

NEWSLETTER



Community, Connection & Conversation

Welcome to the first edition of The Wall House Surgery Newsletter!

We're delighted to have this newsletter to share exciting updates from you - our patients and us, your medical Practice. We can't wait to hear more from you on matters at the heart of the Reigate community.

Wall House Team



How many doctors does it take to put up a gazebo?

The Wall House Surgery team had a fantastic time at this year's Reigate Summer Festival, a day full of community spirit, creativity, and meaningful conversations.

We got fantastic feedback on our transformed access system—patients are loving the changes! We also connected with brilliant local organisations and gathered ideas for our new patient-led Serenity Garden Project. **Thank you to everyone who came to say hello, it's a privilege to care for this community** and even better to spend time with you outside the consultation room.

● NEW LOOK FOR THE SURGERY!

You may have noticed a new, contemporary, fresh look to The Wall House surgery recently. The partnership has been running continuously for 200 years – making us the oldest continuous medical partnership. So it was time for a rebrand!

Our new brand reflects our commitment to safe, high quality, compassionate care, for patients to thrive. Thanks to Salina for the new creative concepts and brand development!





A message from Katie our Practice Manager

I'm delighted to have the opportunity to connect with you through our PPG newsletter.

My name is Katie Chambers and I'm the Practice Manager here at The Wall House Surgery. My role is to ensure the smooth day-to-day running of the practice and to support both our patients and team in delivering high-quality care. I have a strong passion for proactive health management, **with patient care always at the forefront of my mind.**

In my role as Practice Manager, I'm committed to using my skills and experience to create a well-organised, responsive, and supportive environment where both patients and staff can thrive. I believe that great care starts with strong leadership and effective systems, and my goal is to help facilitate high-quality, accessible care for our community.

Our team is one of our greatest assets, and **I'm dedicated to nurturing a positive and collaborative culture.** By maintaining open communication, mutual respect, and shared values, we create a healthy workplace—one that directly benefits the care we're able to offer our patients.

● NEW FACES AT THE WALL HOUSE!

Lucy has been a paramedic for 10 years, working for South East Coast Ambulance service and based in Banstead.



Lucy Thompson
ACP Paramedic

I am two years into a 3 year masters degree at St George's University, where I am studying for my Advanced Clinical Practitioner award in Urgent and Emergency Care (specialist paramedic). With a background in primary care and a passion for our complex, vulnerable members of society.

I also have a specialist interest in admission avoidance and patient safety/clinical decision making, which complements my role in the ambulance service.

I am fortunate to have been given the opportunity to work at The Wall House Surgery every Thursday until next summer on a placement based scheme, where I am learning new skills and gaining valuable experience that will enhance my practices, while receiving expert tuition and guidance along the way.

Along side my busy working life and studying, I am a keen equestrian and enjoy boxing to keep fit and healthy! **I look forward to meeting many of you at some point, and although you may not be having the best day when we meet, rest assured you will be in safe hands!**

New Feature - SMS Callback Option



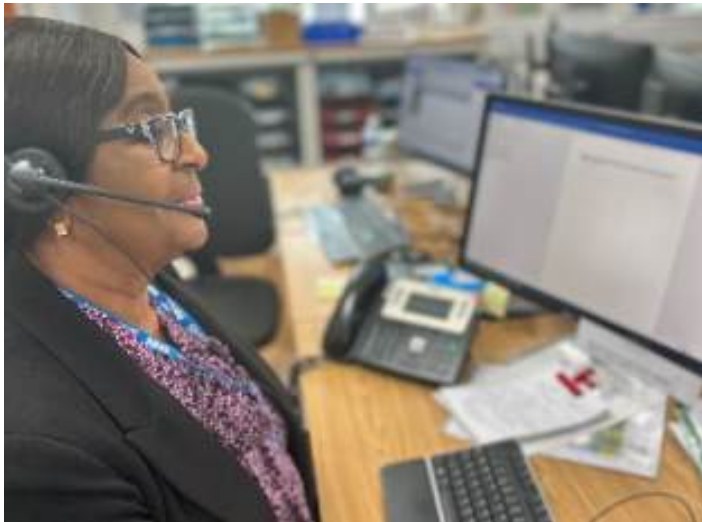
SMS

**CALL FROM MOBILE -
RECEIVE A TEXT**

When you opt for a callback, provided you are calling from a Mobile you will be sent an SMS message which will in real time update you on your position in the queue. There will also be a link to submit an online form in its place.

Staff Spotlight – Marcia Chambers

We're excited to shine the spotlight this month on our amazing **Patient Services Care Navigator**, who plays a key role in keeping our practice running smoothly!



Marcia Chambers Patient Services Care Navigator

Q: What do you do here at the practice?

A: I'm a member of the Patient services team and a care navigator. When you call you'll speak to me or a team member. We'll ask you questions about your call or guide you to fill out one of our online forms. The information you give us is completely confidential. It's then reviewed by the duty doctor team, they use this to get your issue sorted in the best way.

Q: What do you love most about your job?

A: It is such a rewarding job to be able help patients, I love everything about my job! Every day is different, and it is great to know I'm making a difference.

Q: Tell us about yourself, outside of work?

A: I have strong fellowship and I am very active in my church. I also love spending time with my family. **We're lucky to have Marcia on our team and appreciate everything she does to care for our patients and her colleagues.**

● NEW FACES AT THE WALL HOUSE!



Dr Ed Barton

Dr Barton joined the practice in January of this year with 3 years of experience in primary care. In his previous practice gained leadership experience in long-term conditions management and will be taking on a **new role at The Wall House focusing on respiratory care.**

Dr Barton was born and raised in Southampton where he also completed his medical degree and foundation training before moving to Surrey in 2019 to complete GP training. Outside of work he enjoys spending time with family and friends, watching sport and playing golf.



Dr Francesca Mann

Dr Mann qualified from Imperial College Medical School in 2007 and completed my GP training in the East Surrey area, qualifying as a GP in 2012. I have worked as a GP locally since then. **I have an interest in cancer and palliative care.** Outside of work I have two children and a dog who all keep me busy!

Community Corner – meeting the Loveworks team



You may have seen these distinctive red banners flying at the Reigate Summer Festival or outside Morrison's supermarket...they belong to **Loveworks**, a local org running food banks providing emergency provisions for the Reigate and Merstham communities.

They work on a referral basis, so if you or someone you know, is experiencing food poverty and requires support, please let The Wall House staff know. Their essential work is only made possible by donations and volunteers. For more info and details of how to donate, visit: <https://www.loveworks.org.uk/>

Serenity Garden Project receives major support from local business – Reigate Architects

"It's great for the surgery to have a calming outdoor environment where patients can improve their wellbeing, by being able to relax and decompress."

Lauren Day – Apprentice Architect at Reigate Architects



This is what Lauren told us when asked why the Serenity Garden was necessary for the surgery. Reigate Architects is continuing their commitment to helping the community live better lives, by donating time, creative concepts and plans to our project.

We are so grateful for their vital contribution, their professional expertise means our garden not only (has the potential!) to look beautiful but also really serve the needs of patients and staff, in a sustainable way.

Watch our interview with apprentice Lauren who is heading up the project, to find out more!

[instagram.com/thewallhousesurgery/](https://www.instagram.com/thewallhousesurgery/)

We still require donations to achieve all this, please contact the surgery if you can help.



Compliments & Complaints

We always welcome feedback to help us improve our services. Whether you've had a positive experience or something didn't meet your expectations, we want to hear from you.



You can share a compliment or raise a concern by emailing our Practice Manager directly at practicemanager.thewallhouse@nhs.net.

All feedback is treated in confidence and used to help us better support our patients and community.

It's always uplifting to hear your good feedback and we will always make sure that this is passed to the right person.