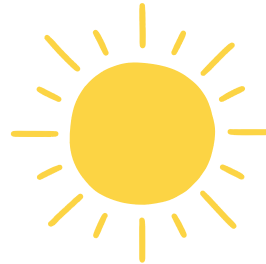


Austen Road Surgery Quarterly Newsletter

Brought to you by



**AUSTEN
ROAD
SURGERY**



ARS PPG



Welcome to our Summer newsletter!

This newsletter is a resource to connect patients with the surgery, we'd love to know more about what your priorities are for the PPG and how we can help represent them. You can tell us [here](#) in a short, anonymous survey.

We hope you'll enjoy this newsletter, we are always open to feedback and suggestions via the PPG chair Susan Walsh (susan@theclassificationguru.com)

Surgery Hours

Day	Opening times
Monday	8:00am to 6:30pm
Tuesday	8:00am to 6:30pm
Wednesday	8:00am to 6:30pm
Thursday	8:00am to 6:30pm
Friday	8:00am to 6:30pm
Saturday	Closed
Sunday	Closed



Our Doctors

Dr Kay Stephenson
Dr William Waller
Dr Simon James
Dr Sarah McKelvie
Dr Sarah Dalton
Dr Ricardo Verissimo



Our Nurses

Sue Grinsted
Bushra Alhamidi
Nichola Moorey
Rachel May
Kelly Knowles (from 1st July)
Sophie Oldland (from 1st August)



HELP YOUR COMMUNITY

162 PATIENTS

DIDN'T SHOW UP

(from 1st Apr - 1st Jun)



2,655
appointments

Approx.

£6,804

cost to ARS



162
no shows



That's
1 in 16.4
appointments



CANCEL VIA THE NHS APP OR CALL US

Just 1 hour notice can **help another patient**

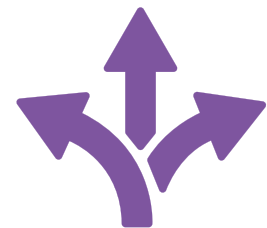
Booking appointments - help us to help you....



When you contact the practice to book an appointment, you will be asked about your medical issue.



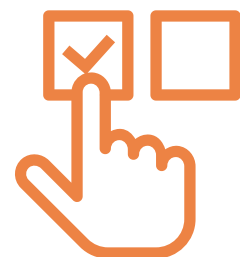
This is to enable our trained staff to direct your problem to the appropriate clinician.



You do not have to provide this information, however it may help your situation to be dealt with more efficiently.



On some occasions you may not necessarily need to be seen by a clinician, but our staff will be able to inform you of other services available.

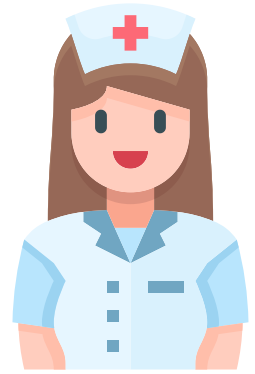


The team at ARS welcome constructive feedback and will always try to assist where possible.

Surgery Updates

Staff Changes

Debbie Hilton, our Nurse Practitioner retired on 30th June after **26 years** service at Austen Road Surgery.



We would like to take this opportunity to thank Debbie for her kindness, dedication and hard work over the years. She will be greatly missed by colleagues and patients alike.

We would also like to welcome our new nurses, Nichola and Rachel, followed by Kelly in July and Sophie in August.

Online Appointments

We have listened!



We recognise the need for more appointments to be available online, and have heard you.

You should now have access to additional appointments to book online via the app or the website.



Surgery Updates



Friends and Family Survey May 2025

We are very excited to share with you our results from the **friends and family test** from May. We encourage you to respond to this when you get a text or message through the **NHS app**, which provides us with important feedback.

Experience Rating	Count	Percentage
Very Good	171	84%
Good	28	14%
Neither Good nor poor	4	2%
Poor	0	0%
Very Poor	1	0%
Do not know	0	0%

THANK
YOU!

For all your
feedback.

Surgery Updates

And in other news...

We are very proud to announce that **Dr Waller**, along with a couple of friends ran the Edinburgh Marathon on Sunday 25th May. They were running for a local charity , The Amber Foundation.

This charity helps support young adults (aged 18-30) facing complex problems and offer homeless support to transform their lives by helping them move away from homelessness, out of unemployment and work towards better, brighter and healthier futures. Their run took in Edinburgh's iconic landmarks and picturesque views of the East Lothian coastline.

AND he managed to raise **£4,000** for this very worthy charity, which is being **MATCHED** by an anonymous donor, taking the total to a whopping **£8,000!!**

**WELL DONE
DR. WALLER!!!**



Other Updates

Community Diagnostic Care

A new Community Diagnostic Centre (CDC) which will help to speed up diagnosis and treatments has opened its doors to its first patients.

Once fully operational Royal Surrey NHS Foundation Trust's new state-of-the-art facility based at Milford Hospital will offer an additional 11,000 MRI and 9,500 CT scans per year.

A new Community Diagnostic Centre (CDC) which will help to speed up diagnosis and treatments has opened its doors to its first patients.

Once fully operational Royal Surrey NHS Foundation Trust's new state-of-the-art facility based at Milford Hospital will offer an additional 11,000 MRI and 9,500 CT scans per year.



This will play a vital role in helping to identify illnesses such as cancer and heart disease quicker and ensure patients receive potentially life-saving care sooner. It also provides the added benefit of services closer to home for patients, saving time, money and the environmental impact of travelling further afield to the trust's big hospital site in Guildford – Royal Surrey County Hospital.

The new cutting-edge centre is home to two high-tech MRI scanners and the latest CT scanner.

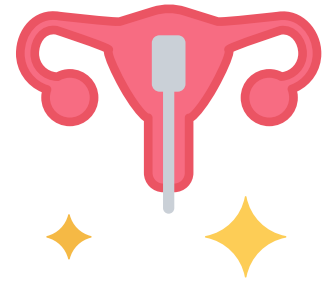
This will complement the services already available at Milford Hospital, which include X-ray, ultrasound, echocardiogram and phlebotomy.

The one-stop-shop community-based service will ease pressure on the trust's busy diagnostic services at the bigger hospital site in Guildford, which is increasingly in demand for acutely unwell inpatients, the Emergency Department and for complex procedures and biopsies.

Other Updates

Cervical Screening

The NHS Cervical Screening Programme saves thousands of lives every year by detecting abnormal cells in the cervix that could develop into cancer if left untreated.

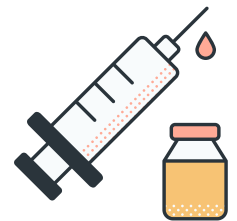


How often people need to have cervical screening is **changing** in England from 1st July 2025.

The Human Papillomavirus (HPV) causes nearly all cervical cancers. Now that we have a better test for HPV, women and people with a cervix aged 25-49 years who test HPV negative, will be invited **every 5 years**, instead of every 3.

Changes to the Childhood Immunisation Schedule From 1st July

Cessation of routine Hib/Men C to those turning one year old.



The Joint Committee on Vaccination and Immunisation (JCVI) recommended that this immunisation was no longer required due to the effectiveness of the MedACWY immunisation programme in adolescence.

Children attending for their second routine visit at 12 weeks

MenB vaccination is being brought forward from 16 weeks to 12 weeks and the first PCV13 is being moved from 12 weeks to 16 weeks, to avoid increasing the number of immunisations given at 12 weeks.

Children attending a new routine appointment at 18 months

At this new routine scheduled appointment, children will be offered an additional 4th dose of DTaP/IPV/Hib/HepB hexavalent vaccine, to replace the Hib dose no longer given at the twelve month appointment.

Children attending the new routine appointment at 18 months

The second MMR dose currently given at 3 years 4 months will be moved forward to the new 18 month appointment; this should improve uptake and provide earlier protection.

Other Updates

Tirzepatide/Mounjarno eligibility

Surrey Heartlands have received limited funding from NHSE to form a new locally commissioned service for practices. Patients who are eligible will be contacted (**please do not contact the surgery**).

About 500 patients are eligible across Surrey for the funding and will be contacted directly. More information can be found on the [Surrey Heartlands Website](#).

Tirzepatide (Mounjaro®): A new treatment option for managing obesity



If you are eligible for Mounjaro on the NHS, you will be contacted by your GP surgery. Please do not contact them.

Some people living with obesity may be eligible to access tirzepatide (Mounjaro®) for weight loss purposes in community settings as outlined in NICE guidelines.

Access is prioritised for those with the greatest clinical need. The number of people eligible will be small initially, including those people living with obesity, in poor health with multiple obesity related conditions, as they would benefit most from the treatment.

Patient Apps

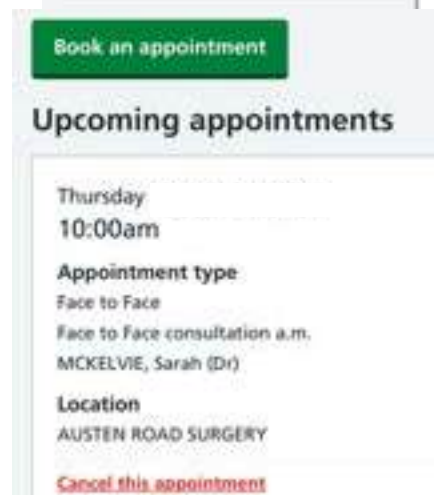
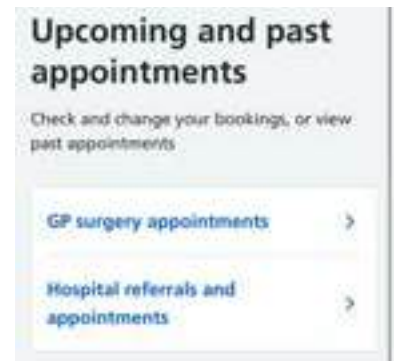
NHS app (mobile)

View, make and cancel appointments

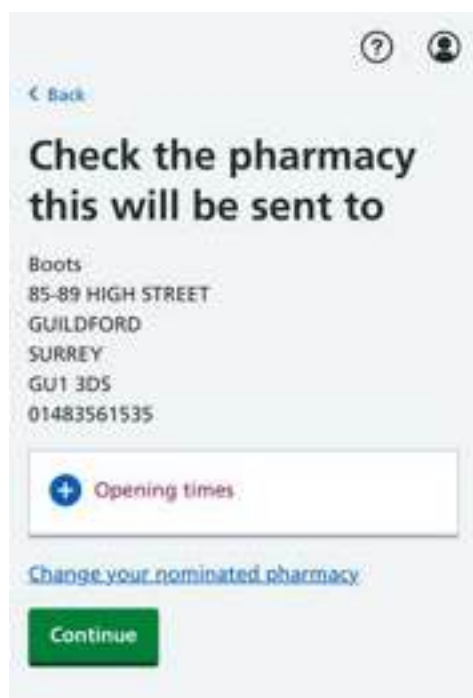
Open the app



Log in, this is the homepage



View or change your nominated pharmacy



Select your medication



View your medical history



Repeat Prescriptions Guide

Requesting a repeat prescription

You can request repeat prescriptions via the following methods:

- **In the surgery**
- **On the NHS or Patient Access App**



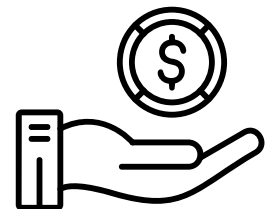
In very rare and exceptional cases, you can phone in for a prescription.

Do you have multiple items prescribed each month?

If you have two items or more per month, long or short term, it may be more cost effective to get an **NHS Prescription Prepayment Certificate**. The PPC costs:

£32.05 for 3 months

£114.50 for 12 months



You can also pay monthly by direct debit. **The prescription charge in England is £9.90 per item.**

If you get prescriptions for HRT, you could save more with the HRT Prescription Prepayment Certificate (HRT PPC). This is a one-off payment of £19.80 (the cost of two single items).

The HRT PPC covers an unlimited number of certain HRT medicines for 12 months, regardless of why they are prescribed.

To find out more, click [here](#), or search **NHS PPC** in your browser.

Only order what you need campaign



Repeat prescriptions?



Thank you for only ordering what you need

If you have enough medicine at home, there's no need to order now – you can request more in future.



Stay Well



Stay Safe



Stay Green

Speak to your pharmacist if you have any questions.
You're making a big difference to your health and community.

**Only order
what you need**



Scan to find out
more information



surreyheartlands.org/medicines-waste

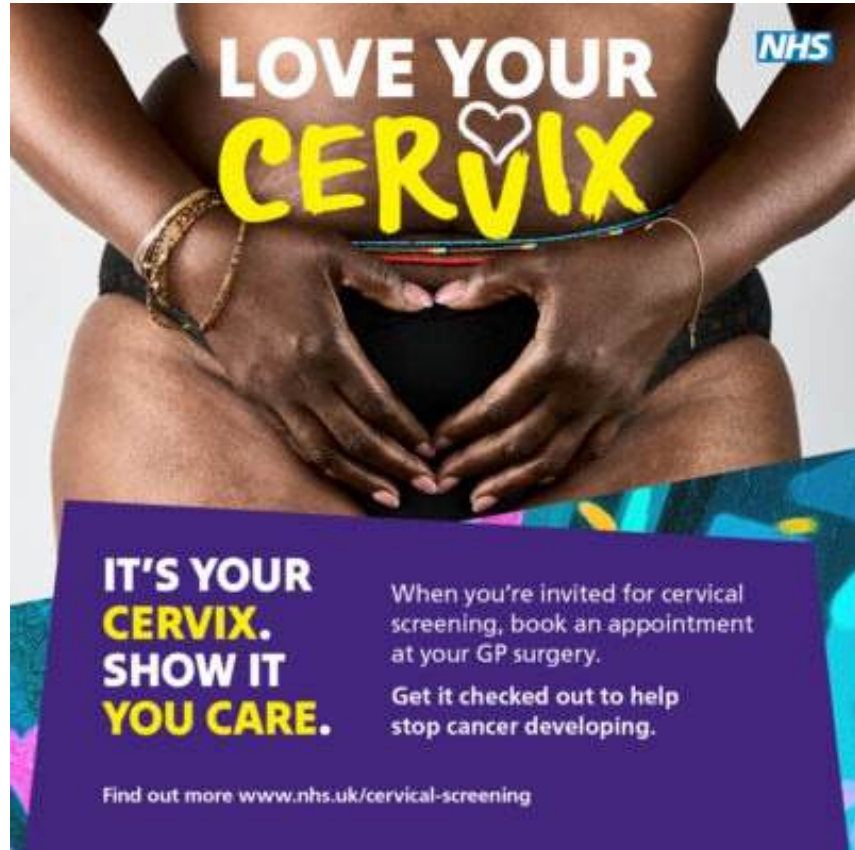
Love Your Cervix campaign

This month the NHS is launching the Love Your Cervix campaign across the South East to increase awareness about the importance of cervical screening and to encourage **women aged 25-29** to take up their screening appointment.

In the South East, uptake for cervical screening among this younger cohort is under **60%** across some practices. The overall national target is 80%.

1 in 3 young women who are invited to their first cervical screening do not take up their invitation.

The campaign is focussed on those due or overdue for their first screening appointment.



The campaign has been designed to help address the barriers which deter those eligible from having cervical screening, by providing education, resources, and support through a range of activities, including community outreach, health education, and social marketing.

It has been estimated that in England, cervical **screening prevents 70%** of cervical cancer deaths and that if everyone attended screening regularly, **83%** of cervical cancer deaths could be prevented.

The NHS has pledged to eliminate cervical cancer by 2040 for the first time ever, which could save thousands of lives every year. Together with the human papillomavirus HPV vaccine, regular cervical screening is the best way to protect against cervical cancer and prevents over 7 in 10 diagnoses.

It's Your Cervix. Show It You Care.

Daghni Rajasingam
NHS South East Deputy Medical Director

LOVE YOUR
CERVIX



**If you or someone you know
has care and support needs
and is at risk of abuse or neglect,
please report it now**

In an emergency

always dial 999
for the Police.

British Sign Language:
999bsl.co.uk

**Surrey County Council Adult Social
Care Information and Advice Service**

Availability: 9am to 5pm, Monday to Friday

Telephone: 0300 200 1005

Text (SMS): 07527 182861
(for the deaf or hard of hearing)

Textphone (via Relay UK): 18001 0300 200 1005

British Sign Language: www.surreycc.gov.uk/bsl

Surrey Police

Telephone: 101

**Textphone
(via Relay UK):**
18001 101

**Surrey County Council Out of Hours
Emergency Duty Team**

For emergencies that happen outside our regular
business hours:

Telephone: 01483 517898

Textphone (via Relay UK): 18001 01483 517898



WEDNESDAY COFFEE CLUB



MEETS AT ST. JOHN'S CENTRE
FROM 10:15 TO 11:30

EVERYONE IS VERY WELCOME!
FOR MORE INFORMATION CONTACT
GERALD HUNT - 07545 256114
MERROWCOFFEEMORNING@SAINTJOHNS.ORG.UK



Community Board



Superdrug on the High Street are offering free blood pressure checks as part of Pharmacy First

Talk is a local charity supporting those who have suffered a stroke or brain injury

Superdrug ☆

ASK OUR
**PHARMACY
FIRST**

Prescription-strength treatment
for everyday health issues

**FREE
10-MIN
CONSULTATIONS**

★ Skip GP waiting times
★ No appointment needed

This service is subject to consultation with a supervising pharmacist. Available from pharmacists in England only. Age restrictions may apply. This is an NHS-funded service, where prescription charges may apply if treatment is supplied.

Providing NHS services

Supporting people with aphasia after stroke and brain injury

TALK

"I love the opportunity to engage with others and it gives me confidence to do so when I am out and about"

"The social interaction has helped my confidence."

"He has developed independence in being away from me. I have nothing but praise for the group leader and volunteers. They show immense patience and understanding."

APHASIA ALLIANCE

The Queen's Award for Voluntary Service

...face to face...

TALK Surrey CIO No. 1176014 / Affiliated to the Stroke Association



Book a free Safe and Well visit with us today


We visit homes to provide personalised fire safety advice and if necessary, supply and install fire safety equipment free of charge.





To book a free **Safe and Well Visit** for yourself, or refer a loved one or someone you're worried about, do one of the following:

➤ Visit www.surreycc.gov.uk/safeandwell

➤  Scan the QR code with your phone camera

➤ Call free on **0800 085 0767**

➤ Text to **07971 691898** with:

- your name • a contact number
- your postcode • your primary concern - such as smoke alarms, a disability, or safety concern.



We are here to help you stay safe and well in your home.



What is a Safe and Well Visit?

- Surrey Fire and Rescue Service visit people in their homes to provide personalised advice about fire safety and wellbeing.
- It is a free service at time that will suit you.
- The visit is friendly and informal.
- We might also suggest extra help and support from other organisations.





Free online home fire safety check

- Using our home fire safety checker is a great first step to fire safety in the home. Find out more at surreycc.gov.uk/safeandwell
- Alternatively, you can book your free safe and well visit by:
 - Calling us free on 0800 085 0767
 - Text/SMS 07971 691898



The PPG

Chair - Susan Walsh

Vice Chair - Andrew Freebody

Treasurer - Nadeem Naqvi



The PPG has plans to run some events in the surgery this year, so far we have ideas around health & wellbeing, women's health, and carers but we'd love to know what you'd be interested in too.

And if you'd like to get involved, even better! Just ask Susan, Elaine or enquire at the surgery.



The next PPG meeting is being held on **Wed 17th September 2025** at 6pm, either in-person or online, where any of your comments will be discussed.

We're still looking for more people to join the PPG, either as a member or as part of the committee. If you'd like to get involved, email elaine.brett1@nhs.net.