

Dr Louise Keene | Dr Juliet Bower | Dr Elisabeth Moffett | Dr Lavan Manmatharajah

Christmas Opening Hours

We will be closed on the following days:

- 25 December 2025
- 26 December 2025
- 1 January 2026

We will be open as normal on all other working days over the festive period.

Reasonable Adjustments

We want to ensure that all patients can access care in a way that suits their needs. If you have a disability, sensory need, communication difficulty, or require extra support when using our services, please let our reception team know.

Examples of reasonable adjustments include:

- quieter waiting room spaces
- communication via text or email
- assistance filling out forms
- allowing a carer or support person to attend with you
- priority seating

PPG NHS APP TRAINING SESSIONS

We will be running NHS App support sessions for anyone who needs help getting set up or learning how to use the app. Our PPG NHS App Champion, Marion and a couple of our in house colleagues, will be available to guide you through:

- creating or accessing your NHS login
- viewing test results and ordering prescriptions
- checking or booking appointments
- managing your personal details

These sessions are open to all patients and are especially helpful if you're new to the NHS App or need a refresher. Please ask reception for upcoming session dates or to reserve a space, alternatively email our PPG directly ppg.lhp@gmail.com



PRACTICE CLOSED 04/02/2026 & 10/03/2026

The Leith Hill Practice will close for staff training at 13:00 on 04/02/2026 and 10/03/2026. The practice will reopen the next working day at 08:00am.

- Use Pharmacy First for non-urgent minor illnesses.
- Contact NHS 111 for urgent medical help.
- Call 999 for life-threatening emergencies.

FOOD BANK APPEAL

The Leith Hill Practice is supporting the Dorking Food Bank by collecting long-life food, toiletries, cleaning products, and festive treats for those in need. A donation box is available at Capel throughout the month, with contributions due by the 19th December for timely delivery. For a full list of needed items and ways to help, please scan the QR code. Every donation helps!



**Dorking
Food
Bank**

Pharmacy First

For minor illnesses such as sore throats, ear infections, sinus infections, UTIs, shingles, impetigo, or infected insect bites, you can walk in to your local pharmacy and speak to a pharmacist who can assess, diagnose, and treat you — including prescribing medications. No GP appointment is needed.

Pharmacists can also help with cold sores, hay fever, minor wounds, contraception advice, and urgent repeat medications.

If you call the practice, we can also refer you under the Pharmacy First system, many pharmacies are open for same-day appointments, including evenings and weekends. (Please note: referrals are not covered for contraception or sexual health services.) It's safe, fast, and free, and your GP record is updated automatically.



**Think
Pharmacy
First**

THANK YOU!

We would like to thank you all for your support in 2025 and wish you a prosperous 2026 and beyond - please turn over to read our end of year message from our PPG

A word from our PPG Chairman

Your local Patients Participation Group has busily represented your interests to the Practice throughout 2025. A year in which the Practice has achieved record interactions and consultations with patients and also has automated the pharmacy, dispensing 141,532 items. These achievements position LHP in the top 5 medical practices in Surrey out of 102 – a marvellous reason to celebrate our local surgeries and their accessibility.

The PPG Committee met quarterly with the practice manager and doctors to improve the two-way communication between patient, doctor and nurses ranging from simple app messaging to Open Evenings, 'flu sessions and village magazine articles. If you have constructive ideas we should consider and thereby help fellow patients please tell us via the surgery suggestion box.

Have a great Christmas, Dr Roger Hood, PPG Chairman



PPG Open Evening 20th May 2026

Patient Participation Group – Annual Open Evening

Our PPG Annual Open Evening will be held on:

 **20/05/2026**

 **18:30**

 **Details to follow on location**

This event is open to all patients who want to learn more about the practice, ask questions, share ideas, and help shape how we deliver services. It's a great opportunity to meet our PPG members, hear updates about the practice, and get involved in future projects.

Refreshments will be provided, and all are welcome.



Your Voice Matters: Join Our PPG Group



 **Join Our PPG**

Our Patient Participation Group is looking to involve a wider mix of voices, including younger patients who might not usually get involved. Many practices welcome members from age 16, and younger adults can bring really helpful perspectives. If you're under 16 and would like to take part, this may still be possible with a parent or guardian's consent. The group is open to all registered patients, and everyone is welcome.



lhp.ppg@gmail.com

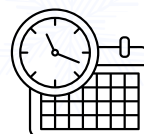
January - November Practice Summary



**Over 60,000
Inbound Calls**



**Over 141,500
Dispensed In
House**



**Over 670 Missed
Appointments**



**Over 500 New
Patients**



01306 711105



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