

FORT HOUSE SURGERY NEWSLETTER



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www.forthousesurgery.nhs.uk

March 2025

Welcome to our first Fort House Newsletter! We are hoping to make these a regular feature as part of our increase in practice/patient communications. We are keen to hear from you and the kind of information that you would like to receive in our newsletters, so please get in touch with your feedback by using the Complaints, Compliments and Feedback tab and submitting an [admin query](#).

Staff News

Dr Richard Redfern retired on 14th March after 30 years at Fort House. We would like to thank him for his dedication to the practice and wish him all the very best for his well-deserved retirement.

We have two new Partners joining the team in April – Charlotte Budkiewicz (Advanced Nurse Practitioner and Nurse Manager) and Dr Sarah Teague (Salaried GP).

Dr Robina Jones has left the practice, and we wish her well on her new adventures.

Dr Caroline Allfrey returns from maternity leave this month and will work on a Monday and Wednesday.

Dr Emily Anderson joined us on a permanent basis at the beginning of the year and works on a Monday and Thursday.

Dr Emily Ruiz will join us from the end of March and will work on Monday, Tuesday and Thursday.

New Patient Registrations

Due to planning restrictions implemented when we moved to our current site at Rodney Road, we are unable to have more than 13,500 patients registered with us.

For the practice to receive further funding, allowing us to develop and offer new services, we must be able to increase the numbers registered with us.

We are in the process of submitting a planning application to Elmbridge to ask for this cap to be lifted to 16,500 and we will keep you updated with any progress.

CAB GP Outreach Programme

In Jan 2024 Citizens Advice launched their first GP outreach location at the surgery. They can help with any issue spanning debt, employment and benefits entitlement, to consumer and housing issues.

The CAB team are at the practice 4 days a week. If you would like their help, you can be referred by your clinician or self-refer via the appointment form on our website.

For more information on the partnership: <https://www.caew.org.uk/how-to-get-help/gp-outreach-project>

Website Update

Our website has been updated and now includes new pages on [Women's Health](#) and [Cancer Care](#), as well as a new digital [Wellbeing Wall](#) where you can find up-to-date information on useful local services which promote the wellbeing of our community. Please do explore the site and the new resources and your feedback is always welcome.

We will be introducing Digital Drop-In clinics to help patients navigate digital methods online or via the NHS app. Look out for more information on this in the practice and on our website soon.

Women's Health News

In November 2023, we surveyed female patients aged 40–60 to better understand patient perspective of unmet health needs. As a result, last November we welcomed a new Clinical Nurse Practitioner, Mandy Wilson, to join Ruth, Zoe and Sarah as part of our growing Women's Health Team. Our experienced team can help with a wide range of women's health matters. For an appointment, please complete our [appointment request form](#).

Patient Triage & Appointment Requests

The quickest way to submit a request to the surgery is via our website and completing a form. If you *cannot* access the online appointment form, please call us at 01932 253 055 (Monday–Friday, 8:00 am – 4:00 pm), and our team will complete the form for you. All forms are assessed by our clinical team and calling does not result in a quicker response. Please provide as much information as possible so that we can make sure that you are seen by the most suitable health professional, as soon as possible. If you have more than one concern, please include all your issues on one form.

Women's Health Webinar

Date: 25th March 2025

Time: 6:00–7:00 pm

Where: Facebook Live

Ruth Clark & Dr Tim Bates will be leading the event which will include the opportunity to ask questions either about Women's Health or the practice in general
Join via: [Fort House Facebook Page](#)

We are proud to be an accredited Parkrun Practice! For more info on this award-winning initiative visit <https://elearning.rcgp.org.uk/course/view.php?id=723>