

What we are hearing about The Molebridge Practice

December 2025

Background

In March 2025 Healthwatch Surrey were made aware of service provision concerns amongst some patients at The Molebridge Practice (a GP practice) following a change in contractual arrangements. Surrey Heartlands Integrated Care Board (ICB) were keen to know more about these concerns and to offer some information and reassurance to patients.



Methodology

Our engagement was in two phases. Phase 1, in March 2025, saw our teams visit both practice sites in Fetcham and Leatherhead, as well as other local community settings: the Community Fridge at St Mary's Church, Fetcham; The Meeting Room; and the Leatherhead Community Hub. We engaged with 71 people, talking to them about their experiences and concerns, and signposting to reliable sources of further information. We also worked with Surrey Heartlands to produce a comprehensive frequently asked questions (FAQs) page hosted on our website. This guided our engagement and ensured we could provide comprehensive answers to residents' questions. In phase 2 in October 2025, we revisited St Mary's Church and Leatherhead Community Hub to evaluate the impact of service changes and seek the views of patients on how changes had impacted them.

Findings

The insight was collated into the key themes and illustrated with first person quotes and case studies. Insights from our first engagements in March suggested people using the practice had concerns about the availability of appointments, the difficulty in booking appointments, particularly by telephone, and difficulties in registering. Communications about the change in contractual arrangements had also led to people fearing the practice would close and consequently some people had moved to another service. Our recommendations included clearly communicating the changes, making appointments more accessible and timelier, and ensuring the services are consistent. By comparing feedback from phase 1 and phase 2 engagement, we were able to evaluate the impact and benefits of the change in contractual arrangements. On our second visit there were measurable improvements in the service, with patients commenting that that it was easier to book appointments, reporting shorter waiting times and efficient in person interactions. Insights indicated that continued accessible communications with the community are important and that community events may be beneficial.

"I was going to leave the practice but hearing from you [Healthwatch Surrey] has put my mind at rest so I'll stick to it. I don't want to go into detail but it's been awful the last few months but if they're going to make things better and stay open I'll stay."

