

# HEATHCOT MEDICAL PRACTICE



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## Heathcot Medical Practice PPG Quarterly Newsletter – September 2025

### A Warm Welcome

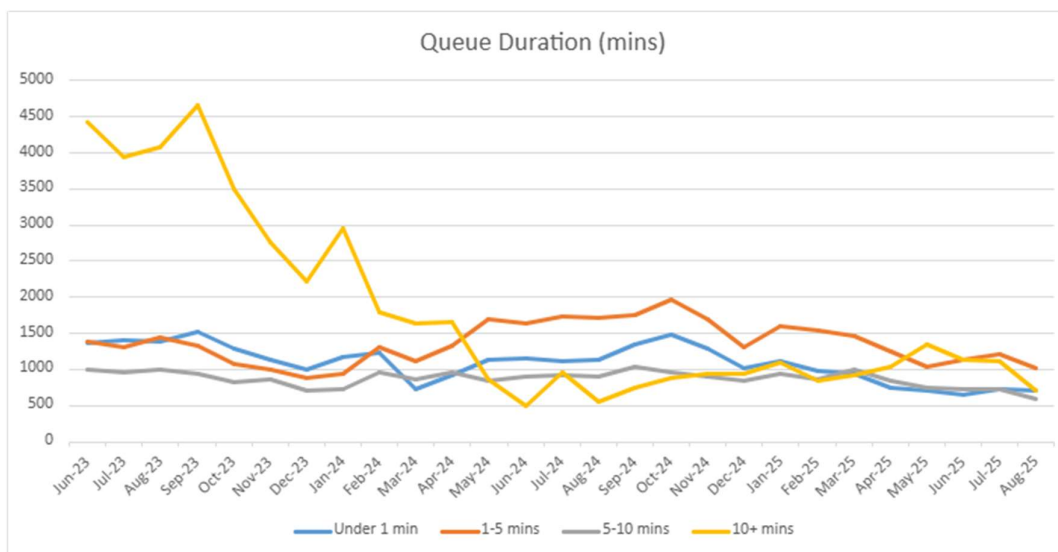
We hope you have had an enjoyable summer. Thank you for your continued support and interest in the work of Heathcot Medical Practice. We value your role in helping us improve patient care and services.

### Upcoming PPG Meeting

We are planning our next PPG meeting in October 09/10/25 at 17:00 in Brewery Road. We look forward to hearing your thoughts and feedback, and we will be sending out invites soon.

### Calls and Appointments

The waiting times on our phone lines continues to decrease:



Across our GPs, Advance Nurse Practitioners & Paramedics appointments in **August 2025**, **110 patients did not attend out of 1834 appointments that were booked.**

**For the month of October 2025 we have a total on 2695 appointments available** with our GPs, Advance Nurse Practitioners & Paramedic.

## Health and wellbeing workshop

We would like to invite you all to participate in our upcoming Health & Wellbeing Workshop, with a focus on engaging our community on key health topics, including mental health and wellbeing.

This community event is designed to support patients with a wide range of health and lifestyle services. We are hosting interactive stations covering areas such as blood pressure checks, diabetes, men's and women's health, NHS App support, and more.

### Event Details:

Date: Saturday, 08/11/2025

Time: 10:30 – 16:30 (open to the public 11:00 – 16:00)

Location: The Vyne Centre for the Community, Broadway, Knaphill, Woking GU21 2SP

Format: Drop-in event with multiple health information and screening stations

## Prescriptions – Upcoming Changes

We are making improvements to the way prescriptions are managed, to make the process safer and more convenient for patients:

- Repeat Dispensing – We are working towards setting up a repeat dispensing system. This allows your GP to authorise up to 12 months of repeat prescriptions (for stable, long-term medication) in one go. Your pharmacy will then dispense your medicines at regular intervals without you needing to reorder each time. This saves time for both patients and the practice team, while reducing the risk of delays or missed prescriptions.
- Patient Partner Telephone Service – In addition, we will be introducing a new telephone prescription system called Patient Partner. This service allows patients to request repeat prescriptions over the phone via an automated system, available 24/7. It is secure, efficient, and designed to reduce waiting times on the main phone lines.

We will keep all patients informed as these systems are formally released and provide clear instructions to make the transition as smooth as possible.

## Flu & COVID Vaccinations – October 2025

Our seasonal vaccination clinics will be running in October on the following dates:

Eligibility for COVID:

- Residents in a care home for older adults
- All adults aged 75 years and over
- Persons aged 6 months and over who are immunosuppressed, (Refer to Qof box)

Please note - carers/frontline workers do not qualify for COVID vaccine.

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## Eligibility for Flu Vaccine:

- Pregnant women
- All children aged 2 or 3 years on 31 August 2025
- Primary school aged children (from Reception to Year 6, administered at school)
- Secondary school aged children (from Year 7 to Year 11, administered at school)
- All children in clinical risk groups aged from 6 months to less than 18 years
- Those aged 65 years and over (including those due to turn 65yrs on or before 31 March 2026)
- Those aged 18 years to under 65 years in clinical risk groups -
- Clinical Risk Groups: Adults aged 6 months to under 65 with certain underlying health conditions. Conditions include:

Chronic respiratory diseases (like severe asthma or COPD) Chronic heart conditions (like heart failure). Chronic kidney or liver disease. Chronic neurological conditions (like Parkinson's or multiple sclerosis). Diabetes. A weakened immune system. Problems with the spleen. Learning disability. Being severely overweight (BMI of 40 or above).

- Those in long-stay residential care homes
- Carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person
- Close contacts of immunocompromised individuals
- Frontline health and social care workers should get the flu vaccine through their employer. If you cannot get a flu vaccine through your employer, you can get it at a pharmacy or your GP surgery if you're employed: by a registered residential care or nursing home/ by a registered domiciliary care provider/ by a voluntary managed hospice provider/ through direct payments or personal health budgets

Fri, 03/10 - Knaphill

Mon, 06/10 - Knaphill

Wed, 08/10 – York House

Thu, 09/10 – York House

Fri, 10/10 – Knaphill

Mon, 13/10 – Brewery Road

Tue, 14/10 – York House

Thu, 16/10 – Knaphill

**We strongly encourage you to book your vaccination with the GP practice rather than a pharmacy. When vaccinations are given at the practice, the associated funding remains within the surgery. This funding directly supports us to provide a wider range of NHS services for our patients.**

If vaccinations are carried out elsewhere, such as in pharmacies, this funding is diverted away from the practice — reducing our ability to reinvest in services for you.

Please support your local GP team and book your flu and COVID vaccines here at Heathcot Medical Practice.

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## Training Practice Update

Dr Rahman has welcomed a new F2 Doctor, Dr Pasala who will be with Heathcot for the next 3 months.

## Triage Update

Triage is now being carried out by the partners and a group of salaried GPs, providing more consistency and continuity for patients. This system helps ensure that patients are directed to the most appropriate clinician or service.

## The NHS Long-Term Plan

The Government has recently announced a 10-year NHS plan. While details are still emerging, we are proud that Dr Kumar is representing the whole of Woking on the Accelerator Programme, working with senior NHS leaders to help shape this future vision. This puts Heathcot Medical Practice at the forefront of planning and innovation in patient care.

## Childhood Immunisation

Changes to the infant schedule:

- From 1 July 2025, changes are being made to the infant schedule at 8, 12 and 16 weeks of age:
- The meningococcal B vaccine, previously offered at 8 and 16 weeks will be offered at 8 and 12 weeks of age
- The pneumococcal conjugate vaccine (PCV13) previously offered at 12 weeks of age will be offered at 16 weeks of age.
- Those infants born on or after the 1st July 2024 will have meningitis C at their 1 year immunisations appointment. They will have pneumococcal, MMR and Meningitis B only. There will be an introduction of an 18 month appointment for this group of patients for dose 2 of MMR and another 6-in-1.

## Cervical Screening Results

From September NHS Cervical Screening Programme will start sending results digitally via your NHS App. If the message is unread within 72 hours, a letter will be sent to your home address.

## Young Carers

If you are someone or know someone aged between 5-17 years old who helps care for someone who has an illness, a disability, or is affected by mental ill-health or alcohol/substance misuse, Action for Carers Surrey can help support you.

Find out more here: [www.actionforcarers.org.uk](http://www.actionforcarers.org.uk)

## Community Engagement

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We are actively working with our local community by reaching out to Mosques, Gurdwaras, Mandirs, and Churches across Woking. Our aim is to talk directly with community members about important health issues, encourage prevention, and build trust between patients and the practice. This approach helps us understand the diverse needs of our population and deliver care that is inclusive and responsive.

## **Closing Note**

We thank all our patients and PPG members for their continued engagement. Your input is vital in helping us improve services and plan for the future.

We look forward to seeing many of you at the next meeting.

The Partners

**PROMOTING GOOD HEALTH**

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