

Patient **UPDATE**

Practice Merger - May 2026



Dear Patient,

We are writing to inform you of an important and exciting development regarding your GP practice.

Wayside Surgery has been working closely for several years with neighbouring practices that form Modality East Surrey Medical Practice, including:

- Birchwood Medical Practice (Horley)
- Townhill Medical Practice (Caterham)
- Smallfield Surgery (Smallfield)

We have already been collaborating through shared services such as:

- Saturday appointments
- Flu and COVID vaccination clinics
- Shared clinical support from doctors and nurses

Doctor Williamson has been part of the Modality partnership, with joint working in place since October 2025.

Following careful consideration, Wayside Surgery is now formally merging its clinical systems with Modality East Surrey Medical Practice.

This next stage represents the final step, bringing our clinical systems together.

Key Dates

Monday 11th May 2026

- Submit prescription requests by this date
- Online services (NHS App/Patient Access) will be temporarily unavailable

Friday 15th May 2026

- System merger begins
- Practice closed from 1pm for non-urgent services
- For urgent appointments call 01293 782057

Monday 18th May 2026

- Reduced service continues, for urgent appointments call 01293 782057

Tuesday 19th May 2026 (10:00 AM)

- Full services expected to resume



What This Means for You



- No need to re-register your records will transfer securely
- Same local team – you will continue to see your usual clinicians
- Same opening hours – 08:00 to 18:00
- Same booking process – no changes to how you make appointments
- Same phone number – 01293 782057
- Access to more appointments across multiple sites
- Greater flexibility – option to be seen at other locations if sooner

If you have questions about appointments, prescriptions, or access to services, please refer to the FAQ section below.

Access to More Services

As part of a larger practice, you will benefit from:

- Wider clinical expertise, including:
 - Diabetes
 - Asthma and COPD
 - Frailty and elderly care
 - Paediatrics
 - Weight management
- New and improved services such as:
 - Near-patient testing (including INR/Warfarin)
 - Group health programmes



During the Transition Period

To help ensure a smooth system merge:

- Please only contact the practice if absolutely necessary between 15th – 19th May
- We will have limited or no system access during parts of this period
- Website forms will be unavailable from 11th – 19th May
- Online services will be restored as soon as possible after the merger
- If you require an urgent on the day appointment during this time, please call 01293 782057. For emergencies, call 999.



We apologise for any inconvenience and appreciate your patience.

Why We Are Merging

The NHS is facing increasing demand and pressure. By joining together, we can:

- Strengthen clinical and administrative teams
- Increase appointment availability
- Expand specialist services
- Maintain continuity of care
- Improve resilience and long-term sustainability



Benefits for Patients and Staff

This merger will allow:

- Better access to a wider range of clinicians
- Improved continuity of care
- Greater collaboration between healthcare professionals
- More time for clinicians to focus on patient care
- Enhanced training and development opportunities for staff



KEEPING YOU INFORMED

We have discussed this merger with our Patient Participation Group (PPG), who are supportive of this development.

We will continue to keep you informed as we progress through the final stages.



CONTACT US



01293 782057

www.waysidesurgery.nhs.uk



Dr. Richard Williamson



Dr. Elango Vijaykumar

Yours sincerely,
On behalf of the Partners

**Wayside Surgery & Modality East
Surrey Medical Practice**



FREQUENTLY ASKED QUESTIONS

We've answered common questions in the FAQ section below to help support you during this change



When will the merge to the new Practice take place?

The merge will begin on **Friday 15th May 2026**.



Will I still be able to make an appointment to see my usual doctor or nurse?

Yes. We very much value all of the one to one relationships our patients have with our doctors and nurses. It is therefore expected that merging practices will further increase our ability to provide you with continuity of care and access to your usual doctor and/or nurse.



Will I still be able to make appointments at my usual doctor's surgery?

We are a part of a larger organisation and you can see a choice of Clinicians including the current ones in Wayside.



Will my usual surgery opening times stay the same?

Yes. We will continue to be open from 08:00 - 18:00. No changes will be made to our core opening times.



Will there be changes made to the way I book appointments?

No. Patients will continue to book appointments in the same way as you do now and you will continue to be contacted for any annual reviews or screenings.





Will I be able to make an appointment to see a doctor and/or nurse at another GP practice site?

Yes. This is something that we are planning to provide all services between Wayside and Birchwood for patients in Horley, thereby providing you with greater access to a wider range of services and availability.



Will I have to go to another GP Practice site for consultations and/or treatments?

Yes, but you would have Horley as a main place of your appointments but may be offered an appointment at another site if we can offer you a quicker appointment, or an alternative service.



Will there be any changes to how I access the GP out of hours service?

No. In order to access a GP when the practice is closed, you will still continue to telephone the NHS 111 service and they will either signpost you to the most appropriate service or arrange for you to access a GP.



Will the current arrangements that I have in place for getting my medicines stay the same?

Yes but please be aware of the merge period restrictions in the attached letter.



Will the intended merge affect any treatment or medication I am currently receiving either at my usual surgery or any hospital?

No. Any current treatments, medications or investigations will not be affected by the merger.





**Will I need to re-register to become a patient of the single GP Practice?
What will happen to my health records?**

No, you will not need to re-register. All of our patients will automatically be merged into a single GP Practice and your health records will reside within a single patient database. The NHS safeguards in relation to patient confidentiality of information will continue to remain in place throughout the transition.



Will the single GP Practice be able to provide new services to patients?

One of the main reasons to merge and form a larger practice, is for us to be able to expand the services that we are able to provide locally.



How will the new arrangement benefit GPs and Nurses at the practice?

Our GPs, Nurses and other clinicians will all have access to a wider pool of clinical knowledge and expertise to draw upon and we will have far greater opportunities to specialise in areas such as diabetes, care of the elderly, palliative care and urgent care access. We also anticipate that the current level of administrative tasks that our clinical staff perform will be dramatically reduced, therefore allowing them more time to spend on responding to and delivering the clinical care our patients need. We will also be able to better cover any planned or unplanned absences which we hope will alleviate the resulting pressures felt by remaining staff. We also anticipate that all of our staff will be provided with greater opportunities for enhanced training and career development.



Who do I contact during reduced service times ?

If you require an urgent on the day appointment during this time, please call 01293 782057. For emergencies, call 999.