



**We would like to keep you up to date with what has
been happening at the practice**

Welcome to our Spring Newsletter

**What improvements have we made in the last
year?**

Added a dedicated prescription line for patients call between 10.00am – 12.00pm

Dedicated phone option for cancelling appointments to save waiting in the queue

Opened a new site for students at the Bournemouth University Executive Centre

Extended Mental Health Practitioner appointments

Changed our online form to a more user-friendly version

Extended the opening hours for connect forms for non-urgent issues to 6.30 pm every
weekday

In partnership with our PCN (Primary Care Network) increased our late-night openings to include Friday evening for urgent appointments. We now have 3 late nights, Tuesday, Thursday and Friday.

Increased our Physio (Muscular Skeletal) capacity

Meningitis clinics at Bournemouth University Medical Services site

How many hours have been lost due to patients not attending their appointments in 2025

967 hours which equates to 5802 Appointments

For our 'Did not attend policy' please use the link below:

<https://www.talbotmedicalcentre.co.uk/about/practice-policies/did-not-attend-policy-dnas/>

Popular misconceptions

Receptionists make the decision as to when your appointment will be

The appt offered to you will have been decided upon by a GP based on your symptoms

Receptionist's just book appointment and answer the phone

The receptionists can signpost to services which you may not be aware of. They also undertake tasks from the GP's and nurses

GP's only role is to see patients

GP's have many other responsibilities and tasks to complete during their working day.

You cannot book with a GP of your choice

*You **can** choose which GP you see, but you may have to wait longer for an appointment based on the availability of that particular GP.*

What we achieved in 2025

Flu vaccines 1813

Covid vaccines 737

Minor Operations 152

Steroid injections 582

Answered nearly 50,000 calls.

General information

Appointments

All appointments need to be requested by our Connect form. You can access this on our website by clicking on [appointments](#). If you are unable to complete the form yourself, please call us and one of our reception team will be able to complete the form on your behalf over the phone. You can also come into the surgery, and we will help you with the form. Our GP's view all the forms and decide how best to help you with the appropriate appointment in the appropriate time frame. They may send you a link to book an appointment or ask a member of the reception team to call you.

To find out Connect form please use the link below:

<https://systmonline.tpp-uk.com/2/OnlineConsultation?OrgId=J81033>

Prescriptions

Please allow 72 hours for us to process your medication request. You can request your medication via the NHS app, SystemOnline or you can ask for a paper request form at

reception. You can also phone us with your prescription queries, but please note we cannot take prescription requests over the phone.

Staff Training

The surgery will be closed on Tuesday 24th March from 1.00-5.00pm for staff training. If you have a medical issue which needs urgent attention, please call 111 or for emergencies call 999.

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