



PARK ROAD SURGERY TEDDINGTON

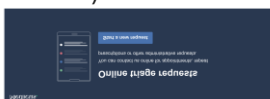
PRACTICE NEWSLETTER

OCTOBER 2026

www.parkroadsurgeryteddington.co.uk

Online triage system

A reminder that requests for **GP appointments, clinical advice, or administrative help** should now 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.** Full details can be found on our website.

Waiting times and online triage:

Our apologies that the waiting time for routine appointments and prescription completion has been longer than we would hope for recently.

We are trying to manage the increase in workload and decrease in capacity that has been caused by the mandated introduction of online triage. When demand for appointments is high, waiting times increase.

Please help us to ensure that our triage service is working as effectively as possible:

- **Please do continue to contact us about your health**, but help us too by avoiding duplicate requests
- And, where appropriate, by using other NHS services directly. These may include your community pharmacy for minor illnesses and medicines advice, NHS111 for urgent advice or if you are unsure where to seek help, and self-referral services e.g. physiotherapy.
For any life-threatening emergency please call 999 immediately.
- Please try to send in your online triage requests before 4.30pm, so that our triaging GP has time to review all requests and deal with these appropriately.
- If you are unavailable for a face to face appointment in our area, please seek help locally from where you are.

Thank you for your understanding and support.

GP changes at the practice:

We were sorry to see Dr Francesca Gilbert leave the practice recently, although excited for her as she has moved to New Zealand.

We are pleased to say that Dr Emilie Moran and Dr Tom Fitzgerald have increased the number of clinics here and, also that Dr Harriet Booth has joined our team.

Park Road Surgery Patient Participation Group – Report from one of our PPG members:

Every four months as the phones fall silent and the doors close, the Patient Participation Group (PPG) meets in the surgery waiting area. We are a dozen or so patients, along with Emma, the practice manager and one of the GPs.

The PPG is there to give patients a voice. We concentrate on building connections between patients and the practice, using the opportunity give feedback on what's important to us - like systems for booking appointments, ordering repeat prescriptions, accessing our medical records, and unravelling the mysteries of the NHS app.

We aim to be “critical friends”, we hear the results of patient satisfaction surveys and complaints and offer ideas for improving the service. It's rewarding when our suggestions are taken up, as with the notice in reception offering patients the chance to speak to a receptionist confidentially away from the more public waiting area.

The last few gatherings have focussed on the new online triage system, where we have been able to make a real difference by road-testing the process ahead of the roll-out, and making the communications more patient-friendly.

Meetings are not a place for discussing individual medical problems, but they can provide a forum for airing issues raised in the media, like concerns about the use of our data (it's guarded by the practice at the moment), or the use of AI in triage (no plans as yet in our practice).

For me it has been a fascinating insight into the workings of the NHS and the pressures on our GPs. For example, although feedback suggests the new online triage system has been working well for patients, it also means one GP every day must deal with 100 - 200 online requests, which means they aren't available for face-to-face appointments. Food for thought.

This is only a small taste of what we cover. The chair, Vicky Sandry, says, “The PPG represents the interests of all patients, working constructively with the Practice to make patients' experience as easy as possible.” We're always looking for new members so if you are interested in making a difference, please contact Emma Nicholls at emma.nicholls5@nhs.net

Influenza and covid vaccinations

We are currently running clinics for influenza and covid vaccinations. If you haven't booked yet and are in an eligible group, please ask at reception.

The eligible group for the flu jab is patients aged 65 years and over and under 65s in at risk groups.

And for covid vaccinations it is those aged 75 years and over and the severely immunosuppressed.

Please note that local pharmacies are also offering these vaccinations.

NHS App

Please note that the NHS app now has improved functionality (including improved compatibility with our Medicus system).

For example, you can make an emergency order for prescriptions (via the 111 Online service).

The app also provides trusted NHS information on hundreds of conditions and includes a symptom checker to guide you to the appropriate local service, such as NHS 111 or walk-in centres.