

# THP NEWSLETTER

OCTOBER 2026



## Welcome to your newsletter

We're pleased to share the first edition of our patient newsletter, which we hope will be a useful way of keeping you up to date with what's happening across The House Partnership. We'll be sharing practice news, useful health information and updates on our services, as well as introducing some of the people who work across our practices. We hope you enjoy this first edition!



### Practice news

Hi, I'm **EMMA**<sup>™</sup>  
Here to help, not to replace.



QuantumLoopAI

If you call Greystone House, you may now sometimes speak to Emma, our virtual AI receptionist. We are currently trialling Emma at Greystone House following patient feedback about difficulties getting through by phone at our busiest times. Emma is helping us manage incoming calls more efficiently, with the aim of reducing the time patients spend waiting to get through and helping direct them to the right support. Emma is there to support our reception team, not replace them, and we'll be monitoring how the trial goes.

## Meet Thanosan Jeevaratnam, Physican Assistant



Thano is a Physician Assistant based at Moat House Surgery and will already be a familiar face to many of our patients, from children through to adults.

As a Physician Assistant (PA), Thano works alongside our GPs under their supervision, supporting the team with patient care. He sees patients with a range of health concerns, taking medical histories, carrying out examinations and supporting their assessment and management.

### **What do you enjoy most about your role?**

I love the variety that comes with general practice. One moment I might be seeing a young child with a cough and the next helping someone manage a long-term condition. The best part is getting to know patients and being a familiar face in the community. I enjoy the detective work involved in medicine, but equally the human side of the job, listening to people's stories, supporting them through challenges, and helping them feel heard. Every day brings something different, and that's what keeps me excited to come to work.

### **You're also involved in a research project at the practice this winter. What will that involve?**

We're taking part in a national programme that monitors respiratory viruses over the winter. By collecting swab samples from patients with recent respiratory symptoms, we can help build a picture of which viruses are circulating. This information supports winter planning and helps researchers understand how well vaccines work and inform future vaccine development.

### **What does taking part involve for patients?**

If you come to the practice with a respiratory infection and your symptoms started within the previous seven days, a clinician may ask whether you'd be willing to provide a swab sample. They'll explain what's involved and ask for your consent. Taking part is entirely voluntary. You're welcome to ask questions or say no, and your decision won't affect the care you receive.



## Stoptober

If you're thinking about stopping smoking this Stoptober, getting the right support can make a real difference. **One You Surrey** offers a free 12-week stop smoking programme, with personalised support from a trained adviser and access to quit aids to help you along the way.

You can request an appointment via our website with the One You Surrey adviser at Moat House Surgery, or you can self-refer directly through the One You Surrey website ([oneyoursurrey.org](http://oneyoursurrey.org)) or by calling 01737 652168.

**This Stoptober could be your time to quit, and you don't have to do it on your own.**



## Flu and COVID-19 vaccinations

Our autumn vaccination clinics are coming soon, and we have started contacting eligible patients with details of how to book their free NHS flu or COVID-19 vaccination.

Vaccination helps reduce the risk of serious illness, especially for people who are more vulnerable to complications.

If you receive a text invitation, please use the booking link where possible. This allows you to choose an available appointment and helps keep our phone lines free for patients who need assistance. If you're unable to book online, please contact the practice and our team will help.

To check whether you are eligible, please visit the NHS website:

[www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well](http://www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well)

## Your practice in numbers – September



**38,715**

Patients registered



**448**

New patient registrations in September



**10,818**

Calls answered



**11,529**

Website requests



**13,842**

Medications issued



**23,595**

Appointments



**10,030**

Triage requests



**554**

Missed appointments (DNAs)

## Patient feedback

After some appointments, you may receive a text message inviting you to complete our Friends and Family Test and tell us about your experience.

We review this feedback every month to help us identify where we can make improvements, as well as to share your positive comments with our staff.

### Friends and Family Test

September 2026 • 815 patient responses



**93%**

Good or very good  
758 responses

**4%**

Poor or very poor  
29 responses

**3%**

Neither good nor poor or did not know  
28 responses



## Patient Participation Group (PPG)

Our Patient Participation Group is a friendly group of patients who work with the practice to share feedback, ideas and suggestions. The group helps us understand patient experiences and identify ways we can continue to improve our services.

New members are always welcome. You can register to join via our website:

[www.thehousepartnershipsurrey.nhs.uk/service/join-our-patient-group](http://www.thehousepartnershipsurrey.nhs.uk/service/join-our-patient-group)

**Next meeting:** Wednesday 25 November 2026, 12:30pm at Greystone House.



## We're here to help

Get in touch with our friendly team for support or more information.



[www.thehousepartnershipsurrey.nhs.uk](http://www.thehousepartnershipsurrey.nhs.uk)

You can also follow us on Facebook for more practice news and updates:

- Caterham Valley Medical Practice
- Greystone House Surgery
- Moat House Surgery