



MARDEN NEWS

The monthly newsletter from Marden Medical Practice November, 2025

Important Update on How to Access GP Appointments - Marden Medical Practice – Moving to a Total Triage Model Using eConsult

From 17th November 2025, Marden Medical Practice will be moving to a Total Triage model using eConsult for all GP appointment requests. This means that all requests for GP appointments will 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.

Why are we making this change? 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). 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? From 17th November 2025:

- 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 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.

Appropriate Use of eConsult and Contacting the Practice: eConsult should be used for non-emergency medical problems, administrative requests, or repeat prescription queries. Please do not use eConsult for emergencies or situations where you believe your condition is life-threatening. Before submitting an eConsult, we encourage all patients to:

- Consider self-care options first — many common conditions such as coughs, colds, sore throats, and minor aches can be managed safely at home or with advice from a pharmacist.

- Call 999 or attend A&E if you are experiencing severe chest pain, breathing difficulties, signs of stroke, heavy bleeding, collapse, or any life-threatening emergency.

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

- Call 999 or attend A&E if you are experiencing severe chest pain, breathing difficulties, signs of stroke, heavy bleeding, collapse, or any life-threatening emergency.

PLEASE NOTE: 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. Alternative ways to get help - We understand that not everyone can access or complete an eConsult. 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.

Benefits for patients-Moving to a Total Triage model offers several advantages:

- Faster access—requests are reviewed promptly and directed to the right clinician.
- Empowerment—patients are supported to use self-care and pharmacy services where appropriate.

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.

Thank you for your understanding: We appreciate your patience and cooperation as we are introducing this new system. 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.



New ‘**Think Twice, Order Right**’ campaign launched to reduce medicines waste and protect patient safety

NHS Shropshire, Telford and Wrekin has today launched a new campaign — ‘Think Twice, Order Right’ — to help reduce the estimated £2.6 million worth of medicines wasted unnecessarily across the area every year. Almost 40% of this waste could be avoided – and everyone can play a part in changing that.

The campaign urges people to check what medicines they already have at home before ordering their repeat prescriptions, and to only request what they genuinely need. Ordering unnecessary medicines can contribute to shortages, create avoidable risks at home, and harm the environment.

The campaign asks people to:

§ Check first: Before ordering medicines check the amount you have and whether it is in date. Only reorder medications when you have around 7 to 10 days left. Only request the medicines you need.

§ Think safety: Unused medicines can negatively impact the environment if thrown away. Return any unused or expired medicines to local pharmacies for safe disposal.

§ Double-check at the pharmacy: Before leaving the pharmacy premises (building), check your bag and hand back any unwanted medicines for reuse.

By ‘Thinking Twice and Ordering Right’, patients will be helping to protect NHS resources, keep medicines available for those who need them, and prevent unnecessary environmental harm.

If you are unsure what to do, speak to your Pharmacy Team.

Find out more about our medicines waste campaign, ‘Think Twice, Order Right’, at: www.ThinkTwiceOrderRight.co.uk

Contact Information

Telephone: 01743 241313

Email: marden.marden@nhs.net

Medical Emergencies out of hours number: 111