

NEWSLETTER

Spring 2026 Issue version 1

Welcome

General practice is evolving, and at Prentis Medical Centre, these improvements are designed to make care easier, faster and fairer for everyone. As part of the NHS 10-Year Plan, GP practices nationwide are expanding access through safe digital tools while continuing to offer strong personalised support for all patients.

Contact us online

At **Prentis Medical Centre**, all requests for GP appointments now begin the same way, through our [online system](#).

When you submit a request, you'll answer a few short questions about your concern. This allows our clinical team to:

- Understand your health needs clearly
- Assess how urgently you require care
- Direct you to the right professional the first time

Depending on your needs, you may be offered:

- A GP appointment
- An appointment with a nurse, pharmacist, or another specialist
- Advice, investigations, or signposting to helpful local services

This improved system helps reduce waiting times, ensures urgent issues are prioritised, and makes it easier and fairer for everyone to access the right care at the right time.

NEED HELP?

[Need Extra Help? We're Here for You](#)

We know online systems don't work for everyone. If you struggle with the internet, have **accessibility needs**, or **face language barriers**. We will support you.

Our reception team can:

- Submit requests on your behalf
- Offer reasonable adjustments
- Make sure no one is denied care because they can't go online

Just let us know what you need — we're always happy to help.

COMING SOON - Spring COVID Boosters Apr 2026

Meet **EMMA**: Supporting Safe & Fair Access

We'll soon be using **EMMA**, our new [AI receptionist](#), to help review and manage patient requests safely and efficiently.

EMMA helps us:

- Spot **urgent** concerns quickly
- Manage high demand fairly
- Ensure no request is missed

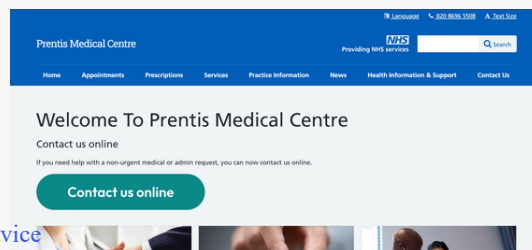


A trained member of our team reviews every submission.

Digital triage doesn't replace clinical judgement; it supports it.

[Our practice website is the quickest place to find:](#)

- Current practice information
- How to request appointments and prescriptions
- Trusted self-care advice and NHS guidance
- Links to local and national services



Using the website can save you time and help you get answers fast; often without needing an appointment.

[What is NINA?](#)

NINA is our new digital assistant on the Prentis Medical Centre website.

She will help you:

- Find information quickly
- Submit enquiries online
- Get guided to the right type of help

All requests sent via NINA are reviewed by our practice team.

! NINA **does not** give medical advice and is not for emergencies.

For urgent issues, contact the practice, use NHS 111, or call 999 in an emergency.

[Why These Changes Matter?](#)

Demand for GP services continues to grow. The NHS 10-Year Plan focuses on:

- Improving access
- Using digital tools safely
- Freeing up GP time for patients who need it most

By modernising how we work, we can provide [safer](#), more [responsive](#) care, while continuing to offer compassionate support to everyone.

