



TOTAL TRIAGE - OUR NEW & IMPROVED GP APPOINTMENT BOOKING SYSTEM

In September 2025, we introduced a new appointment system called Total Triage. This means that all medical and administrative requests now begin with a simple online form, available on our website and the NHS App. This is then triaged by one of our GPs, who then make a clinical decision on the best course of action - whether that be an appointment, advice, or signposting to the appropriate service.

This change will make it easier to access care, reduce phone wait times, and ensure you're directed to the right person as quickly as possible. It also helps our team manage demand more safely and fairly for everyone.

IF YOU CANNOT ACCESS THE FORM YOURSELF THEN A MEMBER OF OUR RECEPTION TEAM WILL DO IT FOR YOU!

Flu campaign 2025/26

The Ransome Practice Flu Campaign for 2025/26 kickstarted on 1st October 2025.

If you are eligible (over 65 or in an at-risk group), please contact the surgery via the NHS app or on 01302 874416 to make an appointment with a member of our nursing team.

A HUGE THANKS to our hardworking nursing team for all their hard work in the flu clinics, keeping us safe this winter!

EXTENDED OPENING HOURS

Did you know that we offer extended opening hours for GP and Nurse appointments?

- Wednesdays 7am-8am @ BENTLEY
- Wednesdays 6pm-8pm @ BENTLEY
- Thursdays 6pm-8pm @ BENTLEY
- Fridays 7am-8am @ WOODSIDE

PRESCRIPTIONS: CHANGES TO ORDERING



As of October 1st 2025 we will no longer be taking prescription requests over the phone, to align with NHS Safe Prescribing. You can still order your medication:

- via NHS app
- via email
- written request brought into the surgery

👉 If you feel unable to access these alternatives, please speak to a member of the team - we're here to help!

NHS APP - DOWNLOAD HERE!

Did you know that with the NHS app you can:

- Fill out a Total Triage form
- Check test results
- See hospital letters
- Order Repeat Prescriptions
- View your GP health record
- See your upcoming appointments
- Send messages directly to us



PATIENT PARTICIPATION GROUP (PPG)

- Share your thoughts about how the practice works
- Get updates on changes to the practice
- Help shape the future of your healthcare
- Meet staff and other patients
- Promote local health and wellbeing



OUR NEXT MEETING:
Wednesday 12th
November 2025 at 1pm
@ Bentley Health
Centre, Askern Road

STAFFING CHANGES

Jane Johns, the longstanding Practice Manager at the Ransome Practice has recently taken semi-retirement and is now our Business and Finance Manager. We welcome Rachel Bentley as our newly promoted Practice Manager. Rachel has been with The Ransome Practice and Dr Sheikh's Practice before that, for over 20 years. Nicola Terry has changed roles to become Digital & IT Lead.

We have also welcomed four new Care Navigators this year - Lucie, Beth, Karen, and Jade.

DO WE HAVE YOUR CORRECT CONTACT DETAILS?

In order to provide you with excellent healthcare, we need to have your up-to-date contact details so we can contact you in the most efficient way.

Check with reception or via your NHS app to make sure we're up-to-date!