

*Providing high quality
care for our community
in Woking*



17,100
REGISTERED
PATIENTS



103,558
APPOINTMENTS
DELIVERED



52,163
PATIENT REQUESTS
MANAGED



134
REQUESTS
EVERY DAY



68%
APPOINTMENTS BOOKED
USING SELF-BOOKING
LINKS

**RATED
GOOD**
BY THE CQC!



We are delighted to announce that Heathcot Medical Practice has been rated **GOOD** by the Care Quality Commission (CQC).

This achievement reflects the dedication, professionalism and compassion of our entire team. Thank you to our patients and our Patient Participation Group for your continued support and valuable feedback.

We remain committed to continually improving our services and delivering the highest standards of NHS care.

APPOINTMENTS NOT ATTENDED



5,016

missed appointments
in the last 12 months

=

1,250
clinical hours

This equals over 157 working days
of NHS clinical time.

If you no longer need an appointment,
please let us know so it can be offered
to another patient.

OUR DOCTORS

- Dr Kumar
- Dr Rahman
- Dr Baldwin
- Dr Lance
- Dr Palejwala
- Dr Fisher
- Dr Grounds
- Dr Rai

Partner
Partner
Partner
Salaried GP
Salaried GP
Salaried GP
Salaried GP
Salaried GP

We work as a team to
provide safe, effective
and compassionate
care for all our patients.

WELCOME TO OUR NEW TEAM MEMBERS

We are pleased to welcome the following colleagues to our practice.
Their skills and experience will help us continue to provide excellent care for our patients.



Dr Vorona
Salaried GP

Bringing experience in
primary care and a
passion for patient
wellbeing.



Dr Lukani
Salaried GP

Joining our team with
a strong commitment
to delivering high
quality care.



Georgia
Advanced Nurse
Practitioner

Supporting patients
with expert clinical
knowledge and a
holistic approach.



Jonathan
Advanced Practitioner

Providing high quality
care and helping to
improve access for
our patients.

Please join us in giving them a warm welcome to the team! ❤️

MORE INSIDE



For more information on our
services, community support,
PPG updates and practice
initiatives, please turn the
page.



HELP US IMPROVE – SHARE YOUR FEEDBACK



Patient feedback helps us improve our services
and recognise the hard work of our team.

If you have had a positive experience at Heathcot
Medical Practice, please consider sharing your
feedback by scanning the QR code.

Your comments help us identify what we do well
and where we can continue to improve.



Visit our website
heathcotmedicalpractice.nhs.uk



Follow us on Facebook
for practice updates, health advice
and community events.

NEW SERVICES & INNOVATION



EMMA AI RECEPTIONIST

We are introducing EMMA, our AI-powered receptionist system, helping patients access the right care more quickly and efficiently.

- ✓ 24/7 online access to request appointments and advice
- ✓ Smart triage to direct you to the right service
- ✓ Shorter wait times on the phone and online



MEDLINK RECALL SYSTEM

Our new recall system helps us identify patients who are due important reviews, vaccinations and health checks.

- ✓ Timely invitations for reviews and check-ups
- ✓ Supports long-term condition management
- ✓ Helps us deliver proactive, high quality care



DIABETES MDT SERVICE

We are developing a multidisciplinary diabetes service to provide more coordinated care and improved support.

- ✓ Team-based approach including GP, nurse and health coach
- ✓ Better support for blood sugar management
- ✓ Working together for better outcomes



HEALTH & WELLBEING COACH

Our Health & Wellbeing Coach continues to support patients with lifestyle changes, wellbeing goals and long-term condition management.

- ✓ Personalised support and motivation
- ✓ Help with diet, activity, stress and sleep
- ✓ Supporting your overall health and wellbeing

SUPPORTING OUR COMMUNITY



SOCIAL PRESCRIBING

Connecting patients with local services and activities to improve wellbeing.



CARERS SUPPORT

We offer support, guidance and signposting for unpaid carers.



MENTAL HEALTH SUPPORT

Access to resources and services to support good mental health and wellbeing.



HEALTH & WELLBEING COACHING

Practical support to help you make positive lifestyle changes.

These services help patients access support beyond traditional medical care and improve overall wellbeing.

PATIENT PARTICIPATION GROUP (PPG)

Our PPG has continued to grow over the last year and provides valuable feedback that helps shape and improve our services.

- ✓ We would like to thank all members for their ongoing support and contributions.

New members are always welcome.

If you are interested in joining, please contact us via the practice.

AUTUMN HEALTH & WELLBEING FAIR

Following the success of last year's event, we are planning another Health & Wellbeing Fair this autumn.



Further details and dates will be announced soon.

FLU & COVID VACCINATIONS



Our annual Flu and COVID vaccination programme is expected to restart in October 2026.

- ✓ Eligible patients will be contacted when appointments become available.
- ✓ Please keep your contact details up to date with the practice.



A MESSAGE FROM YOUR PARTNERS

We would like to thank our patients for their continued trust and support.

Together with our dedicated team, we will continue to work hard to provide high quality, compassionate care for our community.

Thank you for being part of Heathcot Medical Practice.



Dr Kumar
Partner



Dr Rahman
Partner



Dr Baldwin
Partner

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