

NEWSLETTER

NHS Patient List Checks

NHS England is currently checking GP patient lists across the country to make sure they're accurate. **If you receive a letter asking you to confirm your details, please respond.** If you don't, you may be removed from our list and would need to re-register.

If you're unsure whether a letter is genuine, ring us and ask. We'd much rather answer that call.

New: Mental Health & Wellbeing pages on our website

We've been working with members of our Patient Participation Group to build a dedicated men's health section on our website.

Men are statistically less likely to come forward with symptoms, less likely to attend screening, and more likely to leave things until they become serious. The new pages bring together practical information on the things that matter most — heart, prostate and testicular health, mental health and suicide prevention, alcohol, weight and activity — along with local services you can access directly.

There's a companion women's health section too, covering menopause, screening programmes and local support including the Kenilworth Menopause Group.

Have you downloaded the NHS App yet?

You don't need to download an app - you can access your NHS account through a web browser on your phone, laptop, or computer.

With your NHS account, you can:

- Order repeat prescriptions
- View your test results
- Access your medical records
- Receive messages from your GP practice



Many patients don't realise they can see their own records and results online - it's **quick, secure, and available 24/7.**

Using online services helps **reduce pressure on our phone lines** and makes it easier for everyone to access care when needed.

Having trouble setting up or using the NHS App?

If you're experiencing problems registering, logging in, or using the app and would like support, ask us first - but those still experiencing difficulty - contact our PPG (abbeymcppg@gmail.com) who can arrange NHS App training.

Advanced Notice of Closure

Weds 23rd September - from 12:30pm-6:30pm (Staff Training)

Monday 31st August - Bank Holiday



NEWSLETTER

What happens to your triage form once you press submit.

What happens to your triage form once you press submit?

The question we're asked most often is a fair one: "Where does my form actually go?" It comes straight through to us. Your form lands in a live workflow in our system — not an email waiting to be noticed. You can submit via the NHS App or our website, or ring 01926 859955 and our team will complete it with you over the phone if you are unable to do so.

A GP reads it. Every request is reviewed by our duty doctor, with a triage support doctor also reviewing requests during the mornings. Not a computer, not an algorithm.

It's given a colour. The GP categorises your request by clinical urgency:

What it means and When you'll be seen

● Red

Needs attention today

Same day — face-to-face or telephone, whichever the clinician judges appropriate

● Amber

Needs attention soon

Within 3-4 working days

● Green

Routine

Typically within 2 weeks

You'll usually hear the outcome the same day, by text or phone — so please keep your phone nearby, check your spam folder, and make sure we have your current mobile number.

As requests are prioritised by clinical need rather than order of arrival, someone who submitted after you may hear back first. It doesn't mean your form has been missed.

Helping us help you

- One problem per form — separate issues need separate conversations
- Be specific. "Chest pain climbing stairs, started Tuesday, lasts five minutes" tells us far more than "chest problem"
- Say what you're worried about — it helps us address what actually matters to you
- Add a photo for anything visible: rashes, swellings, wounds, skin changes

NEWSLETTER

Online Clinical Triage data for last month

3,623



medical &
admin forms
submitted

3,167



calls answered

2,769



appointments
booked

Meet the team: what does a First Contact Physiotherapist and Clinical specialist Physiotherapist do?

You may be offered an appointment with **Raj Virk**, our First Contact Physiotherapist (FCP). If you were expecting a GP, that can feel like being fobbed off. It isn't — for muscle, bone and joint problems, Raj is the specialist.

An FCP is an expert in musculoskeletal conditions, working as a first point of contact, so you don't need to see a GP first and don't need a referral.

He can:

Assess and diagnose your problem

Arrange scans and tests — X-rays, blood tests, ultrasound

Refer you on to orthopaedics, rheumatology or specialist physiotherapy where needed

Give you a treatment and rehabilitation plan to start straight away

We offer soft tissue and joint injections at Abbey Medical Centre.

Elaine Croft, our specialist physiotherapy, has 2 injection clinics a month.

If after your consultation with the team, an injection is felt to be appropriate, you will be asked to book onto her list at the reception

She cannot offer feet, spine or hip joint injections, as these are done in **secondary care**.