GRAYSHOTT SURGERY

Patient Participation Group • Summer 2026

Stay Connected

The PPG exists for you. The more patients who get involved — even just by sharing their thoughts — the better we can represent everyone who uses the surgery.

Get in Touch

Got an idea or a question? We'd love to hear from you:
grayshottppg@gmail.com
Facebook: Grayshott Surgery PPG
Telephone: 01428 604343 — leave a message with your contact details and someone from the PPG will get back to you.

Keep an Eye Out For...

- The next newsletter — if you have a topic you'd like us to cover, let us know

Scan to read online: teal-ranna-75.tiiny.site

This newsletter is produced entirely by volunteers.

Grayshott Surgery Patient Participation Group

grayshottppg@gmail.com

Registered Charity No. 1193520

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Important Announcement

Autumn vaccination clinics for flu and COVID are confirmed:

Saturday 3 October • Saturday 10 October

More details on booking will follow from the surgery.

Welcome from Your PPG

Your Patient Participation Group (PPG) is a team of volunteers, just like you, who work alongside Grayshott Surgery. Our job is simple: to make sure your voice is heard and that the surgery works as well as possible for everyone who uses it.

In this newsletter you'll find news that matters to you as a patient — changes that affect your care, equipment bought for your benefit, and support that's available to you right now.

As a Patient, You Benefit From...

- Being kept informed — through this newsletter and regular updates
- Having your views heard — we run surveys so patients shape how the surgery works
- Better facilities — we raise funds for equipment the NHS doesn't provide
- A direct voice — we can help with non-medical questions so you don't have to navigate the system alone
- A surgery that works for you — we work alongside the team to improve your experience

What's Changing at the Surgery?

Here's a summary of the staff changes that may affect who you see when you book an appointment.

A Fond Farewell to Dr Lance Cavannagh

Dr Lance Cavannagh

After 36 remarkable years looking after patients at Grayshott Surgery, Dr Lance Cavannagh, Senior Partner, retired in May. If you've been a patient here for any length of time, you'll know what an extraordinary contribution he has made. We wish him a very happy and well-deserved retirement.

New Faces to Support Your Care

To ensure your care continues without disruption:

- Dr Asim Khan is joining the surgery to cover Dr Marianne Stoker's maternity leave. We wish Dr Stoker well and look forward to welcoming her back in April/May next year.
- Dr Elohor Ekressa will join us for seven months as interim cover while a permanent replacement for Dr Cavannagh is found.

Making the Most of Your Appointment

🔒 Your privacy matters: the triage form is only ever seen by clinicians at the surgery. Please describe your main concern clearly — this helps your doctor prepare. Don't be afraid to mention anything else that's worrying you too; the clinician reviewing your form will decide whether it can be dealt with at the same appointment or whether a further appointment would be more appropriate.

Please Let Us Know If You Can't Make It

Last year, 1,917 appointments were missed at Grayshott Surgery. That's the equivalent of 3 working months of clinical time that could have gone to other patients who were waiting and needed it.

⏰ If you can't attend, please call the surgery as soon as you know. Even an hour's notice can free up that time for someone else who really needs to be seen.

New Equipment Bought for You

Thanks to the generosity of patients and donations to the PPG's charitable fund, we've recently purchased 2 new electronic examination couches for the surgery, including a specialist gynaecology couch, bought specifically to improve your comfort and dignity during examinations.

We continue to support the community by having provided and maintaining 2 defibrillators in Grayshott and Beacon Hill.

The NHS can't fund everything, but your PPG can — with your help.

💛 Would you like to make a donation? Gifts of any size make a real difference to the comfort and care of every patient. Please speak to reception or email the PPG to find out how.

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📣 NHS Health Focus

Each issue we highlight a current NHS health awareness campaign.

Think Pharmacy First

Many common illnesses can be treated quickly and conveniently by your local pharmacy — without waiting for a GP appointment. Pharmacists are highly trained healthcare professionals who can assess symptoms, recommend treatments, and supply some prescription medicines directly.

Conditions pharmacists can now treat under the NHS Pharmacy First scheme include earache, sore throat, sinusitis, urinary tract infections (in women), shingles, impetigo and infected insect bites — saving you time and keeping GP appointments free for more complex needs.

- No appointment needed — just walk in to your local pharmacy
- Your pharmacist can prescribe some treatments directly, free of charge if you are exempt from prescription charges
- If your condition needs a GP, your pharmacist will refer you
- Available at most local pharmacies including those in Grayshott, Haslemere and Beacon Hill

For more information, visit NHS.uk and search "Pharmacy First".