

OTTERSHAW SURGERY

A NEWSLETTER FOR PATIENTS OF OTTERSHAW SURGERY



Reception Team score 100% AGAIN

Surgery Headlines

This newsletter is produced jointly by **Ottershaw Surgery** and its **Patient Participation Group (PPG)** to keep patients informed and share useful updates.

Your **PPG** works with the surgery to represent patients' views and support our wider patient community. We help with health education events and Flu and COVID vaccination clinics, produce this newsletter and provide feedback to help improve the patient experience.

Could you join us?

We'd love to hear from patients of all ages and backgrounds. You don't need to attend many meetings — there are other ways to get involved.

If you have ideas, would like to help at an event or are interested in joining the PPG, please get in touch at:

chairppg.ottershawsurgery@gmail.com

Formal Reviews Highlight the Success of Our Village GP Practice

This year Ottershaw Surgery has received excellent results from two major independent reviews.

The Care Quality Commission, the independent regulator of health care services, rated the Surgery 'Good' overall, highlighting strong patient feedback, kind and respectful care and the active involvement of our PPG. 99% of Friends and Family Test respondents also rated the practice 'very good' or 'good'.

In the 2026 NHS GP Patient Survey, 95% of patients reported a positive overall experience, placing Ottershaw Surgery in the **top 4% nationally**. **Our reception and admin team ranked 3rd in Surrey and Sussex and in the top 1% nationally, with 100% of patients finding them helpful.**

The Surgery continues to work on areas for improvement, including access by telephone. Thank you to everyone who provided feedback – it helps us recognise what works well and where we can improve.

Ottershaw Surgery, 3 Bousley Rise, Ottershaw, KT16 0JX

Tel: 01932 875001

www.ottershawsurgery.nhs.uk

Main Reception Times: 08.00 to 18.30 Monday to Friday

Please note that we now have a callback facility if you prefer not to hold. You keep your place in the queue and the Surgery calls you back

Out of Hours, including weekends and bank holidays, your call will be redirected to the NHS 111 service. In a genuine emergency you should call 999.

Chest pains and/or shortness of breath constitute an emergency

IF YOU NEED HELP READING THIS NEWSLETTER PLEASE CALL THE SURGERY

Surgery Updates

Your Current GPs and Practice Manager



Left to right:

Dr Turner (Partner)

Dr Parameswaran (Partner)

Dr Subramaniam

Dr Mehkary

Leah Lawther (Partner)

SURGERY NEWS



New Check-In Screen

A self check-in screen is now available in the waiting room, just to the left of the main entrance. Check in using your date of birth and the first letter of your surname, or scan the QR code. You can, of course, still check in with Reception.

Please Treat Our Team with Respect

We understand that delays and limited appointment availability can be frustrating. Our team will always do their best to help and keep you informed, but abusive, aggressive or disrespectful behaviour towards staff will not be tolerated. Thank you for helping us keep the Surgery a safe and respectful place for everyone.

Why Might Your Appointment Be Delayed?

We recognise that appointment delays can be inconvenient and do our best to keep to time. Occasionally, however, GPs need to deal with acutely unwell patients, arrange urgent hospital admissions or respond to calls from paramedics and district nurses caring for patients at home. Unexpected IT problems can also cause delays. Thank you for your patience when this happens.

Making More Space

As our patient list grows and clinical space becomes increasingly valuable, the garage has been converted into a staff and meeting room, freeing up space within the Surgery and providing the team with a dedicated area for breaks and meetings.

YOUR FEEDBACK MATTERS



Friends & Family Test

The Friends and Family Test is a quick, anonymous way to tell us about your experience and helps us understand what we are doing well and where we can improve.

However, **as responses are anonymous, we cannot identify or reply to individual patients.**

If you have a concern that you would like us to investigate or respond to, please contact the Surgery directly or submit a formal complaint so that we have the information needed to look into it properly.

Please keep the feedback coming – it really does help us improve our services.

Keeping Your Records Up To Date

Make the Most of the NHS App

Keeping your contact details up to date helps us make sure important information reaches you quickly and securely.

You can now **update your address** through the NHS App, making it easier to keep your records accurate without needing to contact the surgery directly.

When booking an appointment through the NHS App, please remember to press **Confirm or Submit** before closing the app. This final step is needed to complete the booking and ensure the appointment is added to our system.

Booking for a child? Please do not book them under your own NHS App profile. Ask the practice for a proxy access so you can manage appointments on behalf of the correct patient.

When a young **person turns 16**, please check that their contact details are correct. We may still hold a parent or guardian's telephone number on the system, so updating these details helps us contact the young person directly when appropriate.

If you are unable to use the NHS App please let our reception team know of your changes.



Other Changes That We Need to Know About!

Are you a carer?

If you have recently become a carer, or are no longer caring for someone, please let Reception know. This helps us keep your records accurate and ensures we can offer the right support and information when needed.

Are you still housebound?

If you are no longer housebound, please let us know so we can update your records. This helps us plan care appropriately and ensure home-visit support is available to those who need it most.

Do you have a contraceptive coil?

If you have a coil fitted, please let us know when it is due for replacement. This helps us keep our records accurate and ensure you receive appropriate reminders or reviews.

Sedatives for Travel, Scans & Procedures

Ottershaw Surgery **does not prescribe benzodiazepines, such as Diazepam or Lorazepam, for fear of flying/travel or before scans and procedures.**

These are **controlled drugs** which can cause sedation, impair judgement and reactions, have potentially serious side effects and can be addictive. **They are not recommended for treating phobias such as fear of flying** and may also be restricted in some countries. Further support for people with a fear of flying can be found here:

- **EasyJet Fearless Flyer** – fearlessflyer.easyjet.com | 0203 813 1644
- **British Airways Flying with Confidence** – flyingwithconfidence.com | 01252 793 250
- **Virgin Atlantic Flying Without Fear** – flyingwithoutfear.co.uk | 01423 714 900
- **Fly And Be Calm** – an online audio course with relaxation and fear-management techniques: flyandbecalm.co.uk

For CT/MRI scans or other procedures, any sedation required should be prescribed by the hospital team carrying out the procedure. They can ensure it is given at the correct time and provide the necessary monitoring and emergency support. If you are anxious about a scan or procedure, please discuss this with your **hospital consultant or secondary care team.**

This policy supports safe prescribing in line with recognised guidance and is also followed by many other NHS GP practices.

The Ottershaw Team & Other Sources of Help

The Ottershaw Surgery Healthcare Team

We now support you with:

- 4 GPs
- 3 Nurses and 2 Healthcare Assistants
- A Practice Manager, Deputy Manager and
- 8 Receptionists / Admin Staff

We also have access to:

- 2 Care Coordinators
- 3 Specialist Nurses
- 1 Pharmacist and 2 Pharmacy Technicians

Specialist Care

We have access to a specialist Cancer Nurse, a Mental Health Nurse and a Respiratory Nurse.

Medication Queries

We have a pharmacy team that can manage medication queries and carry out medication safety reviews.

Blood Tests

We aim to offer blood tests at the Surgery for all patients, **if requested by our GPs**. However, occasionally, due to staffing changes or operational reasons our blood testing capacity can be limited temporarily. When this happens we prioritise vulnerable patients and direct others to Ashford or Woking Community Hospitals for blood tests. If this happens, please ensure you collect your blood form request from reception and take it to your hospital appointment.

Note: If a hospital clinician requests a blood test or scan, they are responsible for contacting the patient and explaining the result.

Please do not contact the surgery to 'chase' test results arranged by the hospital.



Pharmacy First

Most community pharmacies can assess and treat seven common conditions without a GP appointment:

- Earache – ages 1–17
- Impetigo – age 1+
- Infected insect bites – age 1+
- Shingles – age 18+
- Sinusitis – age 12+
- Sore throat – age 5+
- UTIs – women aged 16–64

Pharmacists can provide advice and, where appropriate, treatment or prescription medicines. They can also refer you if necessary and update your GP record. From **autumn 2026**, some pharmacies with qualified pharmacist prescribers will also begin treating **migraine, acne, seasonal allergies, outer-ear infections and certain skin infections, including scabies**.

Help Us Make the Most of Appointments

Please **cancel appointments you no longer need**. If you cannot attend, please cancel as soon as possible and ideally more than 24 hours in advance, so we can offer the appointment to another patient.

Repeated missed appointments reduce availability for everyone. Under our **DNA policy**, patients who miss three appointments within 12 months without cancelling may be removed from the practice list.

Suspected break or fracture? Please go directly to A&E. The Surgery does not have X-ray facilities and cannot assess suspected fractures. A GP would need to redirect you to A&E, delaying your care and using an appointment that could have been offered to another patient.



Autumn 2026 Flu & COVID Vaccinations

We will be offering both flu and COVID vaccinations at the Surgery this autumn to help protect those most at risk of serious illness over the colder months.

COVID vaccinations are available to patients aged 75 and over and those who are immunosuppressed. Clinics will be held throughout October. Eligible patients should now have been contacted by text or telephone.

Flu vaccinations are available from 1 October for patients aged 65 and over, those aged 18–64 with certain long-term health conditions, and registered carers.

Pregnant patients are eligible for the flu vaccine from 1 September. Those we know are pregnant should have received a text inviting them to book.

Immunisations for Children

Children's Flu Vaccinations

Children aged 2–3 years are offered the nasal flu vaccine at the Surgery. Parents should have received a text inviting them to book.

School-aged children (Reception to Year 11) are usually vaccinated at school. You should get an invitation from the school or the School Age Immunisation Service. Those who miss their school vaccination or are home educated will be offered vaccination at a community clinic.

Update to Baby Immunisations

The childhood immunisation schedule has changed, including the **introduction of the MMRV vaccine**, protecting against measles, mumps, rubella and chickenpox. Parents and carers will receive further information when their child is invited for vaccination.

Patient Education Events



In April we hosted a well attended, successful educational event on **Bone Health**, featuring presentations from a rheumatology consultant, a holistic practitioner, and a fitness coach. At the end of the evening patients even enjoyed a seated work out!

Our next **Patient Education Event on Dementia** will take place on Wednesday 21 October at 7.30pm at the Village Hall. The session will cover **recognising early signs, available support and where to go for further advice**, for patients, families and carers.

Medical Reviews

We operate a birth month recall system for those with long term conditions with the aim to reduce the number of separate appointments you need throughout the year. If you are contacted by the surgery regarding this, please give us a call back to book your appointment. These checks are important for managing your health and ensuring you receive the best care.

Useful Information

Ashford and St Peters Hospital Trust

- For Outpatient Appointments and General enquiries / referrals: 01932 872 000
- For blood test appointments at Woking Community Hospital or Ashford Hospital book online here: www.ashfordstpeters.nhs.uk/bloodtests.

Local Pharmacies

Pharmacy	Address	Phone	Opening Hours
Fastheal Ottershaw Pharmacy	6 Brox Road, Ottershaw KT16 0HL	01932 872 583	Mon–Fri 09:00–13:00 & 13:30–18:30 Sat 09:00–17:00 Sun closed
Fastheal Woodham Pharmacy	296-298 Woodham Ln, New Haw KT15 3NT	01932 345454	Mon–Fri 09:00–18:00 Sat 09:00–17:30 Sun closed
Fastheal Addlestone Pharmacy	92a Station Rd, Addlestone KT15 2AD	01932 842592	Mon–Fri 09:00–18:00 Sat 09:00–13:00 Sun closed
Honeycomb Pharmacy	100 Guildford St. Chertsey, Surrey, KT16 9AD	01932 564400	Mon–Fri 09:00–18:00 Sat 09:00–15:00 Sun closed
Tesco Addlestone Pharmacy	117 Station Road, Addlestone KT15 2AS	01932 611007	Mon–Sat 08:00–20:00 Sun 11:00 – 17:00

Support Groups

Organisation	Support	Telephone	Email	Web Page
Age UK Surrey	Older Adults & Carer Support	01483 503 414	enquiries@ageuksurrey.org.uk	www.ageuk.org.uk/surrey
The Silver Line (part of Age UK)	Companionship and Support (24h)	0800 470 8090	enquiries@ageuksurrey.org.uk	www.thesilverline.org.uk
Action for Carers Surrey	Carer Support	0303 040 1234	carersupport@actionforcarers.org.uk	www.actionforcarers.org.uk
Surrey Independent Living Charity (SILC)	Supporting disabled and older people to live independently	01483 458 111	admin@surreyilc.org.uk	www.surreyilc.org.uk
Brigitte Trust	Support for Life-Limiting Illness	07469 932 192	sarah.pattenden@briggittetrust.com	www.briggittetrust.org
Mind Matters Surrey	NHS Talking Therapies	0300 330 5450	mindmatters.surrey@sabp.nhs.uk	www.mindmattersnhs.co.uk
Surrey Mental Health Crisis Support (24/7)	NHS provider of mental health, well-being, & drug and alcohol services	0800 915 4644 or NHS 111		www.sabp.nhs.uk/our-services/mental-health
Mind	Wellbeing and Mental Health Organisation	0300 102 1234 (support) 0300 123 3393 (info)		www.mind.org.uk
Cruse Bereavement Care	Bereavement Support	0800 808 1677		www.cruse.org.uk
Family Information Service	Surrey County Council	0300 200 1004	Surrey.fis@surreycc.gov.uk	
Home-Start (Runnymede and Woking)	Family, Parenting & Crisis Support	01483 740367	info@homestartraw.org	https://homestartraw.org