



PARK ROAD SURGERY TEDDINGTON

PRACTICE NEWSLETTER

MAY 2026

www.parkroadsurgeryteddington.co.uk

New online triage system

From 2025/26, NHS England requires all GP practices to keep their online consultation system open from **8.00am to 6.30pm, Monday to Friday** excluding bank holidays.

This means that, from now on, requests for **GP appointments, clinical advice, or administrative help** should be made through our practice website, rather than by phoning the surgery to book a GP appointment. To make a request, please go to our website homepage and click on the **dark**



blue box: You will then be able to select whether you want to ask a clinical or administrative query and request a repeat prescription.

Please be assured that we will continue to help patients who are unable to complete the online form themselves. This support can be provided by phone or in person at reception. Wherever possible, however, patients will be asked to complete the form online themselves.

There is **no change** to how you book appointments with the **practice nurse** or for **blood tests/phlebotomy**. Repeat prescription requests can also still be made in writing through reception.

More information about how the system works is available on our website. If you cannot access online services, please speak to a member of our reception team, who will be happy to help.

Feedback and FAQs on the new system:

So far, many patients have told us that they are happy with the new system and have found it quick and easy to use. We understand that not everyone is able to use online systems. If you are unable to complete the form yourself, our reception team will be happy to help you.

I have been sent a link to book a routine appointment, but I can't see any available appointments. What should I do?

Routine appointment slots are usually available up to 4 weeks in advance. If you cannot see any appointments, please try again after 7.00pm, as new slots are released each evening. You can choose which GP you would like to see. However, please be aware that this may mean fewer appointment options are available.

I can't see an email from the practice in response to my online triage request. What should I do?

Emails from the practice will show our practice code, H84002, rather than the practice name. Once you receive an email from us, you may wish to save the sender as a contact -this should help the practice name appear in future. Please also check your junk or spam folder, in case the email has gone there.

Patient Participation Group PPG

We are grateful to our PPG for their continued support and guidance, especially as we have been implementing the new clinical and telephone systems. Our PPG have helped to feedback on how these systems are working for patients, how to improve communication about changes and functioning.

New members are always welcome. Our PPG meet every three to four months at the practice. Further details are available on our website

Hayfever Advice

Your pharmacy can help to give advice on treatments useful for hayfever and more information is available through the NHS website:

[Hay fever - NHS](#)

When should I see a GP? • If you are experiencing wheezing, breathlessness or tightness in the chest. • If you are pregnant or breastfeeding. • If your symptoms are not relieved by over the counter treatments in combination with measures to reduce your exposure to pollen.

NHS GP Patient survey results 2025

We are delighted to report that the results from the GP patient survey for 2025 shows an increase in satisfaction across all elements:

84% rated the practice as good or very good (compared to 75% nationally)

93% reported that their needs were met

88% reported that the clinician was good at treating them with care and concern

92% reported that the reception and admin team were helpful

A full copy of the survey can be found on our website

Focus On...

Emma, Practice Manager

I have worked in the NHS for 37 years, but I have particularly enjoyed my time at Park Road Surgery for the past 14 years, as it's such a great team.

What has been your biggest challenge?
Over the last 6 years we have been through the covid pandemic and changes to our clinical systems – which have been challenging, but, also rewarding to see how everyone has worked together with good humour, to continue to provide a high quality service.

What three words describe you best?
Caring, conscientious, thankful!

Future changes planned

We remain committed to providing an accessible service to all of our patients, through a mixture of face to face, telephone and online services.

As our new system develops, we aim to send out more health questionnaires, information links and appointments booking links via email.

We will continue to monitor this system, to ensure that we can effectively meet demand and ensure all patients receive the care they need in the most suitable way. We are working to make the system efficient and accessible for all.

We are still actively working to find new premises, as this is urgently needed to be able to offer you the quantity and variety of services that are required. We are working closely with Munira Wilson MP, local councillors and other local groups and continue to hope that the police station site is an option.