

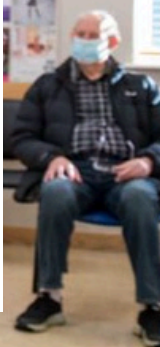
Patient Newsletter

Quarterly update
July 2026



modality
Partnership

Birchwood Medical Practice
Smallfield Surgery
Townhill Medical Practice
Wayside Medical Practice



Welcome to our summer newsletter

Welcome to our summer newsletter. We're committed to making it easier for patients to access the right care and support when they need it.

In this newsletter, you'll find updates on new services, community initiatives, appointment systems and practical information to help you get the most from your local practice.

Our Practice in numbers - June



We have a total of **45,375** patients registered, with **257** new registrations in June

14,276 incoming phone calls were answered by our team



Our staff went to **172** home visits

11,263 clinical letters were processed



61,551 prescriptions were signed

We carried out **17,082** appointments, of which

4,593 were carried out by a Nurse

2,257 were carried out by our Clinical Pharmacists

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

Wayside Practice merger update

We are pleased to share that the merger with Wayside Surgery has been successfully completed and the transition has gone smoothly. We would like to extend a warm welcome to all patients who have joined us as part of the merger.

Bringing our practices together allows us to continue strengthening local healthcare services and supporting patients with access to a wide range of clinical and support services. We would like to thank all patients for their patience, understanding and support throughout the transition process.



We look forward to continuing to provide high-quality care to both existing and new patients as one practice community.

Supporting faster access for children and young people



To help ensure children and young people receive the right care at the right time, appointment requests for under-16s are now submitted through our online booking system for clinical review and prioritisation.



Need an appointment for your child?
Scan the QR code or visit:
[modalityeastssurrey-
consult.uk.rapidhealth.co.uk](https://modalityeastssurrey-consult.uk.rapidhealth.co.uk)



Introducing Callback Focus Time

Our reception team now has dedicated Callback Focus Time between **10:00-11:30am** and **3:00-4:00pm** each day. This allows staff to process patient requests and return calls more efficiently.

During these periods, routine appointment booking by telephone is unavailable. Patients can still request appointments online via our website or the NHS App, and all online requests are reviewed by the same clinical triage team..



For more information, [visit our website news](#) or scan the QR code



SCAN ME

Discover local support with JOY

Looking for support in your local community? JOY Marketplace helps connect people with local activities, wellbeing services, community groups and practical support to improve your health and wellbeing.



Our Neighbourhood Navigators are based in the practice and can help you find services that meet your needs, from social activities and exercise groups to financial, housing and wellbeing support.

No matter what's important to you, there may be local services, groups or activities that can help. JOY makes it easy to discover what's available in your area and find support that's right for you.



Scan the QR code or visit <https://services.thejoyapp.com> to explore local services and activities.



SCAN ME

Celebrating Africa Day 2026



Our team was delighted to attend the Surrey & Sussex Africa Day Celebrations at Horley Recreation Ground in May, joining local residents for a fantastic day of culture, community and wellbeing.

Throughout the event, we shared health information, provided wellbeing advice, supported people with the NHS App, and carried out free health checks. We were also pleased to host health talks on Metabolism and Ethnicity and Menopause Across Ethnicities.



Thank you to everyone who visited our stand and spoke with our team. Events like these are a valuable opportunity to connect with our community, promote healthy living and bring healthcare closer to the people we serve.

Every missed appointment matters

Over the last 90 days, patients missed 2,203 (5%) appointments across our practices - the equivalent of 52 hours of clinical time every week.

To help reduce missed appointments, we send text message reminders and monitor non-attendance across the practice.

Repeated missed appointments are reviewed in line with practice policy.

2,203
appointments
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If you cannot come to your appointment, please cancel it as soon as possible so that we can help another patient. You can do this by following the link in the appointment confirmation email.

How ESCAPE-pain helped Peter stay active

At 73, Peter joined the ESCAPE-pain programme after osteoarthritis made everyday activities, including getting out of a chair, increasingly difficult.

The six-week programme combines education and exercise to help people manage joint pain and improve mobility. Peter found the sessions supportive and enjoyed meeting others facing similar challenges.

"I started by trying to push myself out of a chair with my arms folded. By the end of the programme I was using a 7kg weight, and I could get out of chairs a lot easier," said Peter.



Since completing the programme, he has found it easier to get up and move around, helping him stay active and independent without needing additional medication.

Peter would encourage others living with arthritis to consider the programme: *"Everybody goes at their own pace and the support is excellent."*

To read Peter's full story and find out more about ESCAPE-pain, scan the QR code. Patients can self-refer to First Community Health & Care's MSK service or book an appointment with one of our First Contact Physiotherapists through Rapid Health to discuss whether the programme is right for them.



To read Peter's full story and self-refer to the ESCAPE-pain programme, scan the QR code or [visit our website news section.](#)



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