

Summer 2026

# ST LUKE'S SURGERY NEWSLETTER



## PARTNERS

Dr S Xavier  
Dr E Charlwood  
Dr S Vickers  
Dr L Joslin  
Dr S Kacker

## ASSOCIATE DOCTORS

Dr C McCann  
Dr A Wikner  
Dr E Williams  
Dr H Matson  
Dr L Abdallah

## PRACTICE MANAGER

Rachael Dilley

### **\*\*SAVE THE DATE & CHANGE OF VENUE\*\***

**Winter FLU + COVID clinic [Saturday 3th October 2026](#). **VENUE: George Abott School****

This change has been made due to unpredictable weather conditions experienced at the Cathedral venue in previous years. So this year we will be inside with ample car parking for you to park and walk in.

**Watch out for further information soon.**

## STAFF UPDATE

We are pleased to inform our patients of several recent additions and developments within our practice team.

We are delighted to welcome Dr Lubna Abdallah has joined the practice as an Associate GP. Previously having worked in a GP practice in Chichester before relocating to Guildford.

June Richards has joined us as a Practice Nurse, with a particular specialism in asthma management

Rachael Azan in her role as Administrator/Receptionist, supporting patients and assisting the wider team.

Kim McArdle will be joining the practice later this month in her role as Administrator/Receptionist, look forward to her joining our team

And to welcome back Anna Weirchgoch, who has returned to our Administration/Reception Team following maternity leave. We are very pleased to have her back with us.

In addition Rachael Dilley has been appointed Practice Manager, having previously served as Assistant Practice Manager, following the retirement of Dawn Brewer. Further updates within our leadership team include Helen Gower who has been promoted to Deputy Practice Manager, having previously worked as Personal Assistant to the Practice Manager and Magda Nowak has taken on the role of Administrator to the Practice Manager previously Medical Secretary. Together, they ensuring the continued smooth and effective running of the practice.

## WE ARE ON SOCIAL MEDIA



Instagram: [St\\_lukes\\_surgery\\_guildford](#)

Please follow

Facebook: [St Luke's Surgery](#)



[www.stlukessurgeryguildford.nhs.uk](http://www.stlukessurgeryguildford.nhs.uk)

Warren Road, Guildford, Surrey, GU1 3JH Tel: 01483 510030

## ST LUKES SURGEY ANNUAL REPORT

Over the past year, the practice has delivered **53,846 appointments** across all services. T

There were **1,247 missed appointments**, which equates to approximately 24 days of lost clinical time.

Since the introduction of Total Triage, the practice has **managed 38,788 total requests**, with an average of **3,232 requests per month**.

In addition, the practice **handled 32,632 telephone calls**, demonstrating the ongoing demand on services.

The **current patient list size stands at 11,320**. These figures reflect a consistently high level of activity and increasing pressure across all areas of the practice.

### ACTION FOR CARERS - CARERS WEEK - 8TH-14TH JUNE 2026

It's time to celebrate the UK's unpaid carers and recognise the huge amount they do!

**Carers Week's** theme this year is 'building carer friendly communities' reminding organisations of carers, their situations and needs for support.

This important national theme is all about helping communities, workplaces, services and organisations better understand unpaid carers – recognising the challenges carers can face, valuing their contribution, and making sure carers feel seen, supported and included.

If you or someone you know is a carer and wishes to find out more information please visit [Carers Week 2026 | Action for Carers](#)

### YOUNG CARERS

If you are someone or know someone aged between 5-17 years old who helps care for someone who has an illness, a disability, or is affected by mental ill-health or alcohol/substance misuse, Action for Carers Surrey can help support you. find out more here: [Young carers \(under 18\) | Action for Carers](#)

### SHINGLES AND RESPIRATORY SYNCYTIAL VIRUS (RSV) VACCINE

#### UPDATES TO ELIGIBILITY

Those currently eligible for a course of **Shingles vaccine**, which consists of x2 doses, are those aged 70-79yrs and those aged 65yrs. The current shingles vaccine is called Shingrix which is a non-live vaccine. If you are eligible, you will receive an invitation to book an appointment for this. If you have previously had a course of shingles vaccination and then subsequently you are given a new diagnosis leading to you becoming severely immunosuppressed, then you may be eligible for another course of Shingles vaccine.

**Respiratory Syncytial Virus (RSV)** is an infectious disease of the airways and lungs. It can present often causing symptoms similar to a cold, but can go on to develop into pneumonia and other life-threatening conditions. Every year thousands of older adults need hospital care for RSV. This NHS vaccine is available at the surgery to those who are 75yrs of age and older and from April 2026, those also in their 80s and 90s are now eligible, providing they have not previously had this. If you have not previously had this vaccine, then please book an appointment to receive it.

## ACCURX SCRIBE

St Luke's has recently implemented AccuRx Scribe, an AI-supported clinical documentation tool. The system listens to consultations and produces summarised clinical notes. However, it does not record conversations, ensuring patient privacy is maintained. The summarised notes are saved directly into the patient record and can also be used to support referrals and clinical correspondence.

The tool has been approved by the ICB, and all data protection requirements have been carefully reviewed to ensure it is safe and secure to use. Patients will be asked to provide consent during consultations prior to its use. Information about the system is displayed in both waiting areas and clinical rooms. It is anticipated that similar technology may be introduced in hospital settings in the future.

## PATIENT PARTICIPATION GROUP (PPG)

If you wish to register an interest in being a member of our PPG please email [Ppg.stlukes@nhs.net](mailto:Ppg.stlukes@nhs.net), visit our website [Join our Patient Participation Group \(PPG\) - St Luke's Surgery](#) or speak to a member of our Reception team. We will be in touch when we hear from you. Please note that no medical information or questions will be responded to.

Here is what our current members have said:

I have been a grateful patient at the St Luke's GP practice for over thirty years but have only recently joined the PPG. It's only taken a little while! Having now attended three or four meetings I can attest to how interesting and worthwhile this group is. Meetings are held every few months in the practice waiting room and are attended by at least one GP and two of the practice management staff, as well as a group of us patients. It's a great way to learn about issues the practice is facing, changes to staff, working arrangements, IT and communications, to discuss any general issues and to share a few compliments to the staff. The meetings are very open, informal and honest. It feels like there is a real exchange of views and a willingness to listen and resolve any issues as much as possible.  
Do consider joining us!

I joined the PPG after returning to the UK and have found it a rewarding way to support the surgery. The group doesn't criticise but is a group which offers feedback on plans, services, and patient experience. We discuss a wide range of topics and help reflect community views, though broader representation - especially from younger people and families - is needed. Participation is low commitment, and new members are warmly encouraged. Overall, the PPG plays a valuable role in supporting the surgery and helping it respond to the growing challenges in healthcare.

The Patient Participation Group is a bridge between the GP team and the patients. Its purpose is to receive information regarding the healthcare provided and to share it with others and to improve the overall experience of us all. Dr Simon Vickers leads the group and updates us through a power point presentation. This promotes discussion within the meeting. Contributions can be sought from other sources. The comments I have received include, it is an efficiently run practice with a highly regarded medical team and happy to recommend it to others.

## BIKE RACK FOR THE CARPARK

The practice is currently exploring options to install a bike rack in the corner of the car park. An application has been submitted for a Minor Improvement Grant to the Surrey and Sussex Integrated Care Board, and we are presently awaiting a decision. Following an initial bike rack sponsorship application which was unsuccessful, both the practice and the Patient Participation Group (PPG) are now considering alternative options. If you are able to offer help with any sponsorship or similar, please contact us at [Ppg.stlukes@nhs.net](mailto:Ppg.stlukes@nhs.net)

# Do you have concerns about gambling?

The GPs at this practice are trained to listen without judgement and can provide you with support and details on how to access treatment.

Speak to any of our staff for more information or call the National Gambling Helpline for free, confidential and personalised support.

**0808 8020 133**



## Your GP Chaplain is here for you



### The GP Chaplain is...

- A listening ear
- Here for everyone
- Able to pray with you if appropriate
- Trained, supported, and supervised by Guildford Town Centre Chaplaincy



### The GP Chaplain offers...

- A safe, non-judgemental space
- 45-minute face-to-face appointments through GP referral
- Confidentiality\*
  - (unless someone is at risk of harm or there is a safeguarding issue)
- Support to adults, 18+



We have a volunteer Chaplain, Kay Pearson, who is available every Tuesday afternoon to see patients. These sessions are a chance to speak one-to-one about issues such as loss of all kinds (grief, a job, relationship) as well as health issues. Patients of all faiths and none are welcome to book a session with Kay via our Reception Team.

## V-I-A DRUG AND ALCOHOL SERVICE

Looking after your health and wellbeing? Many people choose to reflect on their drinking from time to time — even small changes can improve sleep, mood, energy and overall health. V-i-a offers free, confidential support for anyone who'd like to explore this, with no GP appointment needed. To self-refer, you must be 18 years and over, click the link below and sign up at the bottom of the page: [Surrey - via](#)

## MEDICAL STUDENTS

We have had another successful academic year strengthening our relationship with University of Surrey. We have successfully hosted our three year 2 medical students from University of Surrey. Dr Matson and Dr Joslin received nominations/awards for their teaching input.

From September 2026 we will have year 3 students and a new cohort of year 1 students. You may see them around the surgery as they spend time with the GPs, nurses, HCAs and reception team.

We appreciate your support in allowing the students to join the healthcare team for your consultations, this is a great opportunity for their learning.