

Patient Newsletter

Quarterly update
September 2026



modality
Partnership

Birchwood Medical Practice
Smallfield Surgery
Townhill Medical Practice
Wayside Medical Practice

Welcome to our Autumn newsletter

As summer draws to a close and we head into the autumn months, we'd like to share some updates from the practice, including information about the benefits of using the NHS App, and some of the work taking place behind the scenes to support our patients.

Thank you for being part of our practice community.

Our Practice in numbers - August



We have a total of **45,388** patients registered, with 297 new registrations in July

12,021 incoming phone calls were answered by our team



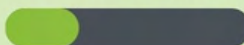
Our staff went to **178** home visits

9,701 clinical letters were processed

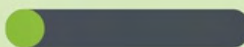


52,811 prescriptions were signed

We carried out **13,522** appointments, of which



4,462 were carried out by a Nurse



1,039 were carried out by our Clinical Pharmacists



80% of GP / Allied Health Professional appointments were in-person

Flu and COVID-19 vaccinations coming soon

Our annual autumn vaccination programme will be starting soon. If you're eligible for a free NHS flu or COVID-19 vaccine, we'll contact you directly with details on how to book.



Getting vaccinated helps protect you and those around you from serious illness, particularly older adults, pregnant women and people with certain health conditions.

Eligible patients will receive a self-booking link by text message. If you've received a link but are unable to book online, please contact the practice and we'll be happy to help. As demand is high when invitations are first sent, we encourage patients to use the booking link wherever possible.

Our clinics will run throughout October and November, with support from members of our Patient Participation Group (PPG) and Health Champions. We'd like to thank our volunteers for helping our vaccination clinics run smoothly.



Check your eligibility on the NHS website:
www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/



Don't miss your annual review

If you're invited for a chronic disease or medication review, please make sure you book and attend your appointment. These reviews help us check that your treatment is working well, ensure your medication remains safe and appropriate, and allow us to continue prescribing your medicines on time.

Received an invitation? Use the self booking link in the SMS or contact the practice to book an appointment.

Make the most of the NHS App

With the NHS App, you can:

- Order repeat prescriptions
- View your health record
- Access messages and correspondence
- Manage your healthcare more conveniently
- Book GP appointments through the app where available



Need help getting started? Visit www.nhs.uk/nhs-app for more information.



Download the NHS App today and explore the services available to you:
www.nhs.uk/nhs-app/



Supporting Children and Young People with Asthma

We're proud to be working with the North West Surrey Integrated Care Services (NICS) High Risk Asthma Team to identify and support children and young people who may benefit from additional asthma care.



Through proactive reviews, specialist respiratory expertise personalised support, we're helping patients better understand and manage their asthma, improving outcomes and reducing the risk of serious asthma attacks.

This is just one example of how we're working proactively to support patients before problems arise, ensuring children and young people receive the best possible care close to home.

If your child is invited for an asthma review, please make every effort to attend. These appointments help us provide the right support, review treatment plans and ensure your child is managing their asthma as safely and effectively as possible.

Patient feedback

We're always grateful to receive feedback from our patients. Here's what some of you have recently told us:

★★★★★ a week ago New

All the staff and doctors and nurses are always polite and efficient very good practice

★★★★★ a month ago

i had to go for my first smear test at this practice and the lady was so warm and welcoming! she explained it all so well to me and made me feel so comfortable

★★★★★ Edited 3 months ago

Its nice to visit a friendly helpful surgery. From reception to nurses and Doctors nothing is to much trouble. Onward care is top quality and everyone ive met have been helpful . Best practice in the area.

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Thank you to everyone who takes the time to share their experience. Your feedback helps us celebrate what's working well and identify opportunities to improve our services.

Want to share your experience? Review us on 



Birchwood
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Smallfield
Surgery



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Practice

Meet the Team: Our Clinical Pharmacist

When patients think about booking an appointment, they often ask to see a GP. But for questions about medicines, treatment reviews and many long-term conditions, our Clinical Pharmacists are often the best people to help.



Working alongside our GPs, nurses and wider healthcare team, Clinical Pharmacists are highly trained specialists in medicines. Many are qualified prescribers, meaning they can review your treatment, discuss test results, make medication changes where appropriate and provide expert advice tailored to your individual needs.

Our Pharmacy Team supports patients with long-term conditions, medication reviews and care after hospital discharge, helping to ensure medicines remain safe, effective and appropriate.

You may be invited to speak with a Clinical Pharmacist if you take multiple medications, require regular monitoring, have a long-term condition or are new to the practice.

As medicines specialists, Clinical Pharmacists can often provide the most appropriate support, helping patients access expert advice more quickly.

Our Clinical Pharmacists:

- Alpa Patel
- Louisa Law
- Neha Vyas
- Anila George
- Chinwe Alino
- Preeya Patel
- Sagar Khokhani
- Yvette Kemawor

Our Pharmacy Technicians:

- Amy Hand
- Nasrin Patel
- Wanzi Sakala-Watts



Want to learn more about the Pharmacy Team and how they support your care?

Read more on our practice website:

www.modalityeastsurreymedicalpractice.nhs.uk/about-us/news/