



MARDEN NEWS

The monthly newsletter from Marden Medical Practice December, 2025



As part of the new national GP contract, GP practices are required to ensure that eConsult and other online consultation tools are available to patients throughout core practice hours (08:00–18:30, Monday to Friday).

From 17th November 2025, Marden Medical Practice has moved to a Total Triage model using eConsult for all GP appointment requests. This means that all requests for GP appointments now start with an online eConsult form, allowing our clinical team to review your needs and direct you to the most appropriate care, whether that's a GP, another clinician, or self-care advice. For appointments with our practice nurses, health care assistants and specialist clinics, patients can continue to contact the practice as they do now to schedule an appointment.

While we fully support improving access and patient choice, this change is unsustainable if all patients request GP appointments without triage or prioritisation. Demand for appointments continues to rise, and we must ensure that we use our limited GP capacity safely and fairly.

The Total Triage model allows us to assess every request based on clinical need, ensuring that patients with acute medical issues are prioritised, while those with routine or self-limiting issues receive timely and appropriate advice.

While we fully support improving access and patient choice, this change is unsustainable if all patients request GP appointments without triage or prioritisation. Demand for appointments continues to rise, and we must ensure that we use our limited GP capacity safely and fairly.

The Total Triage model allows us to assess every request based on clinical need, ensuring that patients with acute medical issues are prioritised, while those with routine or self-limiting issues receive timely and appropriate advice.

What does this mean for you? To request a GP appointment, patients should submit an eConsult form via our website. Our clinical team will review every eConsult and decide the most appropriate next step, which may include: *A same-day or routine GP appointment, telephone call or message. An appointment, telephone call or message from another clinician (e.g., pharmacist, nurse, or*

Useful Numbers

Health Visitors 452300
District Nurses 277709
RSH 261000
Family Planning 283382

Pharmacies

Rowland's On Site
369446
Asda 276810
Sainsbury's 244744
Taylor - Radbrook
249931
Williams Co-op
344277
Conway 352352
Lunt's - Hereford Rd
351918
Boots - Pride Hill
351311
Rhodes 343998
Boots - Copthorne
350747
Lloyds - Riverside
344523
Tesco
845449
Pharmacy Express
245715

physiotherapist) Referral to a community service. Self-care advice or information where it is safe and appropriate to do so. This ensures that patients are seen by the right person, at the right time, and that time-sensitive needs are prioritised appropriately. *(eConsult should be used for non-emergency medical problems, administrative requests, or repeat prescription)*

Please DO NOT use eConsult for emergencies or situations where you believe your condition is life-threatening.

GP practices are not emergency services. Our role is to provide safe and effective non-emergency medical care within general practice hours. By using eConsult appropriately, patients help ensure that appointments are available for those who need them most.

If you are unable to use digital services: Our Care Navigators at reception can help you complete an eConsult over the phone or in person. We also have digital devices available in the practice for patients to use, with staff on hand to support you. This means that no one will be excluded from accessing care because they cannot use online services.

How to submit an eConsult: Visit our website: **www.mardenpractice.co.uk** - Click the "Contact us online" link at the top of our homepage and complete the short online form. You will receive a response from the practice by the end of the next working day.

Our aim is to continue providing safe, effective, and accessible care for all our patients, ensuring that everyone receives the right care, at the right time, from the right person. For any questions or support, please contact our Care Navigation team at the practice.



The team at Marden recently ran a fundraising event for breast cancer awareness and raised £125.



The Marden team grew in November with the birth of Dr. Widdowson's new baby daughter. The family are all doing well. Congratulations!



BOOKS – CAN YOU HELP? We need more books to display on the Bookshelf in the Foyer to Reception. Money raised is used to help support the Practice so if you have any books you can donate we will be very pleased to receive them.

Contact Information

Telephone: 01743 241313

Email: marden.marden@nhs.net

Medical Emergencies out of hours number: 111