



Tadley Medical Partnership

Newsletter | February 2026

Hello and welcome to our latest news update!

Message from the Partners

January is already gone, but it's never too late to wish everyone a healthy 2026.

The second half of 2025 has seen TMP welcome several new staff, both clinical and administrative, all of whom have brought new energy and enthusiasm to the Practice. All have settled in really well and bought into the Practice ethos of quality and continuity.

The triage system introduced last year is working well, but demand continues to spiral, which means more clinician time is needed to triage. Every medical request is processed and a treatment plan formulated within 24 hours. If any problem is really acute or worrying, it is highlighted by the staff – and of course, you can always telephone us if you are concerned. The system was working very well until the government unilaterally changed the GP contract to keep online medical requests open from 8–6.30, which is unsafe, overwhelming, and another reason why we are swamped. Details of consultation rates appear later in this newsletter.

The government have also shown very little support for GP partnerships, with new financial changes and stresses (national insurance and minimum wage increases) coming into force in April, which will make some partnerships unviable as businesses. NHS primary care investment has happened, but in other parts of the service, e.g. Primary Care Networks. Ours is called Rural West PCN (Tadley and Watership Practices) and thrives under the managership of Elizabeth Allison and our two excellent Practice Managers.

The latest NHS plan is about “neighbourhood working,” which will involve closer working with councils (whatever they will look like) and other community teams. There is no plan or detail yet, and it sounds sensible as long as what we have is recognised, appreciated, and used as a springboard into this. Please watch this space.

I'd like to commend use of the NHS App to communicate and to access personal health information. If anyone is struggling with this, you can come to the surgery and we will explain or teach.

The workload Dr Chander and I have had has become unmanageable. Our patients have been advised that they will have a new named GP going forward who will be responsible for their day-to-day admin, and we have divided our registered lists between six of our new GPs. Both of us will continue to work within the Practice and remain available. We are keen on training young GPs



and mentoring those with less GP experience, and these changes will allow us to do this as well as manage the Practice better.

With a healthier you in mind, please look out for some health and wellbeing group work, health checks, and specialised clinics throughout the year.

Best wishes,

Dr David Newman & Dr Rohit Chander











Staff News

We are very pleased to introduce,

- Dr Danielle Rickard and Dr Victoria Goodall to our clinical team
- Sarah, Amber and Sue to our reception team
- Tasneem to finance team

Some Facts and Figures

For the month of January

APPOINTMENTS	ACCESS & REQUESTS
 GP / ANP - Face to Face 2,752	 Inbound Calls 5,061
 GP / ANP - Telephone 4,591	 Medical & Admin Requests via Reception 2,941
 Nursing Appointments 3,097	 Online Medical & Admin Requests 3,976
 Blood Tests 745	 Prescription Requests 7,024
 Home Visits 286	 Documents Processed 8,350



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, our Reception Team and Proactive Care Team, this edition highlights the contribution of the Admin and Secretarial Teams. In our next newsletter we will be highlighting our Dispensary Team.



Admin Team

Our administrative team plays a vital behind-the-scenes role in supporting your care. Each day, they manage a wide range of essential tasks that help the practice run smoothly and safely. These include summarising electronic and paper medical records, registering new patients, processing deductions, approving registrations, monitoring and actioning diarised blood tests to make sure the patients get the necessary follow ups from visiting consultants or A&E and baby registrations to ensure vaccinations are arranged promptly.

The team is actioning an average of 450 letters daily and many more other tasks.

The admin team is an essential part of the practice. Their dedication, attention to detail, and commitment ensure patient care is well organised, efficient, and delivered safely every day.

Secretarial Team

Our Secretarial Team plays an important role in supporting both patients and clinicians, helping the practice run smoothly. They work closely with GPs, nurses, and the wider healthcare team to ensure that important information is processed accurately and efficiently.

The team is responsible for managing referrals, hospital correspondence, and clinical letters, as well as dealing with insurance reports, medical record requests, and other non-NHS work. This includes medical reports for firearms and shotgun licences, death-related documentation, Respect forms, and other specialist paperwork requested by patients or external organisations.

They also oversee administrative requests submitted through our practice website, making sure these are reviewed promptly and directed to the appropriate department. This helps us respond more efficiently and ensures requests reach the right team first time.

Overall, our Secretarial Team plays a vital role in ensuring information is passed safely, accurately, and efficiently between patients, clinicians, hospitals, and other services, helping to maintain high standards of care across the practice.



Understanding Total Triage: How It Helps You Get the Right Care, First Time

Our practice uses a **Total Triage** system for all GP appointment requests. This approach is used across many GP surgeries in the UK and is designed to make sure every patient receives the **most appropriate care**, in the **safest** and **quickest** way.

What Is Total Triage?

Total triage means that **every request for care is assessed first**, before an appointment is booked. Instead of automatically giving a face-to-face or telephone slot, our clinical team reviews your symptoms or query and decides the best next step.

This might include:

- A same-day telephone or face-to-face appointment
- A routine appointment on another day
- Advice by text or phone
- Referral to a pharmacist, physiotherapist, mental health practitioner, or another specialist
- Self-care guidance when appropriate

Why Are We Using Total Triage?

Demand for GP services is higher than ever, and many health issues can be safely managed without a traditional GP appointment. Total triage helps us:

- Prioritise urgent problems quickly
- Reduce waiting times
- Direct you to the right clinician first time
- Make better use of the whole healthcare team
- Keep the practice running safely and efficiently

How Do I Request Help?

You can contact us in several ways:

- **Online consultation form** (recommended) via the practice website or NHS App
- **Phone call to reception**
- **In person at the surgery**

Whichever method you choose, your request will join the same queue to be triaged by a clinician.

Calling or coming to the practice won't lead to a faster response or appointment. The quickest route is usually the online form but our reception team is always here to help those who cannot use or access the online system.

What This Means for You

You may not always need to see a GP — and that's a good thing. Many issues are better handled by other trained professionals, and sometimes the quickest solution is advice sent directly to your phone. Total triage ensures:

- You don't wait longer than necessary
- You get the right care for your needs
- Urgent problems are identified quickly



♥ Thank You for Your Support

We know changes in the NHS can feel confusing, but total triage helps us provide safer, faster, and more personalised care. Your understanding and cooperation make a real difference to the whole practice community.

Here is some feed-back from our patients

"The system has improved dramatically in the last couple of years. Thank you"

"Did the form, GP rang 20 mins later, advice was given and diagnosis on the spot and antibiotics prescribed"

"I filled in a form today and within 2 hours, had been called, seen and got treatment"

"First class service. Filled in e consult, call back from the surgery and doctor seen, all within 4 hours"

"With the new way of describing my ailment online. I got a text with a response in 5 minutes"

"Excellent response from the doctor & so pleased for a same day appointment"

"The online booking seems easier now and I got options for appointments at different times with different GPs immediately"

"Responded quickly to my online request, very impressed"

"Contacted surgery using online option, seen the following day. Very informative consultation, immediate action plan put in place. Very happy and pleased with outcome"

"Your new booking system online is excellent"

"Quicker response than if I'd rang!!"

"I always get a quick response to my medical problems and am dealt with kindly."

"Accessibly, responsive, a very positive feeling for the better"

"Excellent and speedy attention"

"I got an appt next day after completing form online, my doctor listened and didn't dismiss my symptoms and sent me for tests"

"Appointment offered after completing online form and very quick response. Thank you"

"The system of online completion, contact and doctor visit went very well without issue."

"Quick and easy to obtain appointments as necessary. Very prompt service. Much appreciated."

"I did online GP request, had a response within 10 minutes with an option of a next day appointment"



Order Your Prescriptions on Time — It Makes a Real Difference

Keeping on top of your repeat prescriptions is one of the simplest ways to stay well, avoid last-minute stress, and help your GP surgery run smoothly. Every month, we see a rush of urgent requests that could have been avoided with a quick early order — and we'd love your help in changing that.

The easiest way: Use the NHS App

If you haven't tried it yet, the NHS App is the quickest and most reliable way to order your repeat medication. With the app you can:

- Request your repeat prescriptions in seconds
- Track when your request has been approved
- Choose your preferred pharmacy
- Avoid phone queues or unnecessary trips to the surgery

It's free, secure, and available on both smartphones and tablets. If you need help getting started, our reception team can point you in the right direction.

When should you order?

Please order your repeat medication **10-14 days before you run out**. This gives the GP time to review your request and the pharmacy time to prepare your prescription — especially during busy periods or bank holidays.

Need more than one month's supply?

Our practice policy is to issue a one- month supply of medication at a time. If you require **more than one month's supply** of your repeat medication, please speak to **Holmwood Dispensary** or submit an **online admin enquiry**. Make sure you clearly explain **why** you need the additional supply — for example, if you are going on holiday.

Why ordering early matters

Ordering on time helps:

- Ensure you don't run out of essential medication
- Reduce pressure on GPs and pharmacists
- Prevent delays caused by medication shortages
- Keep urgent appointments free for those who truly need them

Thank you for helping us help you

By ordering your prescriptions in good time — especially through the NHS App — you're supporting a smoother, safer service for everyone in our community.



Car Park

As we have increased the number of face-to-face appointments at Holmwood Health Centre and Morland Surgery, our patient car park is often very busy. We kindly ask all patients to take extra care when driving and parking to ensure everyone's safety.

If possible, please consider walking to your appointment.

Important: If you are visiting Holmwood Health Centre, please do not use the Ambrose Allen Centre or Turbary car parks.

Your patience and consideration help make our car park safer and more accessible for everyone. Thank you.

Updating your contact details



Over the coming weeks, we will be sending messages asking patients to check and update their contact details. Please respond if you receive a message from us, as keeping your details up to date helps us contact you quickly and safely when needed.

A Big Thank You!



We were so touched by all the Christmas cards, thoughtful gifts, and delicious homemade treats we received this holiday season. Each and every one was greatly appreciated and enjoyed by all of our staff. Your kindness truly made our holidays brighter—thank you for thinking of us!

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.