



Meet Some of Our Team

You might not see a GP:

We have a team of experienced clinicians at the Practice who play a crucial role in providing comprehensive and specialised healthcare services to our patients. Each clinician brings a unique set of skills and expertise to our Practice.

Advanced Nurse Practitioner (ANP):

(Skilled healthcare professional with advanced training)

Qualified to assess, diagnose, and treat a wide range of medical conditions. Patients benefit from their expertise in managing both acute and chronic illnesses, as well as receiving guidance on preventative healthcare and measures.

Physician Associate (PA):

(PAs support medical teams by performing a defined set of clinical duties)

A Physician Assistant (PA), often referred to as a Physician Associate in the UK, is a healthcare professional trained to the medical model who assesses, diagnoses, and treats patients. PAs are dependent practitioners who work under the supervision of senior doctors in GP surgeries and hospitals.

Clinical Pharmacists:

(Ensure the safe and effective use of medications)

Provide medication reviews, offer advice on proper dosage and administration, and help manage potential side effects. Collaborating with other clinicians, pharmacists contribute to optimising medication regimens for our patients.

Local Area Coordinator (LAC):

(is a strengths-based approach that works alongside individuals, families and communities to support people to build life on their own terms) Local Area Coordinators are community-based professionals employed by councils who spend time getting to know people and neighbourhoods, building trusted relationships over time. Rather than focusing on deficits or eligibility, LAC starts with what matters to the person, what is already strong in their life, and the relationships, skills and community connections around them. Coordinators walk alongside people, offering information and support to help them make informed choices, while recognising individuals and families as the experts in their own lives. Formal services and interventions are considered only when they genuinely complement personal, family and community support.

Social Prescribers:

(Help patients connect with community resources, support networks, and non-medical services that contribute to overall well-being)

This holistic approach recognises that health is influenced by various social factors.

The collaboration among these diverse clinicians ensures that patients receive a comprehensive and personalised approach to their healthcare needs. This multi-disciplinary team is committed to delivering high-quality care, promoting health and wellness, and addressing the unique needs of each individual.

Welcome

Welcome to our new edition of the Sheerwater Health Centre Newsletter

In this issue, we share important updates, seasonal health advice and information about local services available to support our patients. Thank you for helping us keep our services running smoothly by cancelling appointments you no longer need and using the most appropriate NHS service.

Practice Updates

Our extended clinics at the Woking Community Hospital offer blood tests and GP appointments for our patients. These clinics provide greater flexibility, with additional options for booking blood tests and accessing out-of-hours GP appointments, including Saturdays.

Practice Statistics – April 2026

Please see some of the Practice statistics below:

Total number of appointments	930
Total number of HCA & Nurse appointments	286
Total number of prescription requests	901
Total number of Test Results/Documents processed	488
Total number of telephone calls answered	1,514
Total number of Queue buster calls placed	31
Average wait time on calls:	2 minutes 37seconds
	64%
	Over 10 minutes
	36%
Total number of DNA's (<i>patients who did not attend or cancel their appointment</i>)	46

Surgery Opening Times

Please note our phone lines open at 8.30am while online access from 8.00am

Online access is the quickest way to request an appointment.

Monday	08:00 – 18:30
Tuesday	08:00 – 18:30
Wednesday	08:00 – 18:30
Thursday	08:00 – 18:30
Friday	08:00 – 18:30
Saturday	Closed
Sunday	Closed

For urgent medical help when the practice is closed, please use NHS 111

Services and appointments can be accessed by using the Practice website www.sheerwaterhealthcentre.nhs.uk or by ringing from 8.30am on 01932 343524 (please note that we have a call back facility - Queue Buster - on our telephone system if you prefer not to hold)

Both routine and urgent requests can be accessed using the online service/by telephone. Most patients will be offered a telephone or face to face consultation with a GP or other appropriate clinician within 2 days of contacting the Practice. If we have reached safe capacity for the day, then you will be directed to other services. Our Reception Team work closely with our Clinicians to support the advice given to our patients. (Please see our Patient Access Policy on our website www.sheewraterhealthcentre.nhs.uk for further information).

NHS APP



What you need to know

Patients can view information from their GP health record in the NHS App. All GP surgeries in England are required to give patients online access to new information as it is added to their GP health record. Patients should be able to read new entries, including free text, in their health record. This applies to future (prospective) record entries and not historic data.

Patients can now view this information under the prescriptions, appointments, test results, health conditions and documents sections of the NHS App.

Find out more [Contact the NHS App and account team](#)

Patient Participation Group (PPG)

PPG is a group of patients, who we refer to as friends of the Practice, who meet with staff to discuss issues and patient experience as well as providing practical support to help improve the service

Our aim for the PPG is to involve participants in shaping the practice to ensure we deliver health care services effectively in a safe and a caring environment

If you wish to join our PPG group, please contact our Reception Team



Pharmacy First

The Pharmacy First service allows patients to receive advice and treatment for a range of common conditions directly from their local pharmacy, without needing a GP appointment.

Pharmacists can now assess and treat conditions such as sore throats, earache, sinusitis, infected insect bites, shingles, and some urinary tract infections. This helps patients access care more quickly and supports GP practices by freeing up appointments for more complex medical needs.