

Cherry Tree Medical Practice

Spring newsletter

March 2026



Total Triage

On the 1st February the surgery went LIVE with the total triage system. This change has been months of planning and meetings with clinical staff to ensure all agree on the best process.

This new process is not only a benefit to patients but has allowed our clinical and admin teams to strengthen their working relationships by working in the same reception room together. It has given us the opportunity to allocate a non clinical staff member each day to be a Triage Assistant who supports the triaging clinician.

How does Total Triage work?

A patient calls the surgery and is asked some questions by our reception team or completes an online request.

What will happen to my request?

Your request is added to the triage list. Our triaging clinician that day will review the patient request and make the decision as to the appropriate action.

What will the decision be?

You will receive an sms or call from the Triage Assistant detailing the decision. This may be an appointment on the day or an alternative day, or the triaging clinician may call you directly themselves.

Other alternatives may include signposting to other services such as Pharmacy First for acute conditions, physiotherapy, Talking Therapies, Bereavement Services etc.

CHERRY TREE OPENING TIMES (IRONSTONE CENTRE)

Monday 8am - 6:30pm
Tuesday 8am - 6:30pm
Wednesday 8am - 6:30pm
Thursday 8am - 6:30pm
Friday 8am - 6:30pm

(ASHBY) OPENING TIMES

Monday 8am - 5:30pm
Tuesday 8am - 5:30pm
Wednesday 8am - 2:00pm
Thursday 8am - 5:30pm
Friday 8am - 5:30pm

TRAINING DATES

Weds 11th March closed from 1pm
Weds 8th April closed from 1pm
Weds 13th May closed from 1pm



We also offer additional **Enhanced Access** appointments as part of triage, these are both telephone and face-to-face appointments out of hours.

Facebook

Do you follow us on Facebook? If not scan the QR code & click follow to keep up to date with surgery & health updates.



BANK HOLIDAY DATES

Fri 3rd April CLOSED
Mon 6th April CLOSED
Mon 4th May CLOSED
Mon 25th May CLOSED

We are always working to reduce the number of missed appointments at the surgery; during February we had a total of **248** non attended appointments which is **68 hours**. These are appointments that could have been offered to other patients.

If you cannot attend an appointment please contact the surgery as soon as possible to re-arrange or cancel. Each missed appointment is recorded for our did not attend policy and 3 missed appointments may result in us being unable to continue your care at this surgery.

Meet our Management team

Our management team work very closely together to ensure the best practice for both patients and staff.

Holly has been at the surgery for 7 years and has been in the Practice Manager role since October 2024 jumping into her role and enjoying the challenges along the way including signing the surgery up to a Practice Improvement Programme which was embraced and allowed us to move forward with various new processes such as the new telephone system in November 2024. Holly started as a receptionist and then left the surgery briefly before returning to reception and then into Assistant Practice Manager in 2019.

Nikki joined the reception team in 2010 when based at the Market Hill site as a walk-in centre and has seen many changes along the years. She progressed into an admin role in 2012 completing referrals, medical reports and various other duties until advancing into the Assistant Practice Manager role in October 2024.

Beverley joined the Birches surgery in 2011 and also began her employment as part of the reception team. She progressed into the Assistant Manager role in 2018 and has participated in many changes over the years including new clinical systems and most recently being the merging of Birches Medical and Oak Tree Medical practices.

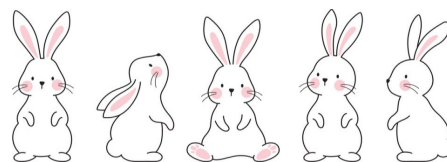
Pictured left to right - Holly, Nikki & Beverley



Surgery details

Telephone Cherry Tree Ironstone Centre 01724 292022

Cherry Tree Ashby 01724 742400



Appointments are bookable via phone Monday to Friday 8 am to 6:30pm.

You can access your record for free via the NHS App where you can order medication, see your vaccination status and access other relevant clinical information.

Online consultations are also available via the NHS App and AccuRx