

# Park Surgery Newsletter

produced with the help of  
Friends of Park Surgery

June 2025



## New triage system

The new triage system using the Evergreen DriQ system has helped reduce the time between contacting the surgery and seeing a doctor for urgent cases. Previously, we had the unfortunate system that a patient could phone at 8:15 and find there were no urgent doctor appointments available that day. Now it is common for a patient calling as late as the early afternoon to be assessed by a doctor and often seen in the surgery that day.

A key measure of how things have improved is the number of patients seen per 1000 patient registered. In March last year it was 450 appointments per 1000 patients. In March 2025 it has risen to 621 – an increase of 38%. As the new system beds in, this should rise even more.



**The app can be installed on most Smartphones (but not on a computer), and will ensure the clinician assessing patient requests for an urgent appointment has all relevant information to make a decision on next steps.**

**Instructions on how to set up the app with a video tutorial are available on the Practice website. If you are already set up for Online Services you can easily link to your nhs record; if not this can be set up for you by the Practice. [Click here to watch a video of how to install the App.](#)**

## *Friends of Park Surgery*

**This Newsletter has been produced with the help of the Friends of Park Surgery (FOPS).**

**FOPS is the Patient Participation Group of Park Surgery, and work with the medical and administrative teams in the Practice to improve the services provided to patients. Providing patient feedback is an important part of this work**

**If you would like to know more about FOPS and become part of our patient representative group please contact FOPS by e-mail [friends.ofparksurgery@nhs.net](mailto:friends.ofparksurgery@nhs.net)**

## **New FeNO machine purchased by Friends of Park Surgery**



Ian Foord, Chair of Friends of Park Surgery presenting the new FeNO machine to Sarah Webster, Lead Nurse

Sarah Webster, Lead Nurse commented

Our new FeNO machine kindly provided by the Friends of Park Surgery will improve our diagnostic ability for patients with suspected asthma, through measuring the levels of nitric oxide in their breath. The FeNO test is simply performed through a patient blowing into the machine, the results will be interpreted by a clinician and if high levels of nitric oxide are detected this is suggestive of inflammation in the airways and can be a sign that someone has asthma.

This test is suitable for adults and children aged over 5 years old and the results will help clinicians decide if a patient has asthma, alongside their clinical history and physical examination. FeNO tests are now first line in the diagnosis of asthma according to the recently updated National Institute for Health and Care Excellence asthma guidelines (2024) and local access to this test will help us in diagnosing asthma.

**Friends of Park Surgery (FOPS) is a registered charity and is able to purchase medical equipment without VAT. Equipment purchased by FOPS is outside the Practice budget, and allows more of the limited funds to be spent on staff to treat patients.**

**Donations to FOPS can be made with Gift Aid, which allows FOPS to claim an addition 25% from HMRC.**

**If you would like to make a one off or regular donation to FOPS please contact them on [friends.ofparksurgery@nhs.net](mailto:friends.ofparksurgery@nhs.net)**

**FOPS also run a 100 Club. For single annual payment of £20, you will have four chances each year to win a prize of £250. There are currently a few spaces left for this year. Please contact them on [friends.ofparksurgery@nhs.net](mailto:friends.ofparksurgery@nhs.net) for details.**

## Coffee Morning - 22<sup>nd</sup> February 2025

Claire Osborne, Regional Manager, and Dr Anna Reed, Regional Medical Director of Operose attended the Practice Coffee Morning on 22<sup>nd</sup> February. Claire and Anna described the new triage process and how the Dr.iQ app would be rolled out. About 100 patients were present.

Also present were a number of Practice staff, Friends of Park Surgery and representatives from Olive Tree Cancer Support, Horsham Wellbeing, Christians against Poverty, RVS and Independent Living Support



## Coffee Morning—14<sup>th</sup> June 2025

The next Practice Coffee Morning is on 14<sup>th</sup> June in the Methodist Hall, London Road from 10:00 to 12:00. There will be a talk about Managing Long Term Conditions at about 10:45.

Also attending will be representative of Care UK, Horsham U3A (University of Third Age), Tapestry Day Club, Oliver Tree, and Community Links, as well as staff from the Practice and members of Friends of Park Surgery

If you would like to come along, please let us know by email on [friends.ofparksurgery@nhs.net](mailto:friends.ofparksurgery@nhs.net)

Having guest speakers talk about subjects of interest to patients has been well received. Please let us know if there are any subjects you would like us to consider for future Coffee Mornings by email on [friends.ofparksurgery@nhs.net](mailto:friends.ofparksurgery@nhs.net)



## Welcome

### Dr Nadia Aziz - GP



I started working at Park Surgery in January after relocating from Essex. I grew up in Sussex and have previously worked in the area, so it feels nice to be back. I have an interest in Medical Education and am also involved in university teaching. Outside of work, I enjoy cooking, swimming, and walking



My name is Sophie and I qualified as a paramedic in 2018. I trained with London Ambulance Service before moving into primary care where I have been working in a GP practice in Surrey for the last few years. I have relocated to Sussex and am enjoying working in Horsham. I have a special interest in frailty and advocating the health needs for the most vulnerable population.

## New Patients are welcome

### We Are Now Open for New Patient Registrations!

After more than three years with our patient list closed, we're delighted to share some fantastic news - Park Surgery is once again open for new registrations.

This marks a significant milestone in our journey and is a clear sign of the ongoing improvement and growth of our services. Our commitment to high standards of patient care and operational stability has been recognised by the Integrated Care Board (ICB), who have given us the green light to reopen - a strong vote of confidence in the reliability and resilience of our team.

What's more, we've made the registration process fully automated and hassle-free. New patients can now join Park Surgery quickly and easily online, with no paperwork or unnecessary delays.

This step forward is more than just administrative - it's a symbol of how far we've come and where we're heading. Whether you're new to the area or looking for a GP surgery that puts people first, we're ready to welcome you.



**Have you heard of NHS Pharmacy First,  
the consult and prescribing service  
offered by Horsham pharmacies?**



**This enables you to get advice and treatment for 7 common conditions without  
seeing your GP.**

**Where do you go for help when you are feeling under the weather?**

We are holding a Public Forum on **Friday 13 June from 2 – 3.30 pm** at **HORSHAM  
LIBRARY**, Lower Tanbridge Way, Horsham to hear your views. Participants will  
receive a £30 Love2 Shop voucher.

**To reserve a place (limited to 30) and for more information**

Email [agata.pacho@lshtm.ac.uk](mailto:agata.pacho@lshtm.ac.uk) or phone her on 07540 668373

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