



July 2025

# Tower Hill Partnership

## Newsletter Summer 2025

## NEW – CAR PARKING CHANGES

Dear Patients,

We are pleased to announce an upcoming improvement to our practice that aims to enhance your experience when visiting us. In response to feedback regarding parking availability, we will be installing a new parking management system called Parking Eye. This initiative is designed to ensure that parking spaces are reserved for you, our valued patients, and visitors to the Pharmacy.

### How It Works

To ensure your parking is validated and remains free of charge, you will need to enter your vehicle registration number upon arrival. This simple step will help us maintain the availability of parking spaces for our patients and Pharmacy visitors.

### Why Parking Eye?

Parking Eye is a trusted parking solution that will help us manage our parking facilities more effectively by preventing unauthorised parking, freeing up more spaces for you.

### Involvement of the Patient Participation Group (PPG)

We are delighted to share that our Patient Participation Group (PPG) has been actively involved in this project. They have met with a representative from Parking Eye and have given their approval for the installation. Their support and insights have been invaluable in shaping this initiative.

### Our Commitment to You

We truly hope that this new parking solution will prove beneficial for all our patients. Our commitment is to continuously improve your experience at our practice, and we believe that this change will contribute positively to your visits.

Thank you for your understanding and cooperation as we implement this new system. We look forward to seeing the positive impact it will have on your experience with us.

*You Said ...  
.. We Did!*

## FOR FREE PARKING - YOU **MUST** VALIDATE ON ENTRY

Patients and Visitors must enter their full, correct vehicle registration number at either:

The Practice Reception Desk  
Terminals

OR

The Pharmacy Terminal by the Till

This will allow you to park **FREE** of charge for your visit to the Practice or Pharmacy.

Parking is allowed at weekends for non-patrons and charges will apply. Please remember that patients and visitors to the Practice and Pharmacy at weekends will still receive **FREE** parking by validating their car registration on entry.

# DNAs

## (Did not attend)

As part of our ongoing commitment to providing the best possible care, we would like to address an important issue that affects our practice and, ultimately, the care we can offer you — missed appointments, also known as Did Not Attends (DNAs).

### **Understanding the Impact**

Every missed appointment represents a lost opportunity for another patient to receive care. With the increasing demand for healthcare services, it is crucial that we make the most of every available appointment slot. When a patient does not attend their scheduled appointment and fails to cancel in advance, it not only impacts our ability to manage our time and resources effectively but also affects other patients who may be waiting for an appointment.

### **How You Can Help**

We kindly ask for your cooperation in helping us reduce the number of DNAs. If you are unable to attend your appointment, please let us know as soon as possible. By cancelling in a timely manner, you allow us to offer that appointment slot to another patient in need.

### **Easy Ways to Cancel**

Cancelling an appointment is simple and can be done in several ways:

- Call our reception team during opening hours.
- Use our online appointment system to cancel or reschedule.
- Reply CANCEL to appointment reminder text messages
- Cancel via NHS App

### **Your Support Makes a Difference**

Your cooperation in cancelling appointments you cannot attend is invaluable. It helps us improve access to care for all our patients and ensures that our resources are used efficiently. We appreciate your understanding and support in this matter.

Thank you for being a part of our community and for your continued commitment to making our practice a better place for everyone.

## DNA rates for the last 3 months

### APRIL 2025

7827 booked  
appointments

256 missed  
appointments

### MAY 2025

7156 booked  
appointments

262 missed  
appointments

### JUNE 2025

7665 booked  
appointments

221 missed appointments

We are thrilled to share some exciting updates about our phone system, which has been implemented in response to your valuable feedback. Our goal is to continuously improve your experience with us, and we believe these changes will make a significant difference in how you connect with our practice.

### **Introducing the Call Back Option**

One of the key enhancements to our phone system is the introduction of a call back option. We understand that waiting on hold can be frustrating, so now, instead of staying on the line, you can choose to receive a call back when it's your turn. This feature allows you to go about your day without the inconvenience of waiting, while ensuring you don't lose your place in the queue.

### **Improved Queue Management**

We've also made improvements to the reliability of our phone system. No more being moved around in the queue! Our new system ensures that your position is maintained, providing a more consistent and predictable experience when you call us.

### **Online Appointment Requests**

In addition to the phone system enhancements, we are pleased to offer online appointment requests. This new feature allows you to request appointments at your convenience, reducing the demand on our telephone lines. As a result, we've seen a much quicker response time when you do need to call us, making it easier for you to get the assistance you need promptly.

### **Your Feedback Matters**

These improvements are a direct result of the feedback we've received from you, our valued patients. We are committed to listening to your needs and making changes that enhance your experience with our practice.

Thank you for your continued support and for being an integral part of our community. We look forward to serving you better with these new enhancements.



## Phone data last 3 months

### APRIL 2025

5777 answered calls

Average waiting time 6  
mins

### MAY 2025

5404 answered calls

Average waiting time 7  
mins

### JUNE 2025

5869 answered calls

Average waiting time 3  
mins

[How to get request an appointment or  
raise an admin query via our online  
triage system](#)

- 1) Visit our NEW and improved website

<https://www.towerhillpartnershipmedicalpractice.nhs.uk>

- 2) From the HOME screen – click on “SUBMIT A NEW REQUEST”
- 3) For a medical issue or to request an appointment, click “I WANT HELP FOR A HEALTH ISSUE”
- 4) For an admin query, for results, prescriptions and sick notes, click “I HAVE AN ADMIN QUERY”

Enter your details with as much information as possible, click “SUBMIT”

**ANY QUERIES PLEASE CALL THE SURGERY ON 0121 411 0487**

## Introducing our **NEW** Medicines Management Team

**Open between 10 am - 2.00 pm**  
**Call us on 0121 411 0487 and press option 4**

We are excited to announce the introduction of a new Medicines Management Team at our practice. This dedicated team is here to streamline the process of managing your medication requests, ensuring a smoother and more efficient service for you.

### **Why a Medicines Management Team?**

Managing medication requests is a crucial part of the care we provide, and we understand how important it is to get it right. By having a dedicated team focused solely on this task, we aim to reduce errors and improve the overall experience for our patients.

### **What This Means for You**

- **Consistency and Accuracy:** Our Medicines Management Admin Team will oversee the entire process of handling medication requests, from start to finish. This means you can expect greater consistency and accuracy in managing your prescriptions.

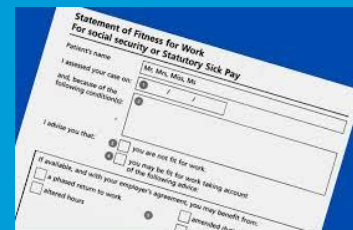
## Online requests to see a Clinician



## Order medication online



## Order sick notes online



- **Reduced Errors:** With dedicated staff members focusing on your medication needs, we anticipate a reduction in errors, ensuring you receive the correct medications promptly.
- **Improved Communication:** The team will be available to address any questions or concerns you may have about your medication requests, providing clear and timely communication.
- **Enhanced Efficiency:** By streamlining the process, we hope to reduce waiting times and make it easier for you to receive your medications when you need them.

### Our Commitment to You

We are committed to providing the highest standard of care and continuously improving our services. The introduction of the Medicines Management Team is a step towards achieving this goal, and we are confident that it will have a positive impact on your experience with us.

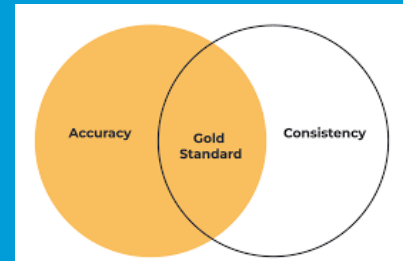
Thank you for your continued trust and support. We look forward to serving you better with this new initiative.



Are you aware of the NHS App? It's a powerful tool designed to make managing your health easier and more convenient than ever before. With the NHS App, you can access a range of services right from your smartphone or tablet, putting your health at your fingertips.

### Why Use the NHS App?

- **Manage Nursing Appointments:** Book, view, and cancel a selection of Nursing appointments with ease, saving you time and effort.
- **Order Repeat Prescriptions:** Request your repeat prescriptions directly through the app and track their progress.



### Our Commitment Promise



#### **Reduce Medicines Wastage by only ordering what you need**

Check what medicines you have at home before you order your repeat prescriptions. If you have enough, only request the medicines you need this time.

Speak to your pharmacy team if you have any questions about how to change your prescription request.

- **Access Health Information:** View your medical records, including test results, immunisations, and allergies, all in one place.
- **Check Symptoms:** Use the symptom checker to get advice on what to do next if you're feeling unwell.
- **Stay Informed:** Receive notifications and updates about your health and care, keeping you informed and in control.

### Getting Started is Easy

1. **Download the App:** The NHS App is available for free on the App Store and Google Play. Simply search for "NHS App" and download it to your device.
2. **Register and Verify:** Follow the on-screen instructions to register and verify your identity. This ensures your information is secure and accessible only to you.
3. **Explore the Features:** Once registered, explore the app's features and discover how it can help you manage your health more effectively.

### Your Health, Your Way

The NHS App is designed to empower you to take control of your health and well-being. Whether you're managing a long-term condition or simply want to stay on top of your health, the app provides the tools you need to make informed decisions.

We encourage all our patients to download and start using the NHS App today. It's a convenient, secure, and efficient way to access the care and information you need, whenever you need it.

Thank you for being a part of our community. We look forward to supporting you on your health journey with the NHS App.



### Getting Started Info

<https://www.nhs.uk/nhs-app/nhs-app-help-and-support/getting-started-with-the-nhs-app/>



