

# NEWSLETTER

## Online Clinical Triage data for February 2026



**3,865**  
medical forms  
submitted



**3,891**  
calls answered



**737**  
admin forms  
dealt with by  
Reception



**2,484**  
Doctor appointments  
booked



**1,381**  
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 to put on a medical form

Our doctors will make a clinical decision based on what you write on your form.

Please **add as much detail on the form as possible** to **help the doctor triage your request**.

To help us get it right, please tell us:

- **What the problem is**
- **How long you've had it**
- **If it's getting worse**
- **How severe it feels**
- **Why you think it may be urgent**



The **more information you give**, the easier it is for us to **prioritise correctly**.

If your symptoms **suddenly get worse after you've sent the form**, please contact us again. If it's an emergency, please **call 111 for advice, or 999 if it's life-threatening**.

### Helping You Get the Right Care at the Right Time

#### When to Contact Us

We receive a **high number of triage forms on Mondays and Tuesdays**. If your issue is **routine**, please consider contacting us **Wednesday to Friday**, when demand is usually lower.

#### What counts as a routine appointment?

Routine appointments are **pre-planned, non-urgent consultations** with a GP, nurse, or healthcare professional. This may include **general check-ups, medication reviews, or long-term condition reviews**.

If you are **worried about your health** or feel your issue is **urgent**, please complete your triage form with **as much detail as possible**.

Thank you for helping us keep **urgent appointments available for those who need them most**.



### Did you know, we have a Patient Information leaflet?

Our patient leaflet provides useful information about our services, how to contact us, and how to access the support you need from the practice. It's a great quick guide for patients looking for help with common queries.



You can find a copy on our website, or scan this QR code.



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## Travel Vaccinations

If you need **travel vaccinations**, please complete the **Travel Questionnaire on our website**. We'll contact you with the next steps once it's been reviewed.



**Your first appointment must be at least 8 weeks before you travel**, so please submit your form as early as possible.

If you're travelling sooner, you'll need to attend a **private travel clinic** (for example, Dudley Taylors, Boots or Superdrug).

We offer:

- **Hepatitis A**
- **Typhoid**
- **Tetanus**



For advice on which vaccines you may need, visit:

<https://travelhealthpro.org.uk/countries>

## Our Patient Participation Group are recruiting!

Our **Patient Participation Group (PPG)** plays an important role in helping us **improve services, share patient feedback, and shape how the practice supports our community.**



The PPG is currently looking to **recruit new members**, particularly **men and younger patients**, to ensure the group better reflects the **full range of voices within our practice population.**

Being part of the PPG is a great way to **have your say, share ideas, and influence future services.** Meetings are **friendly and informal**, and we welcome members from **all backgrounds.**

If you're interested in joining or would like more information, please email **Stella, Chair of the PPG** [abbeymcppg@gmail.com](mailto:abbeymcppg@gmail.com).

## Compassionate Kenilworth – Bereavement Café

The **Bereavement Café** takes place **monthly** at **The Kenilworth Centre** on the **last Monday of each month, 10.30am-12pm.**

It provides a **safe, warm space** for anyone experiencing **loss or bereavement** to talk, listen, or spend time with others who understand. It helps build **peer support, friendships and community connection.**

**No referral is needed** - just drop in for a **free cup of tea and conversation.**



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



### Advanced Notice of Closure

**Thursday 12<sup>th</sup> March** - from 12:30pm-6:30pm (Staff Training)

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

**Thursday 21<sup>st</sup> May** - from 12:30pm-6:30pm (Staff Training)

## Abbey Medical Centre - Walking Group

Join our **free walking group every Friday at 12:30pm**, starting from **Abbey Medical Centre.**



Each session offers **three ability-based routes**, led by **trained volunteers**, making it suitable for **all fitness levels.**

These walks are great for **rehabilitation, staying active**, or simply enjoying **a walk and a chat with others.**

Interested in joining? Please ask for more details at reception.