



Church Street Medical
Patient Newsletter
Summer 2026

As always, our team are here to support your health and wellbeing. This month's newsletter includes important updates that are happening at the surgery, with other helpful information.

Training Practice

We are a training practice for **Medical students** and **Trainee Doctors**. Our trainees conduct consultations for patients (with a longer appointment time than normal). They are supervised each time by a qualified clinician. Recent feedback was extremely positive.

Introducing Anima: Our New Patient Triage Platform



We're excited to announce as of **21st May 2026** we will be using Anima Triage, our new online triage platform designed to make accessing care quicker and more convenient for our patients.

With Anima, you can submit your health concerns online at a time that suits you. Our clinical team will review your request and guide you to the most appropriate care—whether that's a GP appointment, self-care advice, or support from another service.

This system helps us prioritise patients based on clinical need, ensuring those who need urgent care are seen as quickly as possible, while still responding efficiently to all requests.

See the link below for more information.

www.youtube.com/watch?v=Vy_vkM615YE

NEW WEBSITE COMING SOON

We've listened to your feedback about our current practice website and understand that it has not always been as user-friendly or accessible as it should be.

Behind the scenes, we are working on a brand-new website designed to provide a clearer, simpler, and more accessible experience for all patients. The new site will make it easier to find information, access services, and stay up to date with practice news and announcements.

We look forward to sharing more details with you soon and thank you for your continued feedback and support while we make these improvements.



Coming soon...
a new website.



Non- NHS services

Did you know that not all services provided by the practice are covered under the NHS? Alongside your core NHS care, we also offer a range of non-NHS (private) services to support additional needs that fall outside standard NHS funding.

Examples include:

- Medical reports and forms
- Travel and fitness certificates
- DVLA medicals

These requests require GP time outside of NHS duties, including reviewing records and completing detailed documentation, turnaround & fees

- Standard turnaround time is up to 28 days
- Fees apply in line with national guidance
- Payment may be required before work begins



Welcome to New staff here at Church Street Medical

We're pleased to welcome new staff at Church Street Medical. Please see below all our new starters:

Emma and Imogen our new Healthcare Assistants (HCA's)
Ben who is our new phlebotomist

Farewell and Thank You

We also say goodbye and best wishes to Dr Piliau who left the practice in May for his new role. We wish him all the best in his next chapter..

Hayfever Relief

Hayfever can usually be managed without seeing a GP. Over-the-counter treatments are available from pharmacies or supermarkets, and your pharmacist can advise on the best option and when to seek medical advice. Please note there are age restrictions on some medications.



Facebook Live Awareness sessions

Did you miss one of TWNS awareness sessions? You can now watch them anytime on YouTube!

This year's topics have included asthma, menopause, men's health and more, all offering helpful advice, expert insights, and support.

Simply head to the TWNS YouTube channel link is below to catch up and stay informed at a time that suits you.

www.youtube.com/@TWNSPrimaryCareNetwork/videos

