

NEWSLETTER

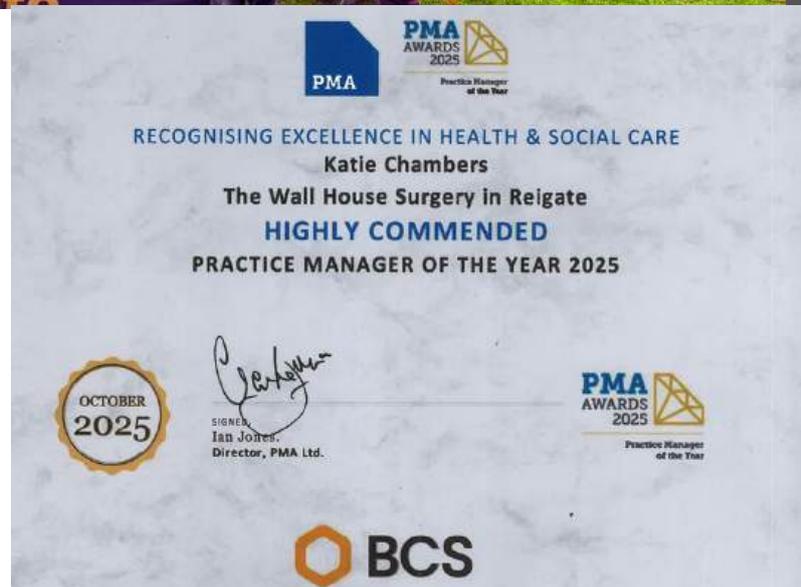


Momentum for Change

It's our second edition of The Wall House Surgery Newsletter!

We've been busy with technology updates to bring our patients a more efficient Reception service, community outreach (read all about the Park Run in our photo story) and receiving award recognition! We're proud to have so many contributors to this newsletter and as always, we want to hear from you on matters at the heart of the Reigate community. Come meet/speak with us!

Wall House Team



The PMA Awards highlight excellence in healthcare management across all sectors. This **High Commendation** recognises Practice Managers who've made outstanding contributions to their PCN's performance over the last 12 months. Well done Katie and thank you for your hard work!

Our First Community Connection Meeting in May!

You are cordially invited to our first Community Connection Meeting at Reigate Community Centre on Tuesday 19th May.

- Please tell us you'd like to attend by logging on to your NHS App and selecting "Appointments" and scrolling to "Community Meeting"
- DM us on Facebook or Instagram

The Wall House Surgery is proud to be Reigate's only NHS GP Practice. Our clinicians, practice team and Patient Participation Group members are excited to meet with you. **See you there!**

Have your say



Dear Patients,

As we move through the winter months, I wanted to take a moment to thank you for your continued understanding and support during what is traditionally a very busy time for the NHS and general practice.

Winter pressures affect all healthcare services, and we are extremely grateful for the way our patients continue to use services appropriately and work with us to help ensure care is available to those who need it most.

We are pleased to share that we are continuing to grow both our clinical and non-clinical teams to better support you. Over recent months, we have welcomed a **new Prescription Team Coordinator** to help improve the efficiency and safety of our prescribing processes, a **new GP to strengthen** our clinical capacity, and a **Nursing Associate** who will be based in the practice and also visiting our housebound patients. This role is particularly important in supporting the ongoing review and management of long-term and chronic conditions for those unable to attend the surgery.

Alongside these developments, we remain committed to improving our services across all areas of the practice. This includes reviewing our systems, strengthening our teams, and looking for ways to make access to care smoother and more responsive to patient needs. **Your feedback plays a vital role in helping us shape these improvements.**

A message from Katie, our Practice Manager



Once again, thank you for your patience, kindness, and understanding during the winter period. **We truly appreciate your continued support and look forward to continuing to care for you and your families.**



Hi, I'm EMMA™
Patients Say I'm a Breath of Fresh Air

I'll be answering your calls within 3 rings – no waiting, no queuing. I'll make sure your inquiry gets to the right person quickly, helping you get the appointment you need sooner.

You don't need to change a thing – just keep using the phone as you always have. I'll handle the details and help free up resources so the team can focus on delivering better care, faster. Let's make things easier together!



● Meet EMMA! Our new Receptionist

EMMA is an AI-powered virtual receptionist for NHS GP surgeries, to eliminate phone queues by answering calls within three rings, handling multiple, simultaneous calls **enabling staff to triage requests faster.**

Here's what you should know when it comes in May:

- **Functionality:** It manages high call volumes (often at 8am), collects patient information, and passes it directly to clinicians for assessment.
- **Benefits:** By reducing reception workload it lowers, or eliminates, patient hold times.
- **Implementation:** Developed with clinicians and NHS-grade security, with trials starting in late 2025.
- **Feedback:** While aiming to improve access, some patients have reported difficulties with the system, such as issues with understanding, info here: [BBC - https://www.bbc.co.uk/news/articles/c07xgv07vzvo](https://www.bbc.co.uk/news/articles/c07xgv07vzvo)
- **Patient Safety:** **It does not diagnose or replace human staff for complex interactions.**

Staff Spotlight – Grace Stone

We're shining the spotlight this season, on our award winning **Care Coordinator**, who works closely with GPs, nurses, community services and external organisations to make sure care is connected and tailored to the individual.



Grace Stone – Care Coordinator

Q: What motivates you?

A: the small but significant moments, a patient feeling reassured after a difficult conversation, a crisis being prevented because we spotted an issue early, or someone telling me they finally feel listened to. Knowing that my role helps reduce anxiety, improves quality of life, and supports people to live as well as possible with long-term conditions is what keeps me passionate about the work.

Q: You were recently nominated for an award!

I was honoured to be nominated for the Daffodil Standards End of Life Awards, which recognises work that improves the quality, dignity, and compassion of end-of-life care. **The nomination reflects a broader team effort focused on embedding the Daffodil Standards into everyday practice, supporting staff to have meaningful conversations**, improving coordination of care, and ensuring patients and families feel heard and supported during some of the most challenging moments of their lives. Whilst the nomination is personally meaningful...

● **Finalists! Daffodil Standards End of Life Awards 2026**

...the practice's commitment to person-centred care is what makes this work impactful, and the recognition shines a light on the importance of continually improving end-of-life care.



Q: What do you do here at the practice?

A: **I'm a consistent point of contact for patients living with long-term conditions.** That can include care planning, coordinating reviews, supporting self-management, chasing referrals, and helping patients navigate what can be a very complex health and social care system. Mostly I listen to understand what matters most to the patient, not just what's in their medical record.

Q: What do you love most about your job?

A: Building trust with patients over time. When **someone feels comfortable enough to be honest about their worries, their symptoms, their situation, that's when you can really make a difference.** I also enjoy advocating for patients who might otherwise fall through the gaps, helping them feel less overwhelmed and more in control of their health.

Q: What does a typical day look like for you?

No two days are ever the same! A typical day might be reviewing long-term condition registers, calling patients to see how they're managing, updating care plans. I also support patients who may be deteriorating or who need additional input, whether that's practical or emotional. **There's a lot of problem-solving and relationship building.** Thank you Grace!

Community Corner – Still Me Dementia Café

Dementia Café

Woodhatch
Community
Centre

**First Thursday of the month
2pm to 4pm - No need to book**

Still me is an outreach initiative led by Christ Central Church, Redhill. The group is for people living with dementia and their carers.

Redhill Dementia Café is for people living with dementia and their carers.

On the first Thursday of the month from 2-4pm.

For £5, visitors get:

- a light lunch
- an activity
- refreshments

New members are always welcome.

Feel like your head is in a bucket? Blocked ears? What's going on and what you can do about it...

A feeling of fullness, pressure, popping, muffled hearing or discomfort in the ears is very common, particularly following coughs, colds or during allergy season which can start as early as March! In most cases this is due to Eustachian tube dysfunction (ETD) - a temporary problem with the small air-filled tube that connects the middle ear to the back of the nose. At The Wall House Surgery, we're seeing an increasing number of appointments for blocked ears. The good news is that the vast majority of cases settle on their own and can be managed safely at home or with support from your local community pharmacy.

What is the Eustachian tube?

The Eustachian tube helps to equalise pressure in the middle ear and drain fluid from behind the eardrum to maintain normal hearing.

When you have a cold, sinus infection, hay fever or nasal congestion, the lining of this tube can become inflamed and swollen. This prevents it from opening properly, leading to pressure changes and that "blocked" sensation.

Importantly, this is different from earwax. Earwax sits in the outer ear canal, whereas ETD is deeper and related to pressure behind the eardrum.

People usually report a feeling of fullness or pressure in one or both ears with muffled or reduced hearing.



HOW YOU CAN HELP YOURSELF

In most cases, symptoms improve within a few days to a few weeks. The following measures can help:

1. Encourage pressure equalisation

Swallowing, yawning or chewing gum.

- Gentle Valsalva manoeuvre (pinch your nose, close your mouth and gently blow)
- Steam inhalation for nasal congestion
- These help the tube open naturally.

2. Manage nasal inflammation

- If symptoms follow a cold or are linked to allergies:
- Saline nasal sprays (available from pharmacies)
- Short-term use of a steroid nasal spray (e.g. for hay fever-related symptoms)
- Antihistamines if allergy-driven
- Your community pharmacist can advise on appropriate over-the-counter options and how to use nasal sprays correctly, as technique matters for effectiveness.

3. Avoid unnecessary ear cleaning

- Cotton buds, ear candles and probing the ear canal can cause harm and do not treat ETD. If you suspect earwax, your pharmacist can assess this and advise appropriately.

Sometimes there can be popping or crackling sounds, mild discomfort and occasionally temporary imbalance and the symptoms can come and go or worsen with changes in altitude (like flying, driving in hills).

What about decongestants?

- Oral and nasal decongestants are sometimes used short-term, but aren't suitable for everyone and shouldn't be used for more than a few days. **Pharmacists can advise on safety, especially if you have high blood pressure or are taking other medications.**

When to seek medical review

While most cases settle without needing a GP appointment, please contact us if:

- Symptoms persist beyond 6 weeks
- Hearing loss is worsening or significant and sudden
- There is severe ear pain or you develop discharge from the ear
- You experience persistent dizziness
- Symptoms occur in only one ear and do not improve
- Children with persistent symptoms or hearing concerns should also be assessed.
- In some cases, longer-term nasal steroid treatment or referral for further assessment may be appropriate but actually this is uncommon.

Who to see

As part of our commitment to improving access and ensuring patients are seen promptly when needed, we encourage use of community pharmacy services for minor ear symptoms. Pharmacists are highly trained clinicians and can:

- Assess whether symptoms are likely to be wax or pressure-related
- Recommend safe treatments
- Advise when GP assessment is necessary

This helps ensure GP appointments are available for more complex or urgent conditions.

The bottom line...

Blocked ears due to Eustachian tube dysfunction are uncomfortable but usually temporary. Self-care and pharmacy support are often all that's needed. If symptoms are prolonged, severe, or not improving, we are here to help.

If you are unsure, please contact the practice through our usual triage system and provide clear details of your symptoms this helps us guide you to the right care quickly when you need it.

How to receive surgery text messages

Did you know that if you have an active NHS App account, messages sent by the practice are automatically delivered to the app rather than as an SMS to your phone?

Avoid missing messages by enabling notifications in the NHS App

Firstly, log In to your NHS App -

- Find Messages:
- Go to the "Messages" section
- View messages from your GP surgery.
- Enable Notifications:
- Tap More
- Account and settings
- Manage notifications and toggle on alerts for new messages.



National HIV Testing week

Regular testing helps reduce the numbers of undiagnosed/late diagnosed people, as well as raise awareness and increase knowledge of HIV to reduce stigma.



GET YOUR FREE
TEST KIT:
[freetesting.hiv](https://www.freetesting.hiv)



9-15 FEBRUARY 2026

SAVE THE DATE

● NEW FACES AT THE WALL HOUSE!



Jane joins our hard working Prescriptions Team, coming from a previous role as a Pharmacy Technician, she has been with us since last September

"I love the atmosphere here and the satisfaction of helping others and understanding others' needs."

In my spare time I enjoy reading novels, travelling when I can and watching true crime."

Jane George, Prescriptions Coordinator

● **NEW FACES AT THE WALL HOUSE!**

Dr Ivanova is originally from Bulgaria where she qualified. Retrained as a GP in the East Midlands and recently joined The Wall House Surgery as a salaried GP after working in Buckinghamshire and Berkshire for ten years.

She has four children and has left behind her athletics youth but still enjoys jogging socially. Loves doing cross-stitches and nature walks.



Dr Nazneen Ala

Dr Ala joined The Wall House in January and been a GP since 2012. She grew up in South London and graduated from St Georges Medical School.

She has an interest in medical education and women's health and loves working within the community and being there for her patients and families.

She enjoys spending time with friends and family and has a passion for cooking South Asian cuisine.



Dr Aneliya Ivanova

Amelia previously worked at East Surrey Hospital where she joined in 2017 as a Healthcare Assistant and progressed to nursing training. She qualified as a Nursing Associate in December 2024

Amelia loves her team and they way they are always so supportive encouraging her progress. She enjoys being with patients on housebound visits as well as in clinics and enjoys helping people.

In her spare time she enjoys running and is training for 2 half marathons this year! She also enjoys just spending time with my children. **Amelia Packham, Nursing Associate**



Dr Fereshteh Yeganeh

"I'm still in training for GP (st3), in KSS.

I worked as an SHO in A&E, at an Acute Medical Unit in West Middlesex hospital and then in East Surrey Hospital. I enjoy travel and painting."



Patient Participation Group teams up with Reigate Grammar for DofE!



We are hugely proud to partner with Reigate Grammar School and their students. We want to encourage younger members into our Patient Participation Group and to find more ways to collaborate with the young adult and teenage community of Reigate.

We were inundated with responses to our request and we're excited to announce five RGS DofE students have been selected to volunteer at TWHS, for 26-hours contributing to their award. You will see them in our Covid and Flu clinics as well as helping us with NHS App clinic, general awareness raising of our services and supporting patients in the surgery.

Headmaster Shaun Fenton OBE recognised the achievement by saying "I was delighted to learn that some of our students embarking on Silver and Gold Duke of Edinburgh's awards, will now be able to, should they wish, choose to do the volunteering part of the award at The Wall House Surgery, Yorke Road, Reigate. **This is all thanks to the hard work of RGS parent Mr Iqbal. Thank you - we are so grateful for the opportunity that you have opened up for our students."**

Cervical Screening Invitations and results now being sent through the NHS App

The NHS Cervical Screening Programme is transitioning to a "digital-first" approach, with 90% of invitations now sent electronically since June 2025. Starting September 2025, negative results will be delivered via the NHS App, with letters used as a 72-hour failsafe.

Invitations & Reminders: Digital-first, using NHS Notify for invitations from May 2025.

Results Delivery: From September 2025, negative results are sent directly to the NHS App.

Abnormal Results: These will continue to be delivered by post for the time being.

Failsafe: If digital messages are not read within 72 hours, a letter will still be sent.

Updated Screening Frequency: From July 2025, individuals testing negative for HPV will move to a 5-year screening interval.

Why has this happened?

The NHS App is the primary channel for digital notifications as the NHS moves away from less efficient and costly paper methods. The Cervical Screening Administration Service (CSAS) is leading this transition to modernise communications.

Need help? Ask us

It is highly recommended for users to download the NHS App and enable notifications to receive these updates promptly. If you need assistance with this please reach out to the surgery.



Cervical
screening



Participant FAQs

Q: How do I download the NHS App?

A: The NHS App is available on iOS and Android through the App Store or Google Play Store. Further information about the app is available here: <https://www.nhs.uk/nhs-app/>

Q: I received a text message from NHSscreen to book my cervical screening appointment, is it genuine?

A: Yes, any SMS messages sent by Cervical Screening will come from NHSscreen.© NHS England 2025

Q: Can I book my cervical screening appointment through the NHS App invitation?

A: Your invitation will direct you to book your cervical screening appointment in the same way you do currently do – either by contacting your GP practice or a local sexual health service.

Q: Why have I received an invitation from both my GP surgery and the NHS App?

A: Some GP surgeries may already be using SMS or an app to send invitations for

cervical screening. In this case, you may receive multiple invitations from both your GP surgery and the NHS App. Please note, if you have booked your appointment following receiving either invitation, your appointment is booked, and no further action is required.

Q: Can I still receive a physical letter if I need to?

A: Physical letters will continue to be sent to those who do not read this NHS App messages within 72 hours.

Q: What is the difference between the NHS App and the app my GP surgery use?

A: The NHS App and apps used by GP surgeries are both used for accessing NHS services, but they are different platforms. For cervical screening, you will only receive communications via the NHS App.© NHS England 2025.

Q: Will I also receive my cervical screening results via the NHS App?

A: If you have the NHS App downloaded, your results will be delivered via the NHS App within 2-3 weeks. If you don't have NHS App, you will be sent a letter in the post.

Rain or shine...The Wall House clinicians run Reigate!

About 6 years ago parkrun and the Royal College of GPs (RCGP) set up a programme to encourage GP practices to partner with a parkrun and to recommend it to patients where appropriate. To date over **2,000 GP practices** in the UK have signed up.

On 13th September 2025 we made a headlining visit to the Reigate Priory parkrun. About 20 staff and family from the practice volunteered their time to help out with volunteer roles such as pace-setting, barcode scanning and giving out finish tokens as well as running and walking. All had a wonderful time despite the typically rainy weather!

Special thanks to Harold, aged 8 who was delighted, even in the drizzle, to sound the horn signalling the start of the run.



We were so fortunate to see so many faces, some familiar to the surgery and some who had travelled in to take part on the run. Its a free, fun, and friendly weekly 5k community event. And if you don't feel like running, you can walk, jog, volunteer or spectate.

We saw many families cheer on the runners and even a few dogs! The community spirit was a high as the competitive spirit as we saw athletes, amateur runners, parkrun veterans and newbies all race to the finish line.



some fab photography by Dr Sarah



The Joy App is helping patients find local community activities and support to improve wellbeing and reduce isolation.

FREE APP

joy

If you are feeling -

- Lonely or socially isolated patients
 - Low mood, stress, or frequent non-medical attenders
 - Long-term conditions needing lifestyle or community support
- JOY or JOY Connect?
- JOY: Patient happy to use an app
 - JOY Connect: Needs more help or not confident with technology

<https://www.explore.thejoyapp.com>

Find like-minded people

Just enter your postcode to view hundreds of fantastic local services. We'd love to hear from you it helps you find connection.

The surgery actively supports the parkrun as "Headline Helpers". We promote physical activity for fitness and well being. The run fosters friendships and socialising within the Reigate community and reduce the risk of serious health conditions such as diabetes, high blood pressure, and cardiovascular disease.



"Its for young and old, great for children's mental health and get them away from the screens."

This experienced runner has been running parkrun for many years and this time, her daughter took part with her.

"I can't praise parkrun and the innovation of it enough. I've worked in mental health for over forty years and the social inclusion this brings particularly for vulnerable people and socially isolated people is marvellous. Its for everyone."

Find out about the organisers here:
<https://www.parkrun.org.uk/reigatepriory/>
We hope to see you all again soon!

THANK YOU

...to everyone who spoke to our resident Content & Socials creator, Salina. "I love hearing your stories and point of view." :)



Jon, a self confessed health and fitness enthusiast from Reigate told us...

"It's a bit drizzly today but not enough to dampen anyone's spirits!"

Doing this once a week is great for motivation. It's fantastic to see The Wall House here and all the volunteers.

It's an affirmation that a bit of exercise is good for overall health. It keeps your joints solid, your breathing good and cardio up, It's a great thing to do on a weekend and see lots of smiling faces."