

Winter Newsletter 2025

Welcome to Our Winter Newsletter

As we move into the winter months, we would like to thank you for your continued support and engagement with Medwyn Surgery. Winter is often a busy period for general practice, and our focus remains on providing high-quality, safe and compassionate care to our whole community.

In this newsletter, you'll find updates from the practice, including changes to our team, information about winter vaccinations, guidance on accessing the right care at the right time, and details of local support available over the festive period. We are also pleased to share news about a significant achievement for the surgery this year.

We hope you find this newsletter informative and useful. As always, our team is here to support you with your healthcare needs throughout the winter months.



Staff Update

We are pleased to welcome Jess and Emma to our Reception Team, who have recently joined Medwyn Surgery and are already supporting patients at the front desk and by phone.

Jo Sutton, our Practice Manager, will be leaving the practice, and we would like to thank her for her contribution and dedication during her time at Medwyn. We are looking forward to welcoming Charlotte Luck, who will be joining us as Practice Manager from March 2025.

Dr Becky Fenwick is now on maternity leave, and her clinics are being covered by Dr Majura Srikanthan and Dr Sophie Richards, ensuring continuity of care for patients.

CQC Update: Medwyn Surgery Rated Outstanding Again

Medwyn Surgery has once again been rated Outstanding overall by the Care Quality Commission (CQC) following a routine inspection in September, making this the second time the practice has achieved the highest possible rating. Only around 5% of GP practices in England are rated Outstanding. The CQC rated Medwyn as Outstanding for Caring, Responsive and Well-Led, and Good for Safe and Effective, praising the practice's leadership, patient care and commitment to reducing health inequalities. Inspectors highlighted strong patient feedback, excellent access by phone, high satisfaction levels, and the positive impact of community initiatives such as the Medwyn Carers Network, Men's Shed and MASH, alongside a clear focus on staff wellbeing and continuous improvement.

Reflecting on the rating, Dr Stewart Tomlinson said:

"We are incredibly proud to have been rated Outstanding by the CQC for the second time. This achievement reflects the dedication, compassion, and professionalism of every member of our team.

At Medwyn, we've always believed that excellent care goes beyond the consultation room. It's about knowing our community, listening to our patients, and continuously finding better ways to support their health and wellbeing. We are deeply grateful to our patients for their trust and to our staff for their unwavering commitment to making Medwyn a place where everyone feels valued and cared for."

Message from Medwyn's Patient Participation Group (PPG)

The PPG are so proud of everything that Medwyn Surgery has achieved this year, especially receiving an 'Outstanding' grading from the CQC. Wishing the staff and all the patients at Medwyn a joyful, relaxing Christmas and a happy, healthy New Year. The PPG looks forward to helping the Surgery maintain its success in 2026



Flu Vaccination Clinics

Flu season is upon us and protecting yourself and those around you is more important than ever. We are pleased to be offering free NHS flu vaccinations again this year for eligible patients. Please contact the surgery if you are eligible and have not yet had your vaccination.

Who is eligible?

You are entitled to a free NHS flu vaccine if you are:

- Aged **65 years and over** (including those who turn 65 before 31 March 2026)
- **Pregnant**
- Aged **6 months to under 65 years** with certain long-term health conditions (such as heart disease, lung disease including asthma, diabetes, kidney disease, liver disease, or weakened immunity)
- **Children aged 2 or 3 years** on 31 August 2025
- **All primary school-aged children** (vaccinations usually delivered through schools)
- **Carers** who receive a carer's allowance or are the main carer for an older or disabled person
- People living with someone who is more likely to get severe illness from flu (for example, those with a weakened immune system)
- **Frontline health or social care workers.**

COVID-19 Vaccination Clinics

Free NHS COVID-19 vaccinations are being offered to those most at risk of serious illness. This includes adults aged **75 years and over**, **residents in care homes for older adults**, and **individuals who are immunosuppressed aged 6 months and over**. Vaccination remains an important way of reducing the risk of severe illness and hospital admission. Please contact the surgery if you are eligible and have not yet had your vaccination.



Crisis Support for the Festive Season

Although the festive period is a time of celebration for many, it can also be a difficult and isolating time if you are struggling with your mental wellbeing. Feelings of low mood or anxiety can make it harder to enjoy the season, and the pressures often associated with Christmas and the New Year can feel overwhelming.

If you have a limited social or support network, this time of year may feel particularly lonely. You are not alone, and support is available.

Please scan the QR code or visit [DHC Talking Therapies](#) for helpful information and contact details for organisations that can offer support during the festive period.



Medwyn Surgery Christmas Opening Times

Medwyn Surgery will be closed from **Wednesday, 24th December** at 18:30. We will reopen on **Monday, 29th December** at 08:00.

Dorking Pharmacy Christmas Opening Times

Pharmacy	Phone Number	Christmas Day	Boxing Day	New Years Day
Frith Pharmacy 38-40 South Street	01306 882728	Closed	14:00-17:00	Closed
Medwyn Pharmacy Medwyn Medical Centre	01306 740865	10:00-13:00	Closed	10:00-13:00



Please scan for Surrey
pharmacy opening times

Pharmacy First

Over the Christmas period, local pharmacies can help with a range of common conditions without the need to see a GP. Highly trained pharmacists can assess symptoms, offer advice, and in some cases provide treatment.

Pharmacy First can help with:

- Sore throats
- Earache
- Sinus pain
- Infected insect bites
- Impetigo
- Shingles
- Uncomplicated urinary tract infections (women aged 16 to 64).



Pharmacies are often open during the festive period and can be the quickest way to get help.

Dorking Area Foodbank - Christmas Opening Hours



Christmas Opening Hours

Tuesday 16th Open as usual at The Christian Centre 4:15-5:30
 Thursday 18th Open as usual at The Curtis Road warehouse 2-4

 Tuesday 23rd Open as usual at The Christian Centre
 Thursday 25th CLOSED

 Tuesday 30th Open as usual at The Christian Centre 4:15-5:30
 Thursday 1st January CLOSED

 From Tuesday 6th January Open as usual



NHS App

The **NHS App** gives you a simple and secure way to access a range of NHS services.

Download the NHS App on your smartphone or tablet via the [Google play](#) or [App store](#).



Thank you and Merry Christmas

As we come to the end of the year, we would like to thank all our patients for their continued support. Your feedback and involvement help us to deliver the best possible care for our community.

We would also like to thank our staff and wider healthcare partners for their commitment and hard work throughout the year.

On behalf of everyone at Medwyn Surgery, we wish you a peaceful Christmas and a healthy New Year. We look forward to continuing to support you in the year ahead.

With best wishes,
The Medwyn Surgery Team

