and care
- **Admin duties** – Blood Pressure protocols, Processing online access applications, managing waiting lists and booking specialist clinics ie. Baby clinics, smear clinics, family planning clinics, injection clinics etc.
- **Resolving conflicts**—like double bookings
- **Supporting clinical staff** with admin tasks, and updates

It's multitasking at its finest. Not every day is easy. Some patients arrive feeling anxious, unwell, or overwhelmed. Receptionists are often the first to offer a kind word or a reassuring tone. They listen, they empathize, and they help people feel seen.

Wrapping Up

As the day winds down, the receptionist prepares for tomorrow. Files are updated, follow-ups are scheduled, clinical room doors relabelled for the next day, and the last patient waves goodbye.

It's not just about answering phones or booking slots—it's about being the face of care, the voice of reassurance, and the glue that holds the practice together.

Final Thoughts

Medical receptionists are the front line. They balance empathy with efficiency, and their work ensures that patients feel supported from the moment they walk in. So next time you visit your GP surgery or call for an appointment, take a moment to appreciate the person behind the desk or the phone line—they're doing far more than meets the eye or answering your phone call.



Proactive Care Team

The Proactive Care Team is part of the Rural West Primary Care (PCN).

Working Together

The aim of proactive care is simple:

- ✓ Help you stay as healthy as possible
- ✓ Support you to live independently for longer

We bring together GPs, urgent community response (UCR) services, district nurses, social care staff and other professionals — working daily to coordinate your care.

What We Do

We provide tailored support for patients who:

- Have long-term or multiple health conditions
- Are recovering from hospital stays or recent falls
- Are housebound or frail
- Need palliative or end-of-life care
- Face barriers to accessing healthcare

👉 Whether through home visits, welfare calls, or hospital discharge planning, our goal is always the same: to prevent unnecessary hospital admissions and help you stay well at home.

How We Help

- **Health Monitoring:** Support for diabetes, heart disease, and respiratory conditions
- **Medication Reviews:** Ensuring prescriptions remain safe, effective, and appropriate for your individual needs
- **Vaccination Support:** Administering seasonal vaccines for housebound patients
- **Care Planning:** Creating personalised care plans aligned with each patient's goals
- **Equipment and adaptations:** Reviewing mobility needs or home adaptations to keep you safe and independent

Our Promise

We work with you and your carers to agree on plans that:

- Support your health
- Help you stay well for longer
- Reduce the need for unplanned hospital visits

Get in Touch

If you or a loved one could benefit from the Proactive Care Team, please speak to your GP or a member of our reception staff.

- ✓ We are here to help you live well — with confidence and support.

Protect Yourself This Winter – Book your Flu & Covid Vaccinations

Most patients will become eligible for their seasonal vaccines from October 1st, 2025.
To help accommodate as many of you as possible, we've arranged Saturday vaccination clinics.

Did you know? about flu + covid vacc eligibility

AUTUMN / WINTER 2025

Covid

- OVER 75s
- CARE HOME RESIDENTS
- IMMUNO-SUPPRESSED aged over 6 months

Flu

- OVER 65s
- CLINICAL AT-RISK GROUPS
- CARERS
- CARE HOME RESIDENTS
- 2-3 YEAR OLDS
- CLOSE CONTACTS OF IMMUNO-COMPROMISED
- PREGNANT WOMEN
- FRONTLINE WORKERS
Health & social care
- at school
RECEPTION TO Y11 PUPILS

YOU CAN HAVE FLU & COVID VACCS AT THE SAME TIME
if your GP surgery is offering both



Why Vaccinate?

Flu and COVID-19 are not just common winter illnesses — for many, they can lead to serious complications. Vaccination remains the most effective way to reduce your risk of severe illness, hospitalisation, and spreading the virus to those more vulnerable in our community.

By getting vaccinated, you're not only protecting yourself, but also helping us reduce the strain on the NHS during the busy winter months.

Support Your Local Surgery

Choosing to have your vaccine at Tadley Medical Partnership directly supports your local GP practice. Every appointment attended here helps us remain sustainable, ensuring we can continue to offer the services you rely on. It's a small act that makes a big difference.

Look out for your text invitation with a booking link to our Saturday vaccinating clinics which we have already started sending out. You can also ring our reception team to book an appointment if you fall into the eligible patient group. Let's stay well together this winter — thank you for continuing to support Tadley Medical Partnership.

CERVICAL SMEAR UPDATE

There has been an update to cervical smear screening intervals. As of July 1, 2025, routine cervical screening intervals will be extended from three to five years for women aged 25 to 49 years who test negative after attending cervical screening. This will affect how regularly women will need a smear.

The background to this is that studies have shown that women testing negative for HPV are extremely unlikely to go on to develop cervical cancer. Another study shows that five-year screening intervals are as safe as three-year intervals, with the same number of cervical cancers prevented and with fewer smears needed.

If you have a smear due on a particular date already, this will not change, and you will be invited and have your smear after the previously determined time period as usual. Those women attending for their next smear will be advised of the interval change.

For more information on cervical screening, please see the following links:

[Cervical screening - NHS](#)

[When you'll be invited for cervical screening - NHS](#)



🔴 Phlebotomy Clinic Now Available Monday to Friday

We're delighted to let you know that our phlebotomy clinic is now open every weekday here at the surgery. If you've been asked to have a blood test, you can now book your appointment directly with us—making things quicker and more convenient.

Just a gentle reminder: please make sure a clinician has requested your blood test before booking.



Finally.....

Thank you for staying informed with us. As always, your health and wellbeing remain our top priority. If you have any questions or need support, don't hesitate to contact us.