

# NEWSLETTER

## Online Clinical Triage data for January 2026



**4,045**  
medical forms  
submitted



**4,220**  
calls answered



**897**  
admin forms  
dealt with by  
Reception



**2,688**  
Doctor appointments  
booked



**1,357**  
forms dealt with by  
Doctors without an  
appointment needed

Please remember - if you or someone else are **unable to use technology**, please **come into the practice or call us on 01926 859955**, and the reception team will **complete the online form** on their behalf.

## What does a...Clinical Pharmacist do?

The role of a GP Clinical Pharmacist focuses on supporting patients with long-term conditions, mainly through remote appointments, with some in-person sessions at the practice.

Kieran, our Clinical Pharmacist, works with patients who have asthma, diabetes, hypertension, heart failure, chronic pain, and those taking blood thinners. As an independent prescriber, he can make medication changes directly, ensuring safe and effective treatment without unnecessary delays.

Examples of how Kieran supports patients include:

- Reviewing medications and blood test results
- Adjusting doses or starting and stopping treatments
- Optimising blood thinner, insulin, blood pressure, and inhaler therapy



A key part of the role is patient education. Kieran explains how medications work, how to take them correctly, and offers practical advice to help patients manage their treatment safely.

By combining prescribing, medication reviews, and education, Kieran supports patients to feel informed, reassured, and confident in managing their long-term conditions.

## Dementia Support drop-in sessions

Meet a local Dementia Adviser for friendly, confidential advice and support for anyone living with dementia, as well as family members, friends, and carers.

If further support is needed, referrals can be made to Dementia Connect for personalised practical and emotional support. If you're not currently supported by the Alzheimer's Society, these sessions are for you.

These take place on the first and third Thursday of the month, 10am–1pm at Abbey Medical Centre or Castle Medical Centre - the next dates are:

- 5th Feb
- 19th Feb

To book or for more information, email: [cwicb.kw.socialprescribing@nhs.net](mailto:cwicb.kw.socialprescribing@nhs.net)



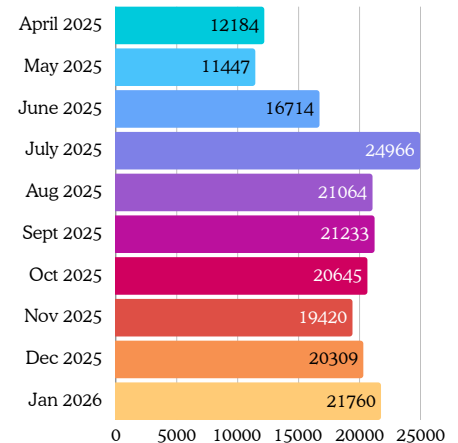
# NEWSLETTER

## Abbey Medical Centre website

More patients have been using our website to find information and manage their care.

### What this means for patients

- Faster access to key information like opening hours, clinics and contact details
- Easier repeat prescription requests and guidance, without needing to call the practice
- Shorter phone queues, helping us keep lines free for urgent medical needs
- Clear, up-to-date information about services, closures and important announcements
- Access to helpful information outside practice hours, when we're closed



Using the website helps us work more efficiently and improves access for everyone, especially patients who need urgent support.

If you haven't visited our website yet, it's the quickest way to find answers and stay up to date with the practice. Either Google Abbey Medical Centre Kenilworth and click on the first option, or put into the search bar <https://abbeymedicalcentre.co.uk/>

### Do you, or anyone you know need help navigating the Abbey Medical Centre website or the NHS App?



Compassionate Kenilworth hosts a weekly Digital Tech Café at The Kenilworth Centre, run by Warwick University and Kenilworth Sixth Form students. The cafe already supports older people in learning basic digital skills, helping them feel more confident using technology in their lives. They will sort out problems and teach you how to use the NHS App to access your medical records.

For more information, please email [info@compassionatekenilworth.co.uk](mailto:info@compassionatekenilworth.co.uk) or call 07531 552470.

The partnership with Compassionate Kenilworth is about promoting health and wellbeing services to our patients and strengthening support within our community.

### Kenilworth Menopause Group

A monthly, in-person peer support group for anyone experiencing perimenopause or menopause. A relaxed mix of guest speakers and supportive discussion in a safe, confidential space.

The sessions take place on the second Monday of the month, 7-8pm at the Kenilworth Centre. The next session will be taking place on Monday 9th February. Future dates will be on 9th March with Dr Jacques.

Email [cwcb.kw.socialprescribing@nhs.net](mailto:cwcb.kw.socialprescribing@nhs.net) for more information, or to be added to the mailing list.



# CLOSED

### Advanced Notice of Closure

- **Wednesday 25<sup>th</sup> February** - from 12:30pm-6pm (Staff Training)
- **Thursday 12<sup>th</sup> March** - from 12:30pm-6pm (Staff Training)
- **Wednesday 29<sup>th</sup> April** - from 12:30pm-6pm (Staff Training)