

Community Connection Meeting - Reigate



Tues 19th May 2026

**18:00 for 1830 start
ending 19:30.**

Reigate Community Hall

*Limited seating - come early
to save a seat.*

*We cordially invite you to our first
Community Connection Meeting to
discuss all things health and
community!*

Agenda

1. Introduction of the Panel by the Chair. Comprising The Wall House Surgery partners, Practice Manager and members of the Patient Participation Group (PPG), [5-10mins]
2. Wall House Surgery - Recent Improvements [Dr Sarah] [5-10mins]
3. Patients Participation Group - Support Activities Rees Ward and John Jaquis [10-15mins]
4. Questions and Answers – open to the Floor [25-30mins]
5. Closing Remarks by Dr Sarah/ Rees

TWHS Facts and Figures

Listening to Patient Challenges and results by Dr Sarah and Partners

- Reduction in call waiting time
- Prescription processing improvements
- Increase in face-to-face appointments
- Increase in same day appointment
- Reinstate in-house blood tests/ physio appointments

Community projects by Dr Sarah and Partners

- Mass vaccination
- Blood tests
- On-site physiotherapy
- Green Impact Practice
- GP Practice of the Year in the Marie Curie Finalist of the Year
- New look Newsletter
- Future Wall House Surgery projects and community engagements

Patient Participation Group

A group of 8 volunteer patients work with the Wall House Surgery, meeting every two months. At least one member of the Wall House Surgery is invited to join the PPG and attends each meeting to support our aims of working in partnerships with TWHS team to support the Surgery goals and help overcome challenges.

PPG Co Chairs John and Rees will talk us through how the current PPG works since being established three years ago.

Current activities: Champions, Growing Support Group Initiative , LGBTQ+ Disabilities Support etc
New programmes: Friends of Wall House Surgery, Surrey Heartlands, recruitment and connection with other PPG

Serenity Garden: planned and designed with Reigate Architects.

- Planning permission to be submitted.
- Shielded from environment with garden plants/flowers etc.
- Funding has been primarily anonymous donors but also from local council funds and individual PPG volunteers.
- Project planning/execution and maintenance by PPG and volunteers.



Volunteering: Community Engagement with Reigate Grammar School

Student volunteers who wish to have careers in the medical profession to assist patients and surgery once a week to enhance use of technology to enhance communications between patients and TWHS.

- Teach and enhance the use of NHS App by patients, training at TWHS
- Order repeat prescription, and check approval/confirmation
- Make & check appointments at TWHS & Hospitals
- Check messages between patients and NHS (TWHS & Hospitals)
- Check test results availability
- Extend NHS App usage teaching at local community care-homes.
- Volunteers take on support tasks to free up time of TWHS staff to provide an enhanced service to patients.
- This time contributes towards their Duke of Edinburgh (DofE) Silver award volunteering hours.