

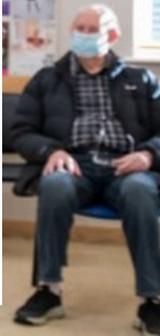
Patient Newsletter

Quarterly update
April 2026



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Partnership

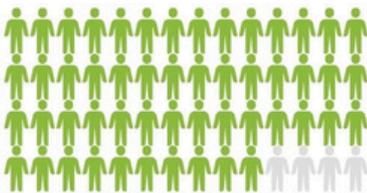
Birchwood Medical Practice
Smallfield Surgery
Townhill Medical Practice



Welcome to our spring newsletter

As we move into the spring period, we're continuing to focus on improving access, supporting patients with clearer guidance, and keeping you updated on what's happening across our services. In this issue, you'll find helpful information on repeat prescriptions, appointment booking, community initiatives, and a behind-the-scenes look at how our teams work every day.

Our Practice in numbers - February



We have a total of **38,218** patients registered, with **221** new registrations in February

12,409 incoming phone calls were answered by our team



Our staff went to **150** home visits

8,602 clinical letters were processed

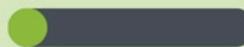


46,075 prescriptions were signed

We carried out **13,842** appointments, of which



4,076 were carried out by a Nurse



1,743 were carried out by our Clinical Pharmacists



82% of GP / Allied Health Professional appointments were in-person

Behind the Scenes at Townhill Medical Practice

Members of our Patient Participation Group (PPG) recently joined us for a behind-the-scenes walkaround to learn more about how the practice works day to day. They met our prescriptions and referrals teams, visited the triage room used by our duty doctor and senior pharmacist, and saw the amount of unseen work that keeps the practice running safely and efficiently.



We also shared some of the improvements we've made over recent years, including our online booking system and electronic prescription requests, which help make accessing care simpler.

A question we're often asked is why the waiting room can appear quiet even when demand is high. Thanks to improved systems and smoother patient flow, patients are now booked and seen throughout the day - meaning fewer people waiting in the building at once.

One PPG member commented:

"The visit gave me a completely new perspective on all the work happening behind the scenes. I'll be sharing this with other local patients."



Scan the QR code or search "PPG" on our website to find out more about, or join our PPG



Ordering your repeat prescriptions - a closer look

We know many patients order repeat prescriptions regularly, so we've worked hard to make the process as simple and consistent as possible. There are three easy ways to request your medication, and each option is designed to support different preferences and levels of access. Whichever route you choose, the aim is to help you order safely, reliably, and in a way that suits you.



1. NHS App– the quickest and easiest way

The NHS App remains the simplest and fastest way to manage your repeat prescriptions. You can order medication, check the status of your request, and choose your nominated pharmacy using either your phone or your computer. It also allows you to keep track of past requests and manage your medication in one secure place, making it a convenient option for many patients.

Simply search "NHS App" on your app store or web browser to download and get started.



2. Our online form

You can also request your repeat prescription using our online form. It's quick to complete and sends your request straight to our prescriptions team, helping us process it efficiently. When filling it in, please include:

- the name of your medication
- the strength or dosage
- how often you take it.

You can find the form by scanning the QR code or searching 'Prescriptions' on our website.



Offline options for ordering prescriptions

We know not all patients have access to the internet or prefer to use online services, so we also offer alternative ways to request your repeat prescriptions. These options ensure everyone can choose a method that works best for them.



3. Voice Connect – order by telephone

If you prefer to order your repeat prescriptions by phone, Voice Connect is our automated prescription line. Once you're set up, you can request your medication at any time without needing to wait to speak to a member of the team.

To use the service, simply:

- Call the surgery on **01342 843822** and press 1
- Follow the spoken prompts
- Request your medication using your phone keypad
- Have your date of birth, registered phone number, and 6-digit PIN ready

If you'd like to start using Voice Connect, please speak to our reception team and they'll help you get set up.



4. Through your Community Pharmacy

Your usual pharmacy can also request repeat prescriptions on your behalf. Simply ask them to do this for you, and they will contact us directly to arrange the prescription. This can be a helpful option if you visit your pharmacy regularly or prefer them to manage your medication requests for you.

How long does it take to process a repeat prescription?

We aim to process repeat prescription requests within 3 working days. Your pharmacy will need time to dispense this afterwards.

Community neighbourhood visit

We were proud to host national colleagues at Horley Health Hub as part of a wider tour recognising the community health work taking place across our area. The visit highlighted our collaborative approach and the partnerships that support patients beyond traditional clinical care.



Our guests met representatives from Warren Clark Golfing Dreams, Horley Men's Shed, and African Community in Surrey & Sussex (ACCIS), along with other local groups who play a key role in neighbourhood wellbeing.

It was a fantastic opportunity to share the progress we're making together, and we appreciate the support shown by all who attended.

Booking Blood Tests and Nurse appointments

Thank you to everyone who continues to use Rapid Health for medical queries - your feedback helps us improve the service continually.

A quick reminder on how to book blood tests and nurse appointments:

- Most blood test and nurse appointments are still arranged by telephone.
- In some cases - such as smear test invitations, long-term condition checks, or when a routine blood test is due - you may receive a text message with a booking link.

Please continue to follow the instructions provided in your text messages, or call reception if you need support.

Patient experience - Mike's story

Mike had always been a keen walker, often covering several miles without a second thought. When chest pain began to creep in, he dismissed it and carried on, not wanting to "bother the doctor." After a walk with his son where he could no longer hide the symptoms, he was encouraged to book an appointment.

He arrived expecting a chest infection and a course of antibiotics. Instead, the GP recognised that his symptoms might indicate something more serious and called an ambulance, despite Mike's protests. This led to the discovery of a significant heart condition requiring urgent treatment, including a triple heart bypass.

Mike is now recovering well, back to walking and steadily improving through cardiac rehab. What has stayed with him is the care he received: "She said she was just doing her job. But she saved my life, and that affects my whole family."

He hopes sharing his experience encourages others not to ignore symptoms: "If something doesn't feel right, talk to your doctor. You're not bothering them. They're there to help."



If you have a story you'd like to contribute, we'd love to hear from you. Please leave your details with our Patient Services Manager.

Join our WhatsApp Community channel



Stay connected with practice updates, health information, and community news by joining our WhatsApp community channel.

We share the latest health updates in our area and information on current NHS campaigns.



Scan the QR code to join, or ask reception to send you an SMS with the link

