

Wonersh Surgery

# Spring Newsletter 2026

## Regular Opening Hours:

Monday	7:30 - 12:30 / 13:30 - 18:00
Tuesday	7:30 - 12:30 / 13:30 - 18:00
Wednesday	7:30 - 12:30 / 13:30 - 18:00
Thursday	7:30 - 12:30 / 13:30 - 18:00
Friday	7:30 - 12:30 / 13:30 - 18:00
Saturday	9:00 - 12:00 (By prebooked appointment only.)
Sunday	<b>Closed</b>

Between the hours of 12:30 and 13:30, 18:00 and 18:30 our lines will be open for Urgent calls.



## Easter and Bank Holiday Closures:

Good Friday 3<sup>rd</sup> April

Easter Monday 6<sup>th</sup> April

Bank Holiday Monday 4<sup>th</sup> May

Bank Holiday Monday 25<sup>th</sup> May



# In the Spotlight

Shahrzad 'Shaz' Rad  
Our 'First Contact Physio'



Meet our First Contact  
Physiotherapist- Shaz

Many people think physiotherapy is just about exercises, but as a First Contact Physiotherapist (FCP), my role is much broader. I see patients directly for Musculoskeletal (MSK) problems, helping them get the right care quickly and efficiently, without needing a GP referral.

**What I do:**

**Comprehensive assessment:** I carefully review your symptoms and physical function to understand the root cause of your pain or movement problem.

**Differential diagnosis:** I look beyond the obvious MSK issue to rule out other conditions that may need medical attention, ensuring nothing serious is missed.

**Individualised exercise programs:** I prescribe customized exercises to improve strength, mobility, and function, supporting recovery and preventing future injury.

**Activity guidance and pacing:** I give practical advice on how to safely manage daily activities, work, and exercise, helping patients regain confidence in movement.

**Referrals and investigations:** When necessary, I can refer patients for scans, physiotherapy, or specialist reviews to ensure timely and appropriate care.

The goal of the FCP role is to empower patients, speed up access to expert MSK care, and support long-term health and function. By addressing not just the symptoms but the underlying causes, we help patients recover safely, prevent recurrence, and maintain an active lifestyle.

## Hayfever

Hayfever is a common allergy that causes sneezing, coughing and itchy eyes. You cannot cure it, but there are things you can do to help your symptoms.



**Symptoms:**

- Coughing and Sneezing
- Runny or blocked nose
- Itchy, red or watery eyes
- Itchy mouth, throat, nose or ears
- Loss of smell
- Headache or facial pain
- Feeling Tired

Do's	Do Not's
Petroleum Jelly around your nostrils	Cut the grass
Wear wraparound Sunglasses	Dry clothing outside
Keep doors and windows closed while pollen count is high	Keep fresh flowers indoors
Vacuum regularly and dust with a DAMP cloth	Smoke or be around smoky atmosphere.

**Self help:**

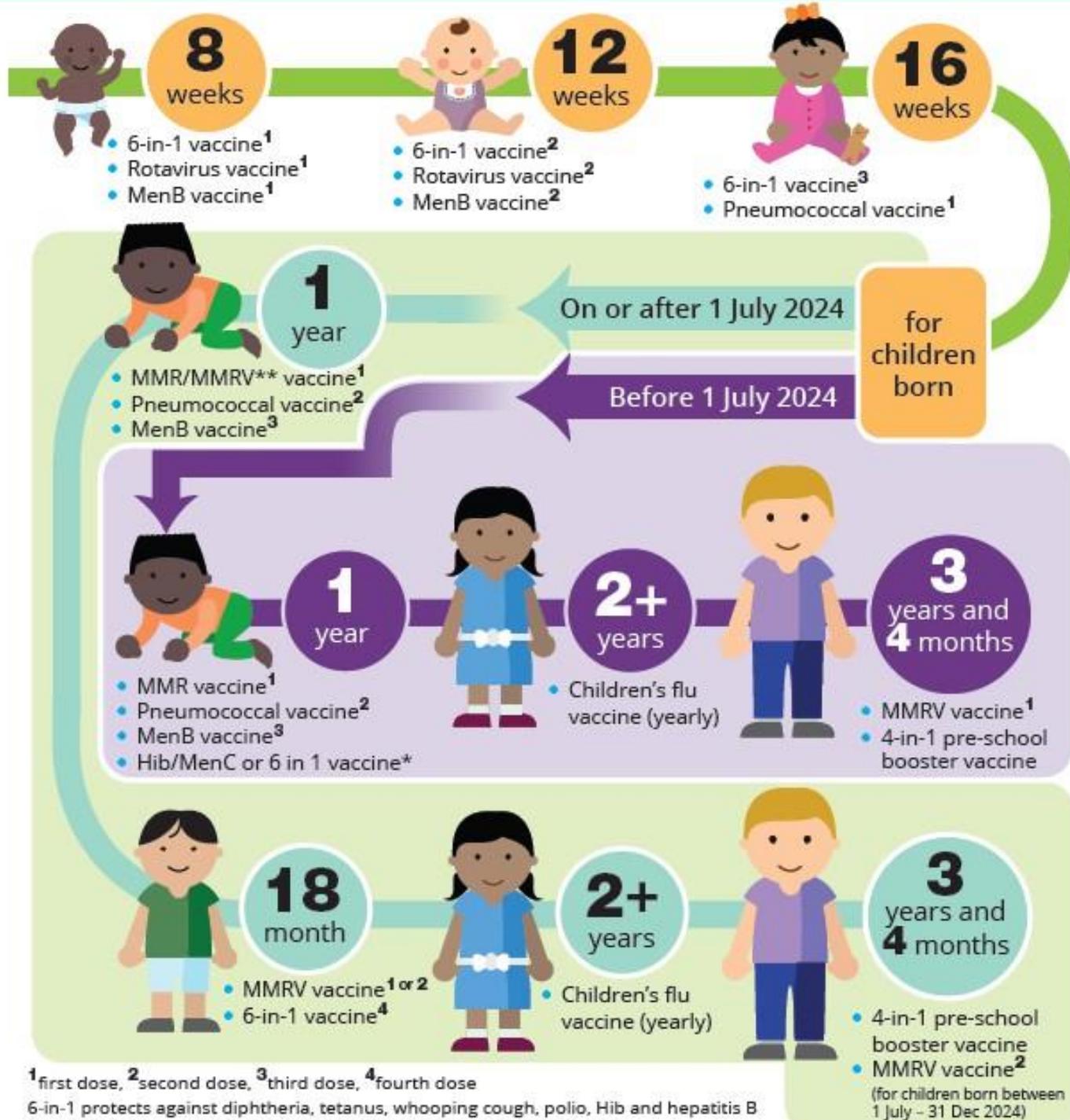
- Use over the counter antihistamines (Available as non-drowsy)
- Use over the counter eye drops
- Use over the counter nasal sprays
- Please speak with a pharmacist for further advice

**When to contact your GP:**

- If your symptoms get worse
- If over the counter medication is not helping
- If you have a pre-existing medical condition that is triggered by hay fever. For example: asthma or other breathing related issues



# Your child's vaccine schedule



<sup>1</sup> first dose, <sup>2</sup> second dose, <sup>3</sup> third dose, <sup>4</sup> fourth dose

6-in-1 protects against diphtheria, tetanus, whooping cough, polio, Hib and hepatitis B

4-in-1 protects against diphtheria, tetanus, whooping cough and polio

First dose of rotavirus vaccine must be given before 15 weeks of age and second dose must be given before 24 weeks of age

\*Vaccine given will depend on vaccine availability. \*\* Vaccine given will depend on child's date of birth.

Follow your child's vaccine schedule to protect them against illnesses

Stick this timeline up as a useful reminder

## Upcoming Vaccine Schedule

### Spring COVID Vaccine

This April we will be offering COVID 19 vaccinations to patients who are eligible.

You may be eligible for a COVID-19 vaccination if you:

- Are aged 75 years and over.
- Are aged 6 months to 74 years and have a weakened immune system due to a health condition or treatment.
- Live in a care home for older adults

We will be contacting eligible patients for their April COVID booster.



### September and October 2026

We will be offering COVID-19 and flu vaccinations at the same appointment for patients who would want both injections and providing you are eligible to receive both. For those patients eligible to both, there is no requirement to do this if you would rather have just have the flu vaccination, but we will need to book you into the correct clinic.



COVID eligibility is as above, and flu eligibility includes if you:

- Are aged 65 years and over (or will turn 65 by 31 March 2026).
  - Have a long-term health condition.
  - Are pregnant.
  - Live in a care home.
  - Are the main carer for an older or disabled person, or receive Carer's Allowance.
  - Live with someone who has a weakened immune system.
- Further information will be made available nearer the time

### Pneumonia vaccine

Available for:

- Adults aged 65 and over.
- Babies (routine childhood programmed).
- People aged 2–64 with certain long-term health conditions or a weakened immune system.
- People with specific risks (for example cochlear implants or certain occupations).

Some patients with long-term conditions may need a booster every 5 years. This vaccine is not routinely offered to healthy adults under 65 – You will be invited if you are eligible.

### Shingles vaccine

Available for:

- Adults aged 70–79.
- Adults who turn 65 on or after 1 September 2026.
- Adults aged 18 and over with a severely weakened immune system.

The shingles vaccine is given as two doses – You will be invited if you are eligible.



### RSV vaccine

Available for:

- People who are 28 weeks pregnant or more (recommended during every pregnancy).
  - Adults aged 75–79, and those who turned 80 on or after 1 September 2024.
  - From 1 April 2026: all adults aged 80 and over, and care home residents for older adults.
- You will be invited if you are eligible.



## Guide to triage

The best way to contact the surgery for urgent and non-urgent appointments is to request them through our website:

[Home - Wonersh Surgery](#)

Once on this page follow this pathway:

1. 'Appointments'
2. 'Use an online form'
3. Fill in your personal details
4. Confirm it is not an emergency
5. Fill in the form with as much detail as possible and submit the form.

This form then comes through to an inbox that is monitored and triaged by a GP, from 8am to 6pm, Mon-Fri.

You will then hear back from the reception team to book an appointment either via a booking link sent to your mobile or NHS app (if you have one) to book an appointment at a time that suits your schedule, or via a phone call.

## Prescription requests and ordering medication

You can also use this site to order medication, if you are unable to do so through NHS app.

1. Select the option 'Order a Repeat Prescription'
2. Scroll through the list to find 'Order a Repeat Prescription using an online form'
3. Fill in your personal details
4. Confirm it is not an emergency
5. Fill in the medication and dose that is required.

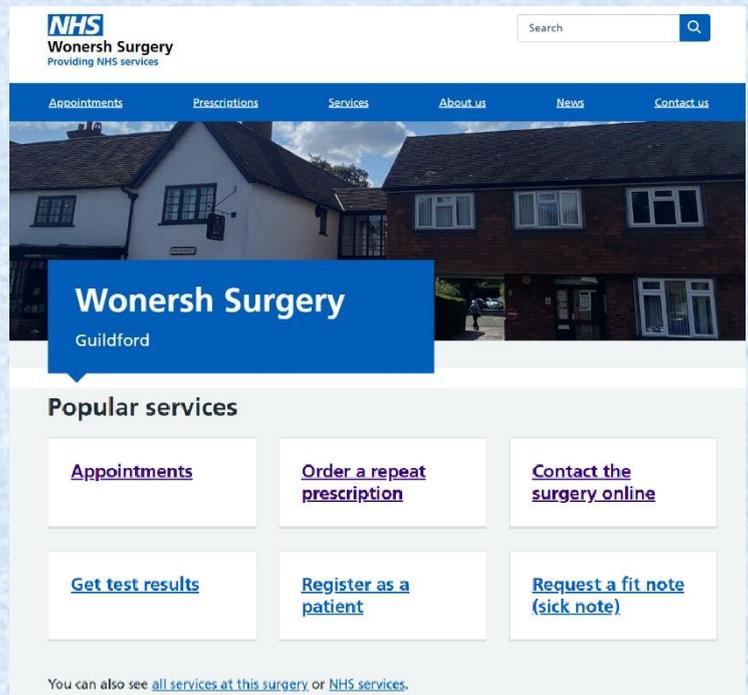
*A reminder that prescription requests cannot be taken over the telephone. Please allow 72 hours to be sent to your nominated pharmacy.*

## Other questions or queries

If you have any other questions or queries, you can send these directly to the surgery via our website using the following pathway:

1. 'Contact the Surgery Online'
2. Scroll to 'Get Help and Advice Online'
3. Select 'I have an admin or routine request'
4. Select an option from the list
5. Fill in your personal details
6. Confirm it is not an emergency
7. Fill in the form you have requested with as much information as possible.

All of these services are monitored continuously through the day and we aim to get back to you within 24 hours.



## Other services:

Sometimes, there are other service that may be better fitted to help with your health issue. These include Pharmacies and local treatment centers.

Pharmacists are able to give advice and issue certain antibiotics if they feel that this is required.

Please see the following chart which can help guide you regarding certain acute concerns that can be assessed at your local pharmacy:

### NHS Pharmacy First – 7 clinical pathways

Urinary tract infection	Shingles*	Impetigo	Infected insect bites	Acute sore throat	Acute sinusitis	Acute otitis media
A UTI is an infection in any part of the urinary system.	Shingles is an infection that causes a painful rash	Impetigo is a common infection of the skin. It is contagious, which means it can be passed on by touching.	Insect bites and stings can become infected or cause a reaction.	Sore throat is a symptom resulting from inflammation of the upper respiratory tract	Sinusitis is swelling of the sinuses, usually caused by an infection. The sinuses are small, empty spaces behind your cheekbones and forehead that connect to the inside of the nose.	An infection of the middle ear.
<b>Inclusion:</b> <ul style="list-style-type: none"> <li>Female</li> <li>Aged between 16 - 64</li> <li>Suspected lower UTI</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>18 years and over</li> <li>Suspected case of shingles.</li> <li>Rash appeared within the last 72 hours - 7 days</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>1 year and over</li> <li>Signs and symptoms of impetigo</li> <li>Localised (4 or fewer lesions/clusters present)</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>1 year and over</li> <li>Infection that is present or worsening at least 48 hours after the initial bite(s) or sting(s)</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>5 years and over</li> <li>Suspected sore throat</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>12 years and over</li> <li>Suspected signs and symptoms of sinusitis</li> <li>Symptom duration of 10 days or more</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>Aged between 1 – 17</li> <li>Suspected signs and symptoms of acute otitis media</li> </ul>

## Alternatively, there is Urgent Treatment Centre

Woking Community Hospital - 01483 846 209  
Heathside Road  
Woking  
GU22 7HS

Haslemere UTC - 01483 956 524  
Church Lane  
Haslemere  
GU27 2BJ.

### What can our Urgent Treatment Centers help with?

- Our nurse-led Urgent Treatment Centers (formerly known as Walk-in Centers) offer treatment for minor illnesses and injuries – no appointment needed.
- Patients aged two years and older who need urgent but non-emergency medical treatment for minor injuries or illnesses.
- These are open 8am-8pm, 7 days a week (except Christmas day 8am-4pm).
- At times of high demand, you may be redirected to another service or asked to return the following day.
- X-ray facilities are available.

### Who are we unable to treat?

Please use another service if any of the following apply:

- Children under 2 years old – contact your GP or call NHS 111.
- Pregnant – we are unable to treat you if you're pregnant. Please call NHS 111 for advice.
- Frail or elderly with multiple health conditions – you may need more specialist care. Please call NHS 111 for advice.
- Need a repeat prescription – please contact your GP.
- Head injury and over 65 – please go to A&E or call NHS 111.

### Referral Information

Please note: We do not accept direct referrals from GPs or other healthcare professionals. However, we can accept referrals via NHS 111

The Urgent Treatment Centre, formerly the Minor Injuries Unit, is for adults and children over aged one year and above.

It is run by our team of skilled emergency (nurse/paramedic) practitioners and doctors who can assess, diagnose and treat patients with a wide range of minor injuries and illnesses.

This is a walk-in service. We do not have an appointments system, although you can call 111 for advice and a time slot to attend.

Waiting times vary. We aim to see people within three hours.

Open daily 8am–5pm (last new patient booking at 4pm).

### Who they can help:

- Strains and sprains
- Suspected broken limbs
- Minor head injuries
- Minor scalds and burns
- Skin infections and rashes
- Eye problems
- Feverish illness in adults
- Feverish illness in children
- Abdominal pain
- Emergency contraception

### Who they are unable to treat:

- Serious life-threatening injuries or severe illness (call 999 or visit your closest hospital emergency department for these).
- Ongoing injuries or conditions lasting more than two weeks.
- Head injuries, falls or trauma with any loss of consciousness.
- Toothache.
- Mental health problems.
- Pregnancy related problems.
- Vomiting and diarrhoea.
- Overdoses and alcohol related problems.
- Children under one year old.

## Respect for Our NHS Staff

Our NHS teams work tirelessly to provide safe and compassionate care to everyone who walks through our doors or calls our telephone lines. Please treat our staff with the respect they deserve. They are here to help, and a supportive environment allows them to deliver the best possible care for all.

Abuse towards our staff will not be tolerated and may result in deregistration

## Mental wellbeing

The term 'Mental wellbeing' relates to how a person is feeling and how well they can cope with day-to-day life. Our mental wellbeing can change from day to day, month to month or year to year.

While the sun is out, it is a great time to get out and enjoy the beauty of the Surrey countryside. Being active is not only great for your physical health and fitness, but evidence also shows it can also improve your mental wellbeing.

For more helpful tips, check out –  
5 steps to mental wellbeing - NHS

<https://www.nhs.uk/mental-health/self-help/guides-tools-and-activities/five-steps-to-mental-wellbeing/>

If you are struggling however, please know that there is always support available any time of day for everyone.



**Crisis line 03004568342**  
**Samaritans: 116 123**



**Crisis (Text): 07717989024**  
**Shout (Text): 85258**

We also have a bereavement support advice pack at the surgery, if you need any help at all please ask a member of our team.

Step by Step offers six to eight counselling sessions for 11-25 year olds living in south west Surrey. Counsellors are trained and experienced in working with many different issues including stress, anxiety, depression, panic attacks, bullying, bereavement, low self-esteem, low self-confidence, friendship/relationship issues, self harm, eating disorders, feelings of not fitting in, exam worries and socialisation.

## Cameron's Run

Our very own paramedic Cameron is taking part in the Brighton Marathon in support of Parkinson's UK



Here is a message from Cameron:

*"Whilst I was growing up, I noticed the effect this debilitating condition has on a person as well as those around them. My Grandad had Parkinson's Disease and he is still such an inspiration to me. I also have seen first hand the effect on patients through my medical career. This personal experience is why I have chosen Parkinson's UK."*

*Help support my Brighton Marathon Run by raising money to benefit Parkinson's Disease Society in the United Kingdom. Any donation will help make an impact. Thanks in advance for your contribution to this cause that means so much to me. It will also help motivate me to reach my running goal which is try and beat the marathon in under 4 hours and 20 minutes."*

If you would like to donate please visit:

<https://gofund.me/a1360d203>

Donations will help fund the right research into promising treatments and supporting those patients with Parkinson's.

The donation will be automatically sent to Parkinson's UK charity as soon as you donate.

More information about 'Parkinson's Disease Society of the United Kingdom' can be found at [parkinsons.org.uk](http://parkinsons.org.uk)

## Helpful Numbers:

Wonersh Pharmacy: 01483 890683

Boots Shalford: 01483 561975

Bramley wheels: 07599 430763 (10am-12pm)

Chilworth Care Committee: 01483 538886

Woncares: 01483 894004

Wonersh Surgery: 01483 898123

## Wonersh Patient Participation Group (PPG)- Children's Health Event

You are invited to attend the next engagement of the Wonersh Surgery Patient Participation Group. At this meeting we will be focusing on families (Parents, Carers and Grandparents) with children age 0 to 11.

In conjunction with the surgery and local pharmacies we will be providing generic help and guidance on:

- 1) Signs and symptoms for the ill child- When to contact a health professional
- 2) Emergency first aid guidance - What to do for burns, scalds, seizures and choking
- 3) Where to go for help - Understanding which local service to use for your child's needs.

The format is a drop-in session with representatives from the surgery, local pharmacies and paramedics being present to give guidance and awareness.

Venue - Shalford Village Hall, Kings Road, Shalford GU4 8HB

Date and Time - Saturday April 18th Noon to 1.30pm

Hosts - Wonersh Surgery Patient Participation Group

Further information available at [wonershsurgeryppg@gmail.com](mailto:wonershsurgeryppg@gmail.com)

Tea and coffee refreshments provided



## Patient Feedback Summary (January - March 2026)

Between January and March 2026, the practice received 938 patient feedback responses across the three months. Overall satisfaction remained consistently high:

- March (246 responses): 98% of patients recommend the practice
- February (328 responses): 96% recommend the practice
- January (364 responses): 96% recommend the practice

This quarter's feedback highlights strong performance in kindness, communication, efficiency, clinical professionalism, and rapid access to care. Patients frequently praised staff for being caring, prompt, thorough, and easy to talk to. Many noted the convenience and responsiveness of the online consultation system and the helpfulness of reception and clinical teams.

- *"Kind as always."*
- *"On time and efficient."*
- *"I was made to feel relaxed, valued and supported."*
- *"Listened and cared about the different issues."*
- *"Excellent, prompt, empathetic service."*
- *"Receptionist very kind and helpful."*
- *"A doctor called me within 3 hours and was incredibly helpful."*
- *"Friendly, efficient and knowledgeable."*
- *"Speedy referral for X-ray and ultrasound with follow-up appointment."*
- *"Always excellent service."*
- *"Thorough and professional."*
- *"Professional and caring clinical and reception staff."*
- *"Kind, considerate, and a great sense of humour when appropriate."*
- *"Very quick response to online portal - thank you."*

## Breast screening

NHS breast screening is offered to women aged 50 up to your 71st birthday. Everyone registered with a GP as female will be invited.

You'll automatically get your first invitation for breast screening between the ages of 50 and 53. You'll then be invited every 3 years until your 71st birthday.

If you're transgender or non-binary and you would like to be invited for breast screening, ask your GP surgery for advice.

You will not automatically be invited for breast screening if you are aged 71 or over, but you can still have breast screening every 3 years if you want to. You will need to call your local breast screening service to ask for an appointment.

*You need to be registered with a GP surgery to be invited for breast screening.*

## Cervical (Smear) Screening

Cervical screening is for women between the ages of 25 and 64. Everyone with a cervix should be offered screening.

You'll be invited for screening every 5 years from when you're 25 to 64 years old. You'll get your first invitation a few months before you turn 25.

You may be invited more regularly if you have HPV.

If you're 65 or older, you'll only be invited if a recent test was abnormal.

You'll get an invitation through the NHS App, by text or by letter asking you to make an appointment and telling you how to book.

You can book an appointment as soon as you get an invitation.

If you missed your last cervical screening, you do not need to wait for an invitation to book an appointment.

## Bowel screening

Bowel cancer screening is a test you do at home that checks for signs of bowel cancer. It's offered to people aged 50 to 74.

Bowel cancer screening is currently offered to people aged 50 to 74 every 2 years.

This is because your risk of getting bowel cancer gets higher as you get older.

You can also get screening for bowel cancer every 2 years if you're aged 75 or over, but you need to call the bowel cancer screening helpline on 0800 707 6060 and ask for the test.

If symptoms Appear: Do not wait for a screening invitation if you notice:

- o Blood in your stool.
- o Persistent changes in bowel habits (e.g., diarrhoea, constipation).
- o Unexplained weight loss.
- o Pain or a lump in your tummy.



**High Risk/Family History:** If close relatives have had bowel cancer, ask your GP for a referral to a specialist (e.g., for screenings earlier than age 50).