THP NEWSLETTER NOVEMBER 2026





Welcome to your newsletter

Welcome to the second edition of our patient newsletter! We hope you enjoyed our first issue and found it useful. This month, we have more news and updates from across The House Partnership, including useful health information, updates and another opportunity to meet one of the people working behind the scenes at our practices. We hope you enjoy reading it!

Practice news - Emma update

Following a gradual rollout, Emma, our virtual AI receptionist, is now in use across all three of our surgeries.

Emma was introduced to help manage high call volumes and reduce waiting times. We're pleased to say she is already making a positive difference, helping patients get through more quickly and directing them to the right support.

💡 **Top tip:** Talk to Emma as you would to one of our receptionists!

Emma works best when you speak naturally, using full sentences rather than short words or phrases. Simply tell her what you need, just as you would a member of our team.
We're continuing to monitor feedback and make improvements. If you would prefer not to use Emma, you can always contact us online using the request form on our website.

Meet Asmita Deo, Practice Nurse



Asmita, known to many of our patients as Ash, is a Practice Nurse based at Greystone House Surgery.
Ash provides a wide range of nursing services, including childhood immunisations, cervical screening, asthma and COPD reviews, spirometry, FeNO testing, wound care and injections. She enjoys supporting patients with different healthcare needs and helping them feel comfortable and confident in the care they receive.

What do you enjoy most about your role?

What I enjoy most about general practice nursing is the variety. Every day brings different patients, different challenges and opportunities to learn. I particularly enjoy working through complex cases, as they encourage me to think differently, develop my knowledge and grow as a nurse.

Even the most challenging days can be rewarding, especially when you know you've made a difference to someone's care. It's the combination of learning, problem-solving and connecting with patients that makes every day interesting.

You're also involved in childhood immunisation audits. What does this involve?

I am helping identify children who may have missed their scheduled vaccinations.
An important part of my role is contacting parents, listening to their concerns and understanding what might have prevented them from attending. Sometimes parents are worried, unsure about vaccinations or simply need a little more information and reassurance.
I enjoy having these conversations, answering questions and helping parents make informed decisions. When a parent feels reassured and confident enough to book an appointment, it feels like a small victory!

What made you choose to work in general practice?

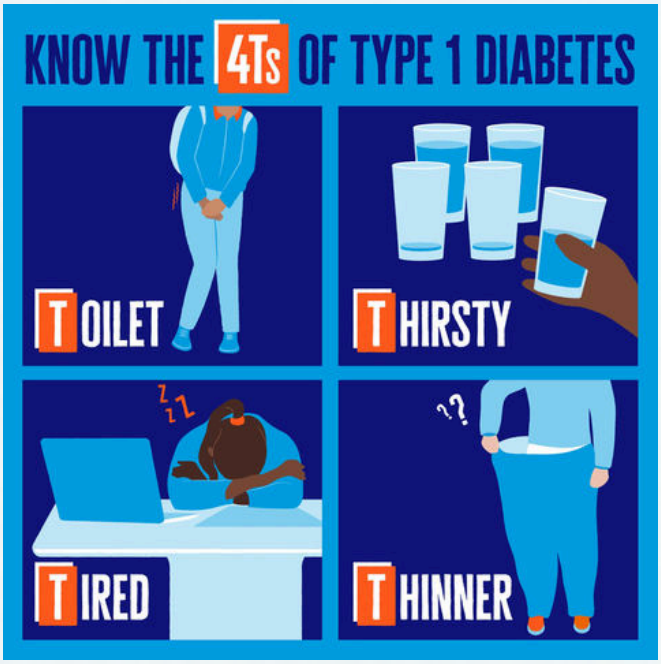
For me, it's about making care personal and building trust. A good example is when parents bring their baby for their first immunisations at eight weeks. Particularly for first-time parents, it can be a stressful and anxious experience.
Taking a little extra time to explain the procedure, prepare them for how their baby might react, talking to mum about how she is feeling and what to expect afterwards can make a real difference.
I believe that when patients feel listened to, involved in care plan ,understood and reassured, it builds trust between them and their healthcare professionals. That trust helps us provide personalised and quality care.

Your practice in numbers – October

38,440 Patients registered	**496** New patient registrations in October	**12,056** Calls received	**14,185** Website requests
13,460 Medications issued	**26,044** Appointments	**10,122** Triage requests	**812** Missed appointments (DNAs)

World Diabetes Day – Raising Awareness

World Diabetes Day took place on 14 November, and we're using this opportunity to remind everyone of the importance of recognising the signs of diabetes and seeking an early diagnosis.



Do you know the 4Ts? These are the four common warning signs of type 1 diabetes:

- **Toilet** – needing to wee more often, especially at night.
- **Thirsty** – feeling unusually thirsty.
- **Tired** – feeling much more tired than normal.
- **Thinner** – losing weight without trying.

Type 1 diabetes can develop at any age, and symptoms can appear quickly. If you notice these signs in yourself or your child, seek an urgent GP assessment and blood glucose test.
Type 2 diabetes often develops more gradually, sometimes without noticeable symptoms. Understanding your risk can help you take action early.
🔗 Find out more: https://www.diabetes.org.uk/support-us/world-diabetes-day

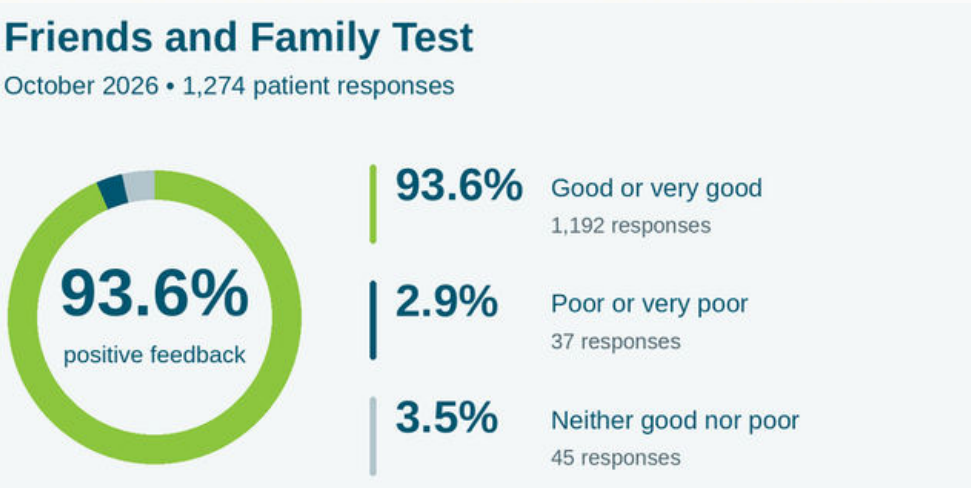
Supporting Our Armed Forces Community

As we marked Armistice Day this month, we'd like to remind patients that The House Partnership is proud to be an **Armed Forces Veteran Friendly Accredited GP Practice.**
Have you served in the UK Armed Forces? Please let our team know. With your permission, we can record your veteran status in your medical record, helping us connect you with appropriate NHS support and services.

Op COURAGE is a free NHS mental health and wellbeing service for veterans, reservists and service leavers experiencing difficulties such as anxiety, depression, PTSD or adjusting to civilian life.
You don't need a GP referral and can contact the service directly.
Op COURAGE South East: 0300 365 2000 (option 4)
🔗 www.opcouragesoutheast.nhs.uk

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.



THE House PARTNERSHIP

Supporting Our Local Food Banks This Christmas

This Christmas, our three surgeries are collecting donations for local food banks to support people in our communities.

If you're able to contribute, collection boxes are available at our surgeries. Every donation is appreciated, however small.

Greystone House Surgery

FOODBANK AT ST MATTHEW'S REDHILL

St Matthew's Foodbank, Redhill

Donations welcome until Tuesday 8 December. Please look out for the collection box in our waiting room.

Moat House Surgery

Loveworks

Loveworks Foodbank

Donations welcome until Thursday 3 December. Please look out for the collection box in our waiting room.

Caterham Valley Medical Practice

Caterham & District Foodbank
Together with Trussell

Caterham & District Foodbank

Collection details will be shared soon.

Suggested donations

- Biscuit selection boxes
- Tinned ham
- Stuffing mix
- Hot chocolate
- Cheese crackers
- Small toiletries
- Chocolates

Other unopened, in-date food donations are also very welcome.

Thank you to everyone supporting our foodbanks this Christmas.

Health Champions in our community

Health Champions volunteer their time to bring people together and offer support. Here are some of the groups you can join at Greystone House, Caterham Valley Medical Practice and at the nearby Merstham Community Hub.

Greystone House Surgery
Wellbeing walk every Wednesday at 11.30am. Everyone is welcome, including wheelchair and powerchair users. After the walk, join the Health Champions for refreshments back at the surgery.
NHS App support every Wednesday at 12.30pm. Come along if you'd like help getting started with the app or using it.

Caterham Valley Medical Practice
Our Health Champions host a **coffee morning** every Wednesday between 10 and 11.30am. Drop by for a cuppa, a chat and a chance to meet others in your local community.

Merstham Community Hub
Volunteer Health and Wellbeing Champions at the hub support patients and others living in Merstham. They run a **chronic pain support group** on the second Friday of each month, from 1pm to 2.30pm, where people living with chronic pain can meet and share experiences with guest speakers.
The hub also hosts **Men's Pitstop**, a men's mental health support group, every Wednesday from 6.30pm to 7.30pm.

Come along to any of these groups or sessions, new members always welcome.

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

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

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

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