



Ashley Centre Surgery Newsletter

*Patient-focused GP Practice providing
exceptional healthcare and diverse
services.*



HOW TO CONTACT US

WEBSITE

[www.ashleycentre
surgery.co.uk](http://www.ashleycentre
surgery.co.uk)

PHONE

01372 723668

ADDRESS

Windsor Court
Ashley Road
Epsom
KT18 5AQ

SUMMER Edition July- September 2026

Welcome to the latest copy of our quarterly newsletter.

We're really happy to share what's been happening across the practice over the past few months.

Inside, you'll find helpful health information, updates to our services, and simple tips to keep you and your family feeling well as we head into the new season. Our team is here to support you, and this newsletter is one of the ways we stay connected and keep you in the loop about what's going on at the surgery.

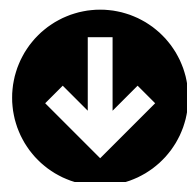
Thanks for being part of our community – we hope you enjoy this edition and find it genuinely useful.



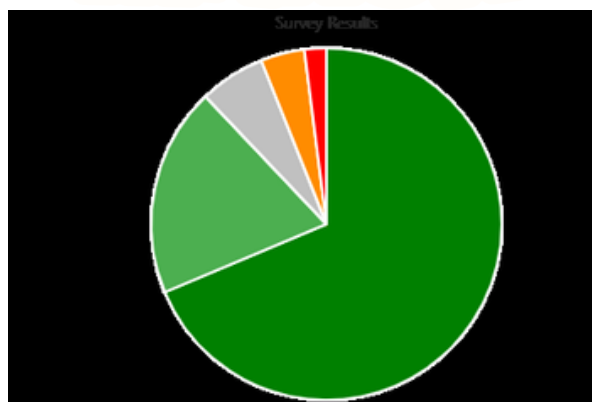
The Friends and Family Test (FFT)

FFT is a quick and important way for patients to share their experience of our practice. After your appointment, you may receive a short question asking how likely you are to recommend our services to others. Your feedback helps us understand what we're doing well and where we can improve, ensuring we continue to provide high-quality care for our community. Every response is read and valued, and it only takes a moment to complete.

Below is the results for the FFT for the last 3 months

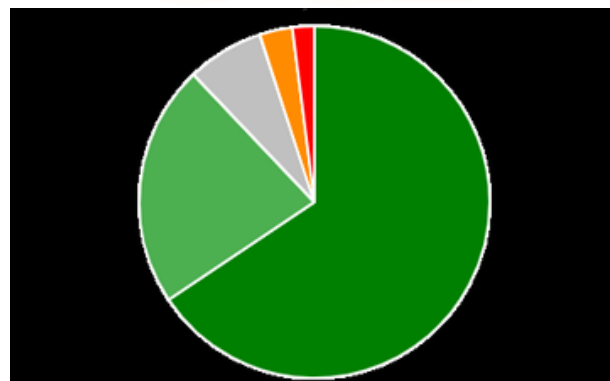


MARCH



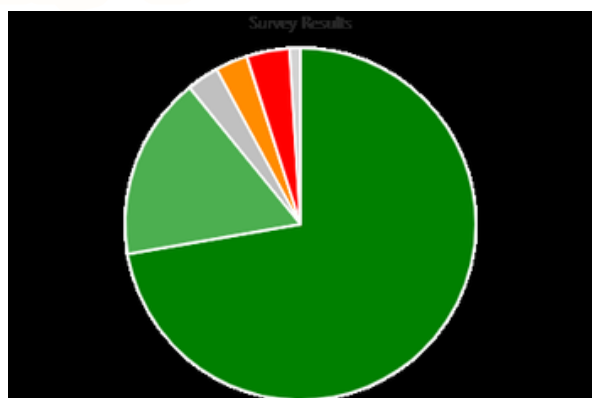
V. good 68%	Good 19%	Neutral 16%	Poor 4%	V. poor 2%	Don't know 0%
----------------	-------------	----------------	------------	---------------	------------------

APRIL



V. good 65%	Good 22%	Neutral 7%	Poor 3%	V. poor 2%	Don't know 0%
----------------	-------------	---------------	------------	---------------	------------------

MAY



V. good 73%	Good 17%	Neutral 13%	Poor 3%	V. poor 4%	Don't know 1%
----------------	-------------	----------------	------------	---------------	------------------

If you would like further information on the results of our Friends and Family Tests please head over to our website

Patient Participation Group (PPG)

Have Your Say – Join Our Patient Participation Group (PPG)!

The PPG is all about you – our patients – sharing your thoughts on the care you receive.

Your feedback helps us improve our services, appointments, and the way we support your health and wellbeing.

By joining, you can:

- Share your views services, and practice plans
- Help us ensure you and all patients receive the best possible care
- Take an active role in decisions about your health and treatment

We believe in proactive involvement – your voice matters in shaping the care we provide

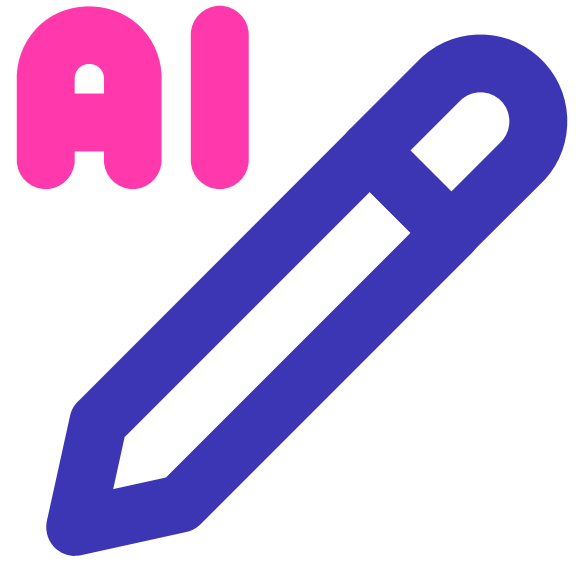
Interested? Complete the form on our website to join the PPG and make a real difference in your practice.



Are you following us on facebook?

Join our online community to stay up to date with the latest news, updates, and helpful health tips. It's a great way to stay informed and connected with us between newsletters

Surgery Intellect: Supporting Better Appointments



We're introducing Surgery Intellect, an AI-supported scribe that helps make your GP appointments smoother and more focused. A small microphone will be used during your consultation so the system can create notes, which your clinician always reviews for accuracy and relevance.

The Benefits

- More focused care — Your clinician can give you their full attention.
- Quicker follow-up — Referral letters and documents can be prepared faster.
- Clearer records — Your medical history stays accurate and up to date.
- Strong privacy — Fully UK GDPR-compliant, with no long-term storage or AI training use.

Its your choice

Using Surgery Intellect is optional. If you'd prefer not to use it, just let our team know.

Flu Clinic - Coming Soon



Although it may still feel early to be thinking about winter, flu season will be here before we know it.

We will once again be offering flu vaccinations to help protect our patients during the colder months. We will be in touch with eligible patients closer to the time with details on how and when to book your appointment. Please keep an eye out for our communication and wait for us to contact you.

How to Guide

Make the Most out of your appointment

To help make the most of your appointment and reduce waiting times for everyone, please take a moment to follow these helpful tips

- *Arrive on time (or early): Late arrival may mean there isn't enough time to see you and you may need to rebook.*
- *Focus on one main problem: Think about what you most need help with before your appointment.*
- *Speak openly: Give clear and detailed information to your clinician about your symptoms and concerns. Don't be afraid to ask questions if anything is unclear.*
- *Follow advice: Arrange any tests or follow-up and take medications as directed*



**HELPFUL
TIPS**

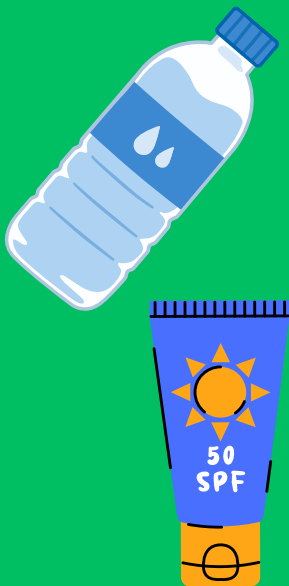
Staying safe in hot weather!



With temperatures rising, summer is absolutely here, it's important to take simple steps to stay well during hot weather. Even healthy people can feel the effects of heat, and it can be especially challenging for older adults, young children, and those with long-term conditions.

How to Keep Cool

- Drink plenty of fluids — Aim for water regularly throughout the day, even if you don't feel thirsty.
- Stay out of the midday sun — Keep cool between 11am and 3pm when the sun is strongest.
- Keep your home cool — Close curtains on sunny sides of your home and use fans if you have them.
- Dress for the weather — Wear light, loose-fitting clothes and a hat when outdoors.
- Use sunscreen — Protect your skin with SPF 30 or higher.



Remember Look After Yourself and Others

We hope you've enjoyed this edition of our newsletter and want to thank you for being a valued patient at the Ashley Centre Surgery.