

January 2026

We welcome in the New Year at Fort House full of plans and ideas to help our patients and carers know how best to access our care and look after their health.

Over the past year, we received more than **68,000 patient requests** (around **1,350 each week**). We offered over **10,000 GP telephone appointments**, **7,400 nurse appointments**, and almost **11,000 phlebotomy appointments**. We also provided **6,500 same-day face-to-face appointments** and a further **13,000 routine face-to-face appointments**.

Unfortunately, **1,300 appointments were not attended**, which is equivalent to almost **four months of appointments with a GP or member of the clinical team!** Missed appointments across all services, including blood tests and HCA clinics, increase waiting times for others. If you are unable to attend any appointment, please let us know in advance so it can be offered to another patient.

Practice Updates

Following our successful planning application, our patient list has now reopened. We have worked hard to ensure we continue to deliver our high standard of care and are pleased to welcome three new clinical team members — Beth, Jo and Katherine. We also continue to review new technology and ways of working to provide the best possible care for our patients.

Friends and Family message

After your appointment, you will receive a Friends and Family message asking for feedback. We read every response and are grateful for the many positive comments we receive. If you have a concern you would like us to address, please either include your details or contact us via our website, as these messages are received anonymously.

Men's Health Drop In Clinics

Our successful men's health drop-in sessions will continue this year. We are targeting our male patients who have not had a health check in the last 3 years, particularly those aged 40-75. The first session takes place on **Wednesday 4th February**, to coincide with World Cancer Day, from **5:30–6:30pm**.

So far, over 40 men have attended these sessions, leading to the detection of high blood pressure, raised cholesterol, diabetes and atrial fibrillation. Crucially, we found one new diagnosis of prostate cancer — highlighting the importance of these events.

No booking is required, just turn up. Further sessions will be advertised on our website, social media and in the surgery.

Webinars

We will be continuing our patient webinars this year and we would welcome your suggestions for future topics. We have an upcoming session on **ADHD** with **Dr Sitso Amankwah** and other topic ideas include:

- Young people leaving home for the first time (college or university)
- Diabetes awareness, prevention and monitoring
- Bowel cancer awareness
- Paediatric health and common childhood illnesses

We will advertise these sessions on our website, social media and in the surgery.

Supporting Our Community

We continue to support the **Walton and Hersham Foodbank**, with a donation point at the surgery. Please check their [website](#) for up-to-date information on urgently needed items. We will also become a drop-off point for **Here to Help - Elmbridge** throughout the year — please look out for details at the practice, on social media and our website.

Stay Connected

For news, health updates and useful info follow us on [Facebook](#) & [Instagram](#). Don't forget to check our online [Wellbeing Wall](#) for local & online support services.