

**The Hawthorns Surgery**  
**1 Oxford Road**  
**Redhill**  
**RH1 1DT**  
**Tel: 01737 762902**

**Autumn Newsletter (October 2025)**



**New Staff**

Please welcome to Dr Byrone Mitchell. Dr Mitchell's working days are Monday, Thursday, Friday and Wednesday AM.

**Child Immunisations**

**(Babies born from 01.07.2024)**

It's important that vaccines are given on time for the best protection, but if you or your child missed a vaccine, contact your GP to catch up.

**NHS vaccination schedule:**

**8 weeks** – 6 in 1, Men B & Rotavirus

**12 weeks** – 6 in 1 (2nd dose), Men B & Rotavirus

**16 weeks** - 6 in 1 (3<sup>rd</sup> dose) & Pneumococcal

**1 year old** – Pneumococcal, Men B, MMR (1st dose), Hib/Men C

**18 months** – Born on or after July 2024  
DTaP/IPV/Hib/HepB, MMR

**3 years 4 months** – DTaP/IPV & MMR

**12yrs to 13 years** (Boys and Girls) – HPV

**14 years** – Tetanus, diphtheria and polo & Men ACWY

**Flu & COVID Vaccinations**

We have started to invite patients to come and have the Flu/Covid vaccination when the flu season starts from 1st October.

The flu vaccine is recommended for people at higher risk of getting seriously ill from flu. It's offered on the NHS every year in autumn or early winter. You can get the free NHS flu vaccine if you are aged 65 or over

- have certain long-term health conditions
- are pregnant
- live in a care home
- are the main carer for an older or disabled person, or receive a carer's allowance
- live with someone who has a weakened immune system

**COVID vaccination**

**The below groups are eligible:**

- **adults aged 75 years and over – this is different to last year**
- residents in a care home for older adults
- individuals aged 6 months and over who are immunosuppressed

**Practice Hours (Appointments from 8.30am)**

|           |                   |
|-----------|-------------------|
| Monday    | 8.00am to 6.30pm  |
| Tuesday   | 8.00am to 6.30pm  |
| Wednesday | 8.00am to 6. 30pm |
| Thursday  | 8.00am to 6.30pm  |
| Friday    | 8.00am to 6.30pm  |

**GP Patient National Survey 2025**

|                                                  | ICS Result | National Result | Hawthorns 2025 | Hawthorns 2024 | Hawthorns 2023 |
|--------------------------------------------------|------------|-----------------|----------------|----------------|----------------|
| Were offered a choice of appointment time or day | 55%        | 54%             | 79%            | 61%            | 53%            |
| Describe experience of contacting GP as good     | 73%        | 70%             | 86%            | 72%            | 57%            |
| Found Receptionist/Admin team as helpful         | 85%        | 83%             | 89%            | 85%            | 83%            |
| Found it easy to get through on the telephone    | 54%        | 53%             | 65%            | 57%            | 41%            |

Please see full report on last page

## Screening

### Cervical Screening

Cervical screening, which used to be called a smear test, is a test to check the health of the cervix and help prevent cervical cancer. It is offered to women and people with a cervix aged 25 to 64 every 5 years.

When you get your invite please call the Surgery and book this appointment.

\*\*\*

### Breast Screening

Anyone registered with a GP as female will be invited for NHS breast screening every 3 years between the ages of 50 and 71. You will get a letter in the post inviting you.

If you are a trans man, trans woman or are non-binary you may be invited automatically, or you may need to talk to a member of the team for the local breast screening service to ask for an appointment.

\*\*\*

### Bowel Screening

NHS bowel cancer screening checks if you could have bowel cancer. Everyone aged 60 to 74 years who are registered with a GP and lives in England is automatically sent an NHS bowel cancer screening kit every 2 years.

The home test kit, called a faecal immunochemical test (FIT), is used to collect a small sample of poo and is then sent to a lab. This is checked for tiny amounts of blood.

Blood can be a sign of polyps or bowel cancer. Polyps are growths in the bowel. They are not cancer, but may turn into cancer over time.

Did you know Bowel cancer is the 3<sup>rd</sup> most common type of cancer.

Don't delay use your test kit today!

## Travel Vaccinations

If you are planning to travel outside the UK, the Surgery can help with travel advice and information about vaccines for travel

You must request travel advice at least 8 weeks before your departure date.

This is because some vaccines:

- need to be given in advance to let your body develop immunity
- involve a number of doses over weeks or months

The NHS is only able to provide specific vaccinations to its NHS patients for travel. These include:

- Cholera
- Hepatitis A
- Typhoid
- Polio

Learning Space is a children and young people's mental health charity based in Surrey with over 20 years' experience of working with children, young people and their families. Patients who are registered with the Practice can self-refer via their website.

The needs of the children and young people we work with are widespread and include anxiety, anger, low levels of confidence and self-esteem, bereavement, bullying, friendships and family issues.

Their team consist of highly skilled practitioners with professional backgrounds in a variety of settings including education, social care and health related fields. They are further trained in solution focused approaches.

The focus of their work is to grow self-esteem, confidence and resilience so that children and young people are better able to manage change, respond to challenges in their lives and to celebrate who they are.

Further information is available on their website: <https://www.learningspace.org.uk/redhill> or by emailing [Phoenix@learningspace.org.uk](mailto:Phoenix@learningspace.org.uk)

## Online Access

From 1 October 2025 we will be required to keep our online consultation tool open for the duration of core hours for non-urgent appointment requests, medication queries and admin requests.

|                                                                                                                                                               | ICS Result | National Result |  | Hawthorns Surgery |  | Hawthorns Results 2024 |  | Hawthorns Results 2023 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------------|--|-------------------|--|------------------------|--|------------------------|
| <b>Your GP Practice Services</b>                                                                                                                              |            |                 |  |                   |  |                        |  |                        |
| Find it easy to get through on the phone                                                                                                                      | 54%        | 53%             |  | 65%               |  | 57%                    |  | 41%                    |
| Find it easy to contact the GP practice using the website                                                                                                     | 59%        | 51%             |  | 54%               |  | 47%                    |  |                        |
| Find it easy to contact the GP practice using the NHS App                                                                                                     | 53%        | 49%             |  | 50%               |  | 48%                    |  |                        |
| Find the receptionist and admin team at this GP practice helpful                                                                                              | 85%        | 83%             |  | 89%               |  | 85%                    |  | 83%                    |
| Usual get to see or speak to their preferred healthcare professional when they would like to                                                                  | 43%        | 40%             |  | 41%               |  | 53%                    |  | 34%                    |
|                                                                                                                                                               |            |                 |  |                   |  |                        |  |                        |
| <b>Your last contact</b>                                                                                                                                      |            |                 |  |                   |  |                        |  |                        |
| % of patients who knew what the next step would be after contacting their GP practice                                                                         | 85%        | 83%             |  | 91%               |  | 85%                    |  |                        |
| % of patients who knew what the next step would be within two days of contacting their GP practice                                                            | 94%        | 93%             |  | 95%               |  | 96%                    |  |                        |
| Describe their experience of contacting their GP practice as good                                                                                             | 73%        | 70%             |  | 86%               |  | 72%                    |  | 57%                    |
|                                                                                                                                                               |            |                 |  |                   |  |                        |  |                        |
| <b>Your last appointment</b>                                                                                                                                  |            |                 |  |                   |  |                        |  |                        |
| Were offered a choice of time or day when they last tried to make a general practice appointment                                                              | 55%        | 54%             |  | 79%               |  | 61%                    |  | 53%                    |
| were offered a choice of location when they last tried to make a general practice appointment                                                                 | 13%        | 14%             |  | 10%               |  | 10%                    |  |                        |
| Patients felt they waited about the right amount of time for their last general practice appointment                                                          | 71%        | 67%             |  | 78%               |  | 75%                    |  |                        |
| Say the healthcare professional they saw or last spoke to was good at listening to them during their last general practice appointment                        | 89%        | 87%             |  | 89%               |  | 95%                    |  |                        |
| Say the last healthcare professional they saw or last spoke to was good at treating them with care and concern during their last general practice appointment | 88%        | 86%             |  | 91%               |  | 92%                    |  | 92%                    |
| Healthcare professional they saw or spoke to was good at considering their mental wellbeing during their last general practice appointment                    | 74%        | 74%             |  | 73%               |  | 75%                    |  | 71%                    |
|                                                                                                                                                               |            |                 |  |                   |  |                        |  |                        |
| healthcare professional had all the information they needed about them during their last general practice appointment                                         | 93%        | 92%             |  | 90%               |  | 95%                    |  |                        |
| Were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment                         | 93%        | 91%             |  | 97%               |  | 96%                    |  | 96%                    |
| Had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment                                   | 94%        | 93%             |  | 95%               |  | 98%                    |  | 97%                    |
| Felt their needs were met during the last general practice appointment                                                                                        | 91%        | 90%             |  | 91%               |  | 96%                    |  | 98%                    |
| Say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)                       | 73%        | 69%             |  | 60%               |  | 80%                    |  | 88%                    |
|                                                                                                                                                               |            |                 |  |                   |  |                        |  |                        |
| <b>Overall Experience</b>                                                                                                                                     |            |                 |  |                   |  |                        |  |                        |
| Describe their overall experience of this GP practice as good                                                                                                 | 78%        | 75%             |  | 86%               |  | 86%                    |  | 74%                    |
|                                                                                                                                                               |            |                 |  |                   |  |                        |  |                        |