

Newsletter

August 2025

ELIZABETH HOUSE MEDICAL PRACTICE



A Warm Welcome

Hello from all of us at Elizabeth House!

We're back with the latest updates from your local GP practice — keeping you informed, supported, and healthy.

Opening Hours

- **Monday:** 8:00am – 8:00pm
- **Tuesday – Friday:** 8:00am – 6:30pm

Need help outside of these hours? Visit NHS 111 online or call 111 for urgent medical advice.

Appointments – Help Us Help You

Between **1st March and 31st July**, we had a significant number of booked appointments — but also quite a few that went unattended. If you can't make your appointment, please cancel it as early as possible. That way, someone else who needs care can be seen sooner.

Bank Holiday Closure

We'll be **closed on Monday 25th August** for the August Bank Holiday.

✦ Please order any prescriptions early to avoid delays.

Meet the Team (and Farewell to Familiar Faces)

We're delighted to welcome several new team members:

- **Joanna Khorshid**, our new Practice Nurse, brings years of experience working in the community.
- **Zoe and Lynsey** have joined our friendly reception team.
- **Soniq Abdul** is now our in-house physiotherapist, taking over from Sam Chittenden.


In our medical team:

- **Dr Qureshi**, our GPST3 registrar, is staying on for a few more months.
- We're joined by **Dr Khan** and **Dr Musa**, both final-year GPST3 trainees.
- **Dr Jegardasan**, a Foundation Year 2 doctor, joins us in August. She will be replacing **Dr Varma**, who has now completed her 4-month FY2 rotation.



Booking Appointments – What’s Changing?

To help reduce the busy 8am phone rush, NHS England is encouraging practices to adopt **online appointment request forms**.

- These are available during opening hours via our website.
-  Prefer to call? You can still speak to our team over the phone.

*If you are **NOT** calling for an urgent on-the-day appointment, we are encouraging patients to call **outside** of the 8am and 2pm windows as phone lines can be busy or alternatively complete an online form.

Refurbished & Ready – Specialist Clinics On-Site!

We’ve completed a full renovation of our **top floor**, now hosting **DHC outpatient clinics** — a GP federation offering over 4,000 appointments monthly across Surrey.

From **15th July**, you can access the following services right here at Elizabeth House:


- Cardiology
- Care of the Elderly
- Orthopaedics (foot & ankle)
- Ultrasound

More services including Dermatology, Gastroenterology, and Gynaecology will be added soon.

This makes it easier for patients to see consultants locally, without needing to travel to hospital. Advanced tests like MRIs will still be referred under the NHS to nearby hospitals such as **Gatwick Spire** and **Ramsay Health**.

We’re a Top Practice — Thanks to You!



We’re thrilled to share that we’ve once again been **voted one of the top 10 GP practices in all of Surrey**, and the **best-rated practice in North Tandridge!**

 A huge thank you to all of our patients who took the time to provide such positive feedback — we’re proud to serve this community and will continue to strive for excellence in everything we do.

Autumn Flu & COVID Vaccination Campaign

Our **Flu and COVID vaccination clinics** will begin from **1st October**.



We’ll be offering appointments for **individual or combined vaccines**, administered by our highly trained staff. We’ve received excellent feedback on these clinics in past years — and we strongly recommend patients receive their vaccinations through their GP practice for both safety and continuity of care.

-  Call reception to book, or
- ➔  Use the **booking link sent via SMS** to secure your appointment as soon as possible.

Protect yourself and your loved ones this winter — get vaccinated with us.

Join Our Patient Participation Group (PPG)

Want to have your say in how the practice runs? We’d love you to join our PPG!

-  Minutes from our latest meeting are on our website.
-  To get involved, email us at:
elizabeth.housesurgery@nhs.net



♥ Are You a Hidden Carer?

If you support a loved one who couldn't manage without you, you might be one of Surrey's 120,000 **unpaid carers** — and you're not alone.

Action for Carers Surrey is here to support you with free advice and services:

- Help with benefits and legal rights
- Emotional and peer support
- Wellbeing events, days out, and more

🌐 Visit: www.actionforcarers.org.uk/missing-carers

☎ Call: 0303 040 1234

✉ Email: SupportMe@actionforcarers.org.uk

You care for them — let us care for you.

📅 Keep Your Contact Details Up to Date

Please let us know if you've changed your phone number, address, or emergency contact. It helps us deliver safe, effective care — especially for appointment updates and test results.

Thank you for being part of the Elizabeth House family.

🌐 Visit our website

📘 Join us on Facebook

— **Your team at Elizabeth House Medical Practice**

Thank you for reading!