

# Patient Newsletter

Quarterly update  
September 2025



**modality**  
Partnership

Birchwood Medical Practice  
Smallfield Surgery  
Townhill Medical Practice

## A message from Dr E Vijaykumar

On behalf of all the Modality East Surrey Partners, I want to share how proud and excited we are about the progress we have made together. This newsletter brings you some highlights of recent feedback from our patients and staff, exciting new developments in your care, and opportunities to get involved.

## Our Practice - August



We have a total of **38,442** patients registered, with **187** new registrations in August

**12,428** incoming phone calls were answered by our team



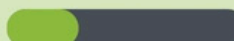
Our staff went to **135** home visits

**8,953** clinical letters were processed

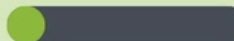


**45,987** prescriptions were signed

We carried out **11,483** appointments, of which



**3,168** were carried out by a Nurse



**1,307** were carried out by our Clinical Pharmacists



**84%** of GP / Allied Health Professional appointments were in-person

## Introducing Daniel – our new Head of Operations

We're pleased to share that Daniel Gollop has joined our team as Head of Operations.

Daniel brings extensive experience in NHS primary care, with a strong background in digital transformation and operational leadership. He has supported practices to improve services, reduce costs, and enhance patient care.



Daniel will join our team on Monday 15th September, and we look forward to the contribution he will make to our ongoing work.

## Pharmacy First - support for minor health conditions

You can get advice and treatment for certain minor health concerns at your local pharmacy - no appointment needed. You can speak to a pharmacist in a private consultation room, and for certain conditions, they can offer treatment and provide prescription medicines without needing to see a GP.

### Pharmacists can help with:

- Earache (ages 1–17)
- Impetigo (ages 1+)
- Infected insect bites (ages 1+)
- Shingles (ages 18+)
- Sinusitis (ages 12+)
- Sore throat (ages 5+)
- Urinary tract infections (UTIs) in women (ages 16–64)



Find your local pharmacy on the [NHS website](https://www.nhs.uk).

## GP Patient Survey 2025: thank you for your feedback

Thanks to everyone who took part in the National GP Patient Survey. Your feedback helps us shape better care.

Here are our highlights from the feedback received:



- ✓ 95% said their needs were met
- ✓ 96% felt involved in decisions
- ✓ 97% knew their next step within 2 days
- ✓ 87% rated their overall experience as good (national average is 75%)

## What we're improving, based on your feedback

Your survey responses highlighted a few areas where we can do better. Here's what we're working on:



- **Website access** - we're redesigning the site to make it easier to use, and from October, you will be able to request appointments online for children under 16.



- **Phone calls** - you can still call us if that's your preferred way to get help. But if you can use our online services, please do - it helps keep phone lines clearer for those who need them most.



- **Continuity of care** - we're protecting more slots so you can see the same doctor or nurse when it matters most.



- **Local support** - we will be using our social media and website to share simple, clear messages about local services that can help you manage your health, online and in practice



See the full [National GP Survey results online](https://www.nhs.uk/healthcare-professionals/survey/national-gp-patient-survey-2025)

## Child immunisations

Routine vaccinations are one of the best ways to protect your child from serious illness. We run regular immunisation clinics across our sites:

### Birchwood

**Mondays 2pm - 4pm**  
**Thursdays 8am - 1pm**

### Townhill

**Thursdays 2pm - 6pm**

### Smallfield

**Tuesdays 11am - 12pm**  
**Fridays 1.30pm - 5pm**

You need an appointment to attend these immunisation clinics. Please use the link in your text message or call us to book.



For more info about the vaccination schedule, visit [the NHS website](#).

## Seasonal vaccinations update - Flu and Covid-19

We are providing both Covid-19 and Flu vaccination appointments at our practice from 1st October.

If you're eligible, you should have received a text invitation. If not, you can check your eligibility at [www.nhs.uk/vaccinations](http://www.nhs.uk/vaccinations).

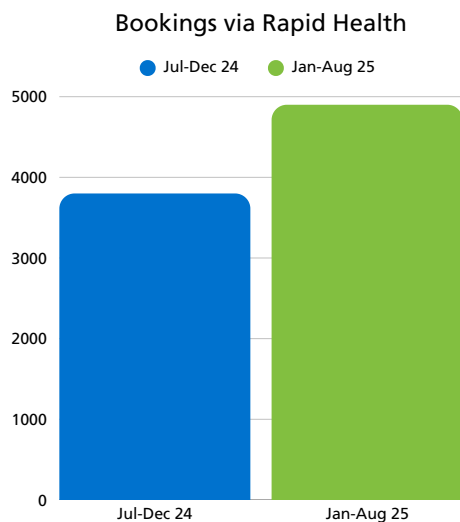
Appointments are available throughout autumn - and getting vaccinated helps protect you and those around you.



Check your eligibility for the Covid-19 vaccination on the [NHS website](#).

## Online access with Rapid Health - one year on

It's been a year since we introduced Rapid Health digital triage across our practices - and it's made a real difference.



- ✓ Nearly 90,000 patient requests process safely since launch
- ✓ Most requests made between 4am and 6:30pm
- ✓ 99% matched to the right clinician
- ✓ Every practice has a duty GP on site reviewing requests

### Next step: Online access for Under-16s

We're preparing to extend Rapid Health to children and young people under 16. This will make it easier for families to request care online, with the same safe and fast access.

### Upcoming patient engagement sessions

We're planning patient engagement sessions to share more about Rapid Health - one year on - and to talk through our plans to extend it to patients under 16.

There will be both virtual and in-person options, and we'd love to hear from parents, carers, and young people.



Keep an eye on [our website news](#) for event dates and updates.