



Tadley Medical Partnership

Newsletter | September 2026

Hello and welcome to our latest news update!

Message from Dr Newman

What a great summer! It certainly had its health challenges and needed adaptation, support and care, particularly for our over-50s and our very little people.

Since the last newsletter, we have said goodbye to Jodie in Reception and to Dr David Knight. We hope to see Jodie back in the future, and we wish David a healthy and happy retirement. It was great having his quality, enthusiasm and experience around the practice, and he will certainly be missed.

TMP remains firmly committed to GP training, and we have an excellent cohort of new GPs at different stages of their three-year postgraduate training and experience. They are all qualified doctors and are properly supervised throughout their training. All have the potential to become great GPs, and we thank you all for the support you give them as they develop their skills.

Patient demand and expectations continue to drive increases in workload and provide massive challenges for us all. You will now have had some experience of our **Triage First** model, which is a realistic attempt to provide GP care in a safe, appropriate and caring way.

For interest, over the last two months the average number of daily patient contacts and requests through our system has been:

- **Monday:** 384
- **Tuesday:** 307
- **Wednesday:** 266
- **Thursday:** 274
- **Friday:** 251

If these represented one contact per registered patient, it would mean that around **7.5% of our patients are contacting us every week**. I don't think we're all excessively poorly or health anxious!

I'd like to highlight the **"urgent" requests for medication**. These often appear on the Duty Doctor's workload in significant numbers. Forgetting to order your repeat medication should not make the request urgent, and there are very few medications that absolutely cannot be missed. We will always try to process requests safely within 24 hours, but please use your NHS App to order your repeat medication in good time and avoid leaving it until you are running out.

Looking ahead, as a practice we are particularly concerned about the misuse and overuse of controlled drugs. I feel there are occasions when our care and goodwill are taken advantage of when it comes to these medications. The doctors have put together an excellent policy and mutual plan, which will tighten up prescribing considerably. As part of this, some medications may be issued weekly or fortnightly and by specific clinicians, as we try to get a better handle on prescribing and ensure that these medicines are being used safely and appropriately. Apologies for any inconvenience this may cause, but please work with us on this for the greater good and, most importantly, patient safety.



Another aspect of our work that we are reviewing is the issuing of sick notes. We are not sponsored by the DWP and, in fact, our patients request fewer sick notes than some of the numbers being suggested nationally. There is a move to centralise the issuing of these certificates, but until then, Dr Chander and I will continue to monitor requests and issue them appropriately.

Our Patient Participation Group (PPG) continues to be a great source of support, for which we are very grateful. We were pleased to share their AGM and were delighted to see so many of you there.

Also, future NHS plans (now looking eight and a half years into the future) revolve around neighbourhoods, and ours will be aligned with our existing Primary Care Network, Watership Down Health and ourselves, which is a very good thing. Our neighbourhood will then form part of a North Hampshire multi-neighbourhood. The idea is that we will work more closely with the various Councils, Wellbeing Boards, voluntary sector organisations and charities to provide joined-up care and support across the whole patch – all very exciting. Looking forward to a Healthy & Happy Tadley.

Thanks and regards,

Dave

Staff News

We are very pleased to introduce Dr Zahra Khan to our clinical team, Anna to our admin team and Kristi to our reception team.

Some Facts and Figures For the month of August

APPOINTMENTS	ACCESS & REQUESTS
 GP / ANP - Face to Face 1,944	 Inbound Calls 7,675
 GP / ANP - Telephone 3,909	 Medical & Admin Requests via Reception 2,524
 Nursing Appointments 2,861	 Online Medical & Admin Requests 3,491
 Blood Tests 767	 Prescription Requests 14,078
 Home Visits 221	 Documents Processed 8,499



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 couple of newsletters, which outlined the PCN roles, our Reception Team, Proactive Care Team, Admin Team, Secretarial Team - this edition highlights the contribution of our Dispensary Team.

Dispensary Team



Have you ever wondered what happens behind the scenes after you request your prescription? Our fantastic Holmwood Health Centre Dispensary Team work hard every day to make sure prescriptions are processed, prepared and checked accurately and safely.

From processing repeat prescription requests to carefully checking medication, the team plays an important role in making sure our patients receive the right medication at the right time.

Ordering Your Repeat Medication

The quickest and safest way to order your repeat medication is through the **NHS App**. If you need help setting up or using the NHS App, please speak to our reception team. They can arrange an appointment with our **NHS App Support Team**, who will be happy to help you get started. Ordering your repeat prescriptions online helps us to reduce the workload for our dispensary team and minimise the risk of human error. This means we can process your requests more efficiently and safely.

If you don't have access to online facilities, **don't worry** — you can still order your repeat prescriptions using a **paper repeat prescription order form**.

A little patience goes a long way

We understand that waiting for medication can sometimes be frustrating, especially when delays are outside the practice's control. Our dispensary team always does its best to process requests as quickly as possible, while making sure all the necessary safety checks are completed.

If you are a **dispensing patient**, please **allow 4-7 full working days before collecting your prescription**. This gives our team the time needed to prepare and thoroughly check your medication.

Our Dispensary Opening Hours

Monday: 9.00am–1.00pm & 2.00pm–5.00pm

Tuesday: 9.00am–1.00pm & 2.00pm–5.00pm

Wednesday: 9.00am–1.00pm & 2.00pm–5.00pm

Thursday: 9.00am–1.00pm & 2.00pm–5.00pm

Friday: 9.00am–1.00pm & 2.00pm–5.00pm

The first Wednesday of every month: 9.00am–1.00pm only

Opening hours exclude bank holidays.

Much of the work carried out by our dispensary team happens quietly behind the scenes, but it makes a big difference to the smooth running of our practice and the care we provide to our patients. A big thank you to the whole team for their hard work, care and attention to detail!



Flu Campaign 2026-27

We would like to say a heartfelt thank you to all our patients who chose to have their vaccinations with us last year. Your support helped us protect many people within our community against seasonal flu, and we hope to make this year's campaign even more successful. Our first flu clinic will be held on Saturday 3rd October 2026.

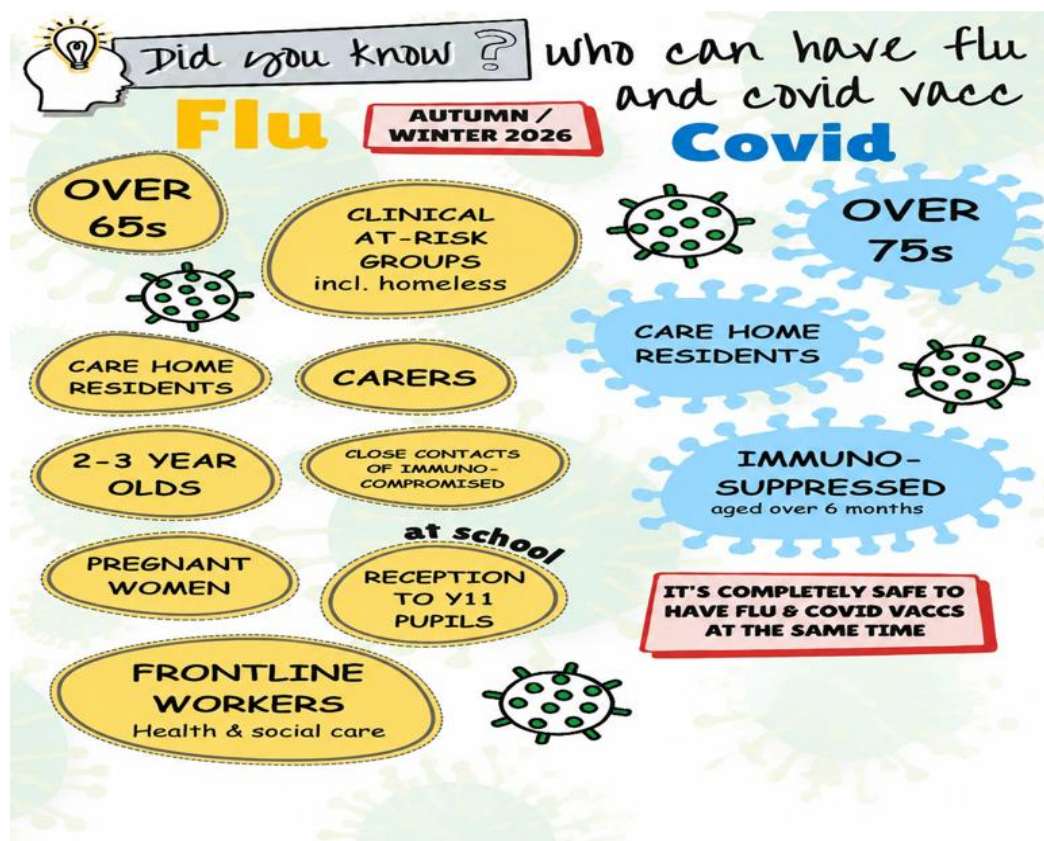
Invitations have been sent to all eligible patients. If you believe you are eligible but have not received an invitation, please contact our reception team. They will be happy to assist you and book an appointment accordingly.

Please arrive as close as possible to your appointment time. When lots of people arrive early or late, it can create bottlenecks and increase waiting times for everyone. We would also encourage you, where possible, to consider walking, cycling, taking the bus or car sharing. This will help ease pressure on our car park.

By choosing to have your vaccination at the practice, you're not only protecting yourself, your loved ones and those around you—you are also supporting your local GP practice, helping us continue to provide these important preventative health services within our community.

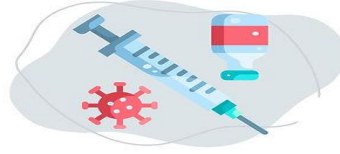
Autumn COVID – 19 Booster

Patients who are eligible for the Autumn COVID-19 Booster Vaccination will also be invited to receive this at the same appointment wherever possible, making it even more convenient to protect yourself against both COVID-19 and seasonal flu in one visit.





Other Vaccine Updates



RSV vaccination

RSV vaccination continues to be offered as a **single dose** to:

- Everyone aged **75 years and over**
- Those who are **28 weeks pregnant or beyond**

New eligibility from age 65

The RSV vaccine is now also being offered to people aged **65 years and over** who have certain respiratory conditions, including:

- Poorly controlled asthma — **strict criteria apply**: 2 or more courses of oral steroids, or 1 or more hospital admissions
- Chronic obstructive pulmonary disease (COPD)
- Chronic bronchitis or emphysema
- Bronchiectasis
- Cystic fibrosis
- Interstitial lung fibrosis
- Pneumoconiosis
- Bronchopulmonary dysplasia

MMRV

Later in autumn, there will be a one-off MMRV catch-up programme for older children who:

- have **never had chickenpox**, and
- have **not received two doses of the varicella (chickenpox) vaccine**.

Eligible families will be contacted/invited closer to the time.

No other vaccine programmes are changing: routine childhood vaccinations, vaccinations during pregnancy, shingles, and pneumococcal (pneumonia) vaccines will continue as usual.



Have you tried Pharmacy First?

Did you know your local pharmacy can often help with common health problems without you needing to book a GP appointment?

Through the **Pharmacy First** service, your pharmacist can assess a range of common conditions, offer advice and, **when appropriate, prescribe medication to help treat the problem.**

This can include conditions such as sore throats, earache, sinusitis, infected insect bites and, for some patients, urinary tract infections.

So, next time you have a minor health concern, **speak to your local pharmacy first.** You may be able to get the advice and treatment you need quickly and conveniently, while helping to keep GP appointments available for those who need them most.

Your local pharmacy could be your first stop for getting the right help!

Holmwood Pharmacy & Morland Pharmacy will also accept **walk-ins** and ask to be seen under the Pharmacy First Scheme.

Primary Eye Care Service – Getting Help with Eye Problems

Did you know that you may not need to see your GP for many common eye problems?

If you have an acute eye problem then you can see a local optician on an urgent basis. For all ages **FREE** service if you are a registered patient at Tadley Medical Partnership (Morland or Holmwood)

You can self-refer, without needing a GP appointment. What is covered:

- Blurred vision
- Eye pain or discomfort
- Red eye
- Dry eye/gritty/itchy/watery
- Recent sticky discharge from eye
- Something in your eye
- Emergency contact lens removal
- In growing eyelash
- A recent or sudden increase of flashers or floaters in your vision
- Lumps and bumps in the vicinity of the eye

Not covered and should present to A&E

- Complete loss of vision
- Significant trauma to your eye
- Chemical injury or burn

Please call the **primary eye care service** on [0300 303 4922](tel:03003034922) (Mon-Sat 9am-5pm)

You will be helped remotely or if needed booked in with an optician on the NHS. If you have an issue getting through on the number you can contact our local opticians directly:

Optimum Vision Clinic 0118 981 0267, Leightons Opticians 0118 981 2250



Healthier Together App

Did you know The **Healthier Together app** provides parents and carers with trusted, NHS-approved advice about common childhood illnesses and symptoms.

It offers helpful information on:

- What you can do at home when your child is unwell
- When to contact your GP or NHS 111
- Signs and symptoms that may need urgent medical attention
- Advice for babies, children and young people

Download the Healthier Together app to have reliable health advice at your fingertips, whenever you need it.

Make the Most of the NHS App

Have you downloaded the NHS App yet? If not, now is a great time to get started! The **NHS App** makes it easier to manage many aspects of your healthcare from your **phone, tablet, laptop or desktop**—often without needing to telephone the surgery.

What can you do on the NHS App?

-  **Order repeat prescriptions** – request your regular medicines & see when it's approved.
-  **View your health information** – access your GP health record and, where available, view your test results.
-  **Get health advice** – find trusted NHS health information and advice about symptoms, conditions and what to do next. For non-urgent concerns, you may also be able to submit an online form for our clinical team to review.
-  **Receive messages** – keep up to date with messages from the surgery and other NHS services.
-  **Manage hospital appointments and referrals** – where available, view information about your hospital appointments and referrals.

💡 Easier to find what you need

The NHS App has recently been updated with a **simpler home screen**, making commonly used services such as **appointments, prescriptions, test results and health advice easier to find**.

Download the NHS App today. Discover how the NHS App can help you manage your healthcare more easily and conveniently.

Need help getting started?

if you need support setting up or using the NHS App, please contact our **reception team** to book an appointment with our **NHS App Support Team**. **We'll be happy to help you get started!**



How to Contact Us About Your Health

We understand that sometimes it can be easier to email us when you have a question or concern about your health. However, please be aware that the **Holmwood Health Centre email address is not for patient enquiries**. We are unable to provide clinical advice or respond to clinical or administrative queries sent to this email address.

If you have a health concern, need medical advice, would like to request an appointment, or have an administrative query, please use our **“Contact Us Online”** service or any other relevant forms available via the practice website.

Using this service ensures that your request is directed to the most appropriate member of our team, helping us make sure you receive the right care and support as quickly as possible.

Of course, you can still **call our reception team or visit the surgery in person** if you do not have access to online facilities.

Car Parking at Our Surgeries

We are fortunate that, unlike many GP surgeries in the surrounding area, both Holmwood Health Centre and Morland Surgery have dedicated car parking facilities for our patients. As our car parks can become very busy, we kindly ask everyone to park considerately and follow the guidance below.

Holmwood Health Centre

- Park within the marked bay lines.
- Disabled parking spaces are reserved for patients displaying a valid Blue Badge.
- Do not park in the Ambulance Bay under any circumstances. This area must remain clear for emergency ambulance access. We have unfortunately had occasions where ambulances have arrived and been unable to use the bay because it was blocked by parked vehicles.
- We have been asked by the Ambrose Allen Centre to remind our patients not to use their car park when attending the surgery.
- Do not park in the staff car park.

Morland Surgery

- Park within the marked bay lines.
- Disabled parking spaces are reserved for patients displaying a valid Blue Badge.

We understand that parking can sometimes be challenging, particularly at busy times. Thank you for your understanding, consideration and cooperation in helping us keep our car parks safe and accessible for everyone.

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.