

# Esher Green Surgery PPG Newsletter

August 2025



## Welcome to the PPG Newsletter

We are delighted to welcome you to our August '25 Newsletter.

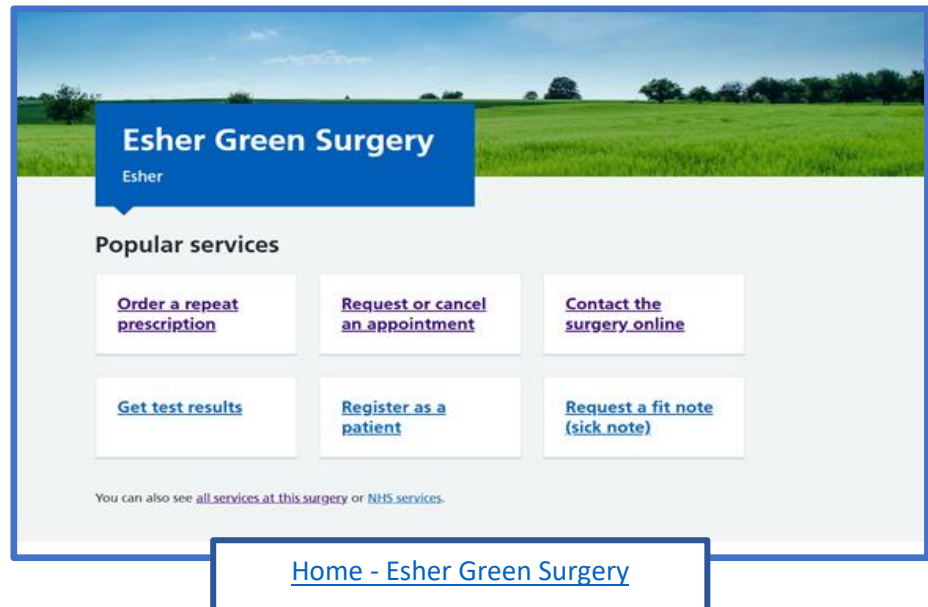
As the EGS PPG we are delighted to welcome some new and enthusiastic members to the team to help us support the surgery to be the best it can be.

In partnership with the surgery and Action For

Carers we are championing our Caring For Carers initiative to give carers the support they need and deserve.

We are planning to hold a number of patients talks throughout the year so please keep a look out for further announcements.

We hope you enjoy our Newsletter, and we are always pleased to receive any feedback you may have – e mail [syheartlandsicb.eshergreen@nhs.net](mailto:syheartlandsicb.eshergreen@nhs.net).



## Requesting an appointment, administration enquiry, repeat prescription request

The Esher Green Surgery digital system went live in July 2023. It has proved to be very successful, creating instant access to our triage doctors, allowing the practice to respond immediately to questions and queries, repeat prescriptions, Fit Notes, etc.

Our phone lines remain open for all our patients who do not have on-line access or do not find it easy to use. Our team are always here to help talk you through the first time of using the form.

When you submit a request, always keep your phone nearby as the doctor or the admin staff will respond to you on the day.

This may be to offer an appointment on the same day, and we would seek your confirmation of attendance.

The form also allows you to let us know when you are available.

[Request an appointment - Esher Green Surgery](#)



We are a Daffodil Standards member practice [Introduction to the Daffodil](#)

**Repeat  
prescriptions**

**Only order  
what you need**

### **A message from NHS Surrey**

Pharmacy teams and GPs across the country are asking people to only order the medicines they need from their repeat prescriptions. Unused medicines cost the NHS around £300 million every year and a large amount of medicine items are wasted. When medicines are wasted, they can't be reused or recycled, and this adds to pollution and harms wildlife. It also means that valuable NHS resources are being wasted.

We need your help to reduce this.

For more information please visit:

<https://www.eshergree.nhs.uk/about-us/news/2493/>

<http://www.surreyheartlands.org/medicines-waste>

## **Have you downloaded the NHS App?**




### **What you can do with the NHS App**

You need to [prove who you are](#) to get full access to the NHS App. With full access you can:


- order repeat prescriptions and nominate a pharmacy where you would like to collect them.
- book and manage appointments.
- view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- book and manage COVID-19 vaccinations.
- register your organ donation decision.
- choose how the NHS uses your data.
- view your NHS number ([find out what your NHS number is](#))
- use NHS 111 online to answer questions and get instant advice or medical help near you.

For more information visit


<https://www.nhs.uk/nhs-app/about-the-nhs-app>




Royal College of  
General Practitioners



NHS  
England



Armed Forces Veteran  
friendly accredited  
GP practice



**We are an Armed  
Forces Veteran  
friendly accredited  
GP practice.**

This means that we have a dedicated clinician who has a specialist knowledge of service related health conditions and Veteran specific health services.

If you are a Veteran, please let your GP know to help ensure you are getting the best possible care.

To find out more, ask your nurse or GP.



**Dominic Cotton, one of our Advanced Clinical Practitioners celebrating his birthday at the Surgery.**

*Prostate Cancer is the most common cancer in men. And if you're over 50, or you're black, or you have a family history of the disease your risk is even higher.*

*The earlier you find it the easier it is to treat.*

*The first step is to check your risk.*

*Visit:*

*<https://prostatecanceruk.org/risk-checker>*

**Check your risk in 30 seconds**



## Meet one of the new team members.

Dominic Cotton has been an Advanced Clinical Practitioner at the Surgery for about a year after having worked in another practice and performing a similar role on hospitals. Dominic kindly answered some of our question to give us more of an insight into working at Esher Green Surgery

### How have you found working at EGS?

EGS is a welcoming and friendly place to work, everyone is approachable and respectful.

### What are some of the biggest challenges you or the Surgery faces?

I think change is always a challenge in any setting, as healthcare demands increases, we must find ways to adapt and develop to meet demand (strategies such as triage for example). This is never easy for colleagues and patients alike.

### What are some of the things are you or the surgery are most proud of?

I feel the surgery is proud of the patient centred approach that we deliver at EGS. We work hard to keep up with a growing demand while still providing a personal approach to patient care.

### What is a day in the life of an ACP like?

Our days are busy, we do clinics the same as any other clinician, a mix of telephone and face to face. Our workload includes routine consulting on chronic health conditions, reviewing results, minor ailment treatment, supporting patients with longer term complex health needs. Our work is underpinned by extensive experience and education supporting the advanced work that we do (for which you may have traditionally seen a GP). Many of us have clinical specialisms too (e.g. diabetes, Asthma, HRT, Men's health).

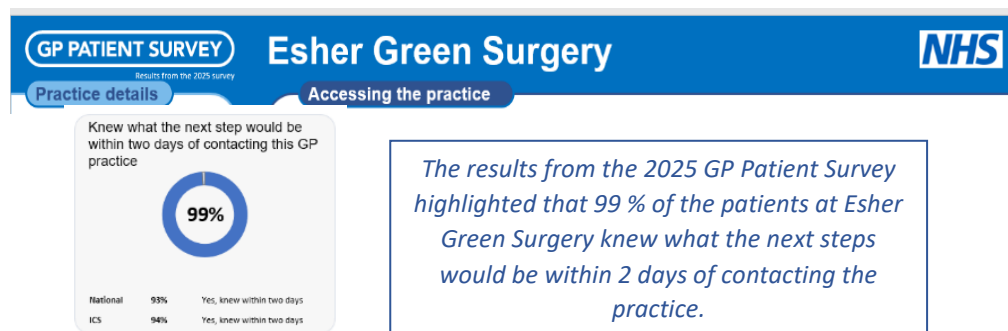
### How have the new ways that patients access GP support benefited the Surgery and the patients?

Online patient access has revolutionised how patients access healthcare, it keeps the phones free for the elderly, vulnerable or those without access to the internet. The online forms are reviewed directly by a clinician meaning that patients medical queries are seen almost immediately (at busy times within around 1hr) - allowing us to offer appointments to those who need us as soon as possible and offer advice to those with a simple query without the need of a whole appointment.

### Finally, Dominic, if you could wave a magic wand what would you wish for at EGS?

I could talk all day about primary care funding, but I think in the first instance I would wish for more space at the Surgery to really improve the patient experience and car parking!

**Thank you, Dom!**







**DementiaUK**

One in two of us will be affected by dementia in our lifetime.

Families are often left feeling exhausted and overwhelmed and don't know where to turn to.

With the support of an Admiral Nurse and Dementia UK, families facing the fear and confusion of dementia know they are not alone.

The Dementia UK Helpline is free and ready to take your call

**0800 888 6678**

Being a Carer can take its toll both mentally and physically.

Many people don't identify themselves as a carer and face the responsibilities alone.

The surgery and the PPG have produced a pack full of useful information to help carers get the support they need.

Copies of the pack are available in the Surgery



## We offer free NHS HEALTH CHECKS

to patients aged 40 to 74 years.

If you are a registered patient at:

# Esher Green Surgery

Please use the online form to request an appt or call 01372 462726



The check is designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia.

As we get older, we have a higher risk of developing one of these conditions.

An NHS Health Check helps find ways to lower this risk.

If you have a long-term health condition you may not be eligible – please visit: <https://www.nhs.uk/conditions/nhs-health-check>

## Caring For Carers “Making a difference”



Are you looking after a relative or Friend?

Do you look after someone who couldn't manage without you?

Maybe you know someone who looks after a person in their family?

*At Esher Green Surgery we know how just hard it is to be an unpaid carer. We understand that caring can take its toll mentally and physically. How it can affect health, finances, relationships, and many other aspects of your life. Not everyone identifies themselves as a Carer.*

*We have partnered with Action For Carers to help get the care that is needed, whether it be advice, support, advocacy or just social interaction with people who understand.*

*Please chat to our patient services admin team and ensure you are registered as a Carer with the surgery. We can help you access the support you need.*

We are here for you!



Surrey Care Services Directory, sharing the link to the Surrey Care Services Directory online e-book version below;

<https://www.carechoices.co.uk/publication/surrey-care-services-directory/>

## Patient information talks

***"It is so important to have a list of your personal accounts, memberships and passwords available to a trusted person as well as having an up-to-date Will and LPA in place."***

### **Cruse Bereavement Support**

*We help people through one of the most painful times in life – with bereavement support, information and campaigning.*

<https://www.cruse.org.uk/>



Call Our Helpline

Our volunteers are trained in all types of bereavement and can help you make sense of how you're feeling right now.

0808 808 1677

The Esher Green Surgery PPG organise several Patients Talks throughout the year.

One of the most emotional and insightful talks was presented by Janine and Peter Willson who are both members of the EG Surgery and shared their journey in coming to terms with the suicide of their lovely daughter Becky.

As well as dealing with their own grief and mental state there were a myriad of practical and complex issues to manage. From managing financial affairs, closing bank and social media accounts, informing everyone from family and friends, government bodies, to dealing with housing and council institutions to name a few. The majority of these were not simple tasks and required enormous patience which is not readily available when you have been so bereaved. Dealing with the affairs of a younger person was extremely difficult and challenging as there was not a record of these personal details.

Janine and Peter's advice would be that all of us, no matter our age, ensure that we have all our affairs in good order. From making a will, having a Lasting Power of Attorney in place, to recording and sharing with a trusted loved one a list of accounts and passwords.

Sadly, Janine and Peter's story demonstrates that an unexpected bereavement can happen to anyone at any time. We would all be wise to be prepared in case the very worse happens.

The PPG are in the process of producing a Bereavement Pack to support people who are managing the loss of a loved one and Peter and Janine's story will contribute greatly to the contents of that support pack.

Thank you to Janine and Peter for so being so brave in sharing their story.

### **Citizens Advice Bureau**

The CAB offer excellent practical support on a one-to-one basis and can advise on all practical issues associated with bereavement. They can signpost you to organisations that can provide more in depth help if required. Additionally, they can help with you with the tracking of progress to ensure that all the practical tasks are completed.

### **Contact us for free confidential advice**



#### **Speak to an adviser**

01372 464770

Mon/Tue/Thu/Fri 10:30-15:30  
Wed 13:00-15:30



#### **Email us**

Use the contact form on our website

[eshercab.org.uk](https://eshercab.org.uk)

Citizens Advice Esher & District  
Civic Centre  
High Street  
Esher  
KT10 9RP



## Esher Green Surgery Clinical Team

### About the PPG

The Esher Green Surgery Patients Participation Group (PPG) is a group of volunteer patients who meet regularly to discuss and support the running of the Surgery.

**Our aim is simple.**

*To help the Esher Green Surgery to be the best it can be to deliver first class medical support to its patients.*

We are always looking out for new and enthusiastic members to join our team. If you feel you have something to contribute, please contact

The EGS GP team	Our ACP, ANP, ENP and Practice Nurse team
Dr James O'Brien	Dominic Cotton Advanced Clinical Practitioner
Dr Will Asher	Jacquetta Colman Advanced Nurse Practitioner
Dr Jill Evans	Lucy Jensen Advanced Nurse Practitioner
Dr Joan Munnelly	Nadine Schirmer Emergency Nurse Practitioner
Dr Laura Adam	Katy James Practice Nurse
Dr Jonathan Miller	Rebecca Hare Practice Nurse
Dr Sabina Pawar	Leanne Beveridge Practice Nurse (joining in Sep)
Dr Shamilah Clement-Rahman	
Dr Hala Al-Khaffaji	

## The PPG hosts a stall at the Esher May Fair



*Members of the PPG along with our Major and his wife, and our MP Monica Harding enjoying the sunshine and fun at our stall at the Esher Green May Fair*