

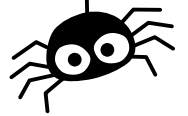
Austen Road Surgery Quarterly Newsletter

Brought to
you by

**AUSTEN
ROAD
SURGERY**



ARS PPG



WELCOME

To Our Q3 Newsletter!



Welcome to our Autumn newsletter!

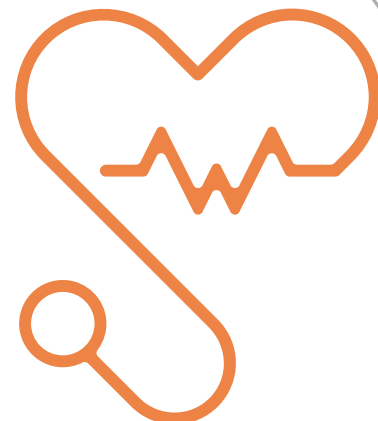
The winter season is upon us, and we have lots of updates to share with you. This is a resource to connect you, the patient, with the surgery.

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 Dalton
Dr Sarah McKelvie
Dr Ricardo Verissimo



Our Nurses

Sue Grinsted
Bushra Alhamidi
Nichola Moorey
Rachel May
Sophie Oldland



Other Staff

Dr Soutakbar (Sam) Hessam - Advanced MSK Physiotherapist
Abdul Ireed - Pharmacist

Surgery Services

The surgery offers a number of services to it's patients, here's a few examples:



- GPiHMs (General Practice Integrated Mental Health Service)
- Physiotherapy
- Minor Surgery - joint injections
- Family Planning

For a full range of services, visit the ARS website
www.austenroadsurgery.nhs.uk/services





HELP YOUR COMMUNITY

275 PATIENTS

DIDN'T SHOW UP

(from 1st Jun - 31st Aug)



3,381
appointments

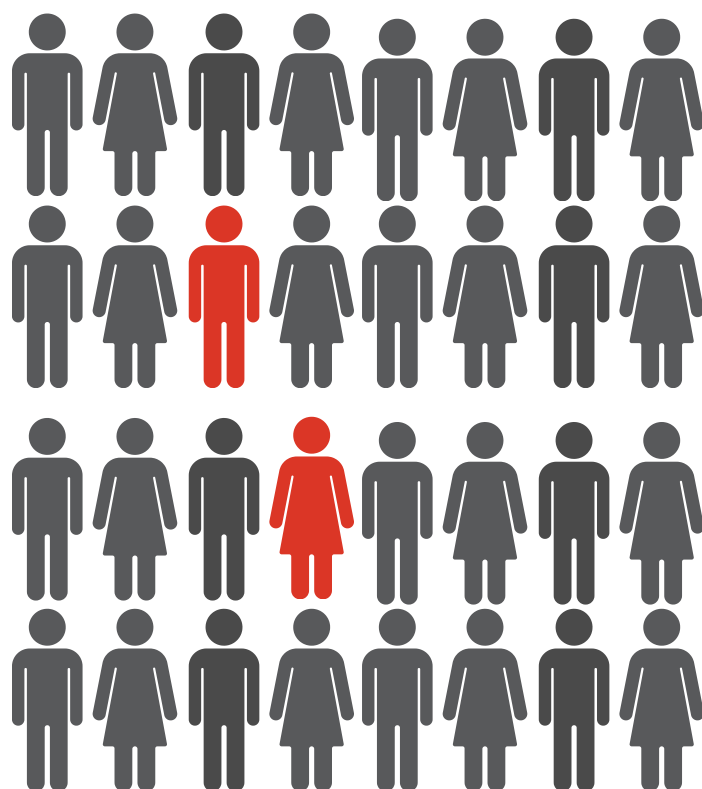


275
no shows



That's
1 in 12.2

appointments that could have gone to
other patients



The cost goes beyond money or our GP's time,
it could be putting other people's health at risk.

One day, that person could be you.

CANCEL VIA THE NHS APP OR CALL US

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

BOO-king

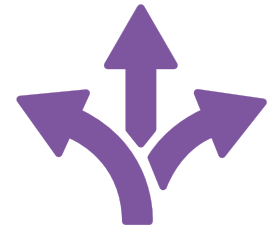


appointments - help us to help you....

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



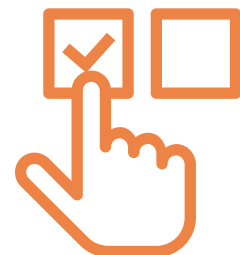
This is to enable our trained staff to direct your problem to the appropriate clinician.



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

We are please to welcome **Abdul Ireed** to ARS, a qualified pharmacist who can prescribe medication if necessary.

Patients will be invited to see Abdul at the surgery or by via telephone. At times your medication may need to be reviewed and this will be done by Abdul.

Adbul is in surgery every alternative Monday and available via telephone the week he is not in surgery.

Online Appointments

We're pleased to see more patients using our online appointment booking system, and as a result, appointments are being taken up much faster than before.



To meet this increased demand, we're adjusting our appointment system to make more online access appointments available. We hope this will make it easier for everyone to book the care they need when they need it.

However, we kindly ask that you only book the appointments you intend to keep. Some patients have booked multiple appointments in advance and not attended them, which prevents others from accessing care. Please only book appointments you genuinely need, and remember to cancel if you're unable to attend.



Surgery Updates

Telephone System



We will soon be introducing a new telephone service to make ordering your repeat medications easier. When you call the surgery, you'll be able to select an option for medication requests. You'll then be asked which medications you require from your usual repeat list, responding with "yes" or "no" to confirm each one.

If the medication you need isn't listed, you'll have the opportunity to make an additional request. Your request will go directly to your GP's secure mailbox on the system, where it will be processed in the usual way, either sent to the pharmacy or followed up by a member of staff if further information is needed.

Website Requests



Since 30th September, patients have been able to make medical requests online through our website. Please note that this service should not be used for urgent matters; these must still be phoned through to the surgery.

Your online request will be reviewed by a clinician, and someone from the surgery will then either contact you to arrange an appointment or send you a message with instructions from the clinician.

This new service is designed to make communication easier and more convenient, but it does not replace the option to book face-to-face or telephone appointments.

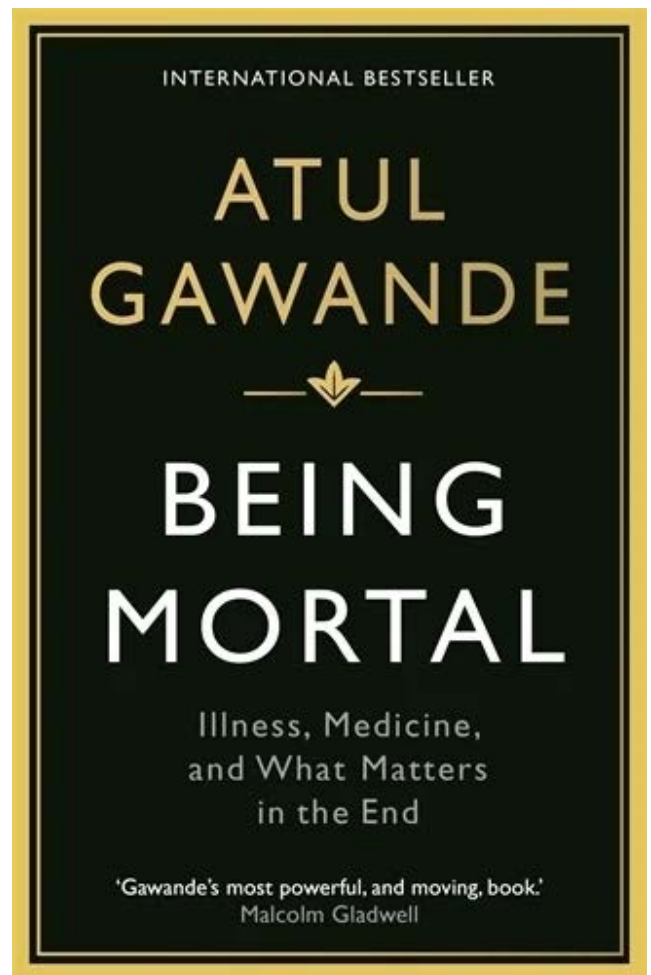


Surgery Updates

Book recommendation



Dr S McKelvie would like to recommend a book to those with family or friends with cancer or terminal illness - "Being Mortal" by Atul Gawande.



Being Mortal by Atul Gawande is a deeply moving exploration of ageing, medicine, and what it means to live well right up to the end. Examines how modern medicine and patients in today's world often focus on prolonging life at all costs. There's no thought to take a step back to really think about 'how do I want to live the rest of my life?'

Through personal stories, patient experiences, and reflections on his own family, he challenges the medical profession to have honest conversations about death, independence, and the kind of care people truly want as they near the end of life.

Ultimately, Being Mortal is both a critique of the healthcare system and a compassionate call to rethink how we approach mortality, reminding us that being mortal is not just about dying, but about living fully until we do.

Other Updates

ARS Carer's Event



In September, Elaine Brett (our Care Co-Ordinator) expertly organised and managed a fantastic carers event, which was held at St Johns Church in Merrow. The PPG were also there to represent (forgot to get a pic of Andy..), along with Dr Waller.



We were joined by a number of fantastic organisations to support and share information and resources that are available for carers. We even had a four legged friend join us!



If you couldn't make it, fear not, we have all the information here to share with you....

Other Updates

ARS Carer's Event

Here's all of our lovely organisations that joined us:



AGE UK



RESKILLED



ACTION FOR CARERS



ONE YOU SURREY



LUMINUS



CROSSROADS CARE



MOLE VALLEY LIFE



SURREY COUNTY COUNCIL



PUBLIC HEALTH COLLABORATION



THE BRIGITTE TRUST

Patient Apps

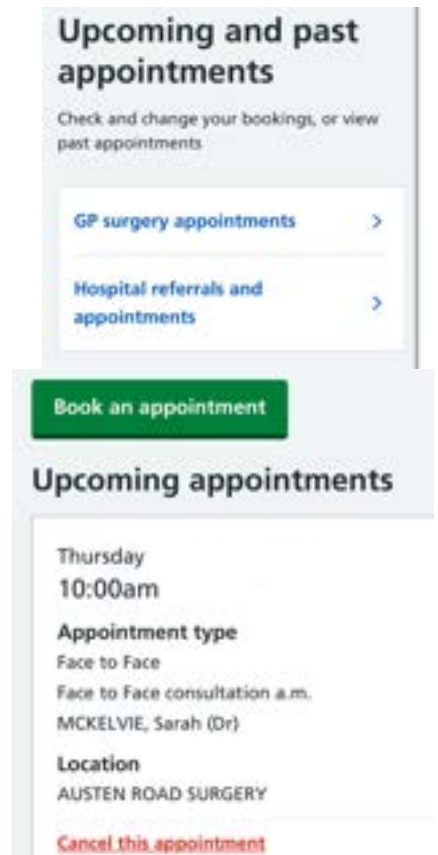
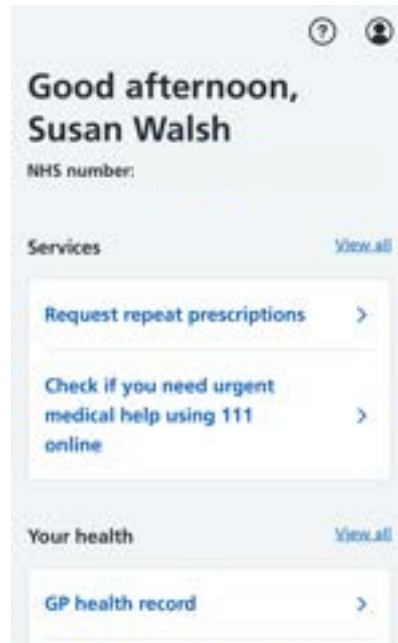
NHS app (mobile)

View, make and cancel appointments

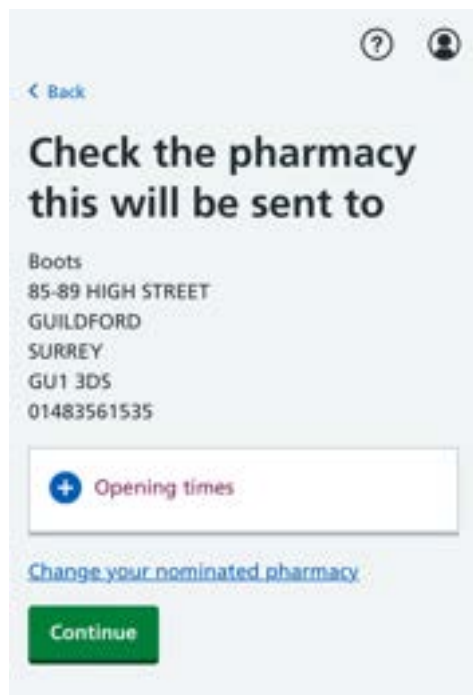
Open the app



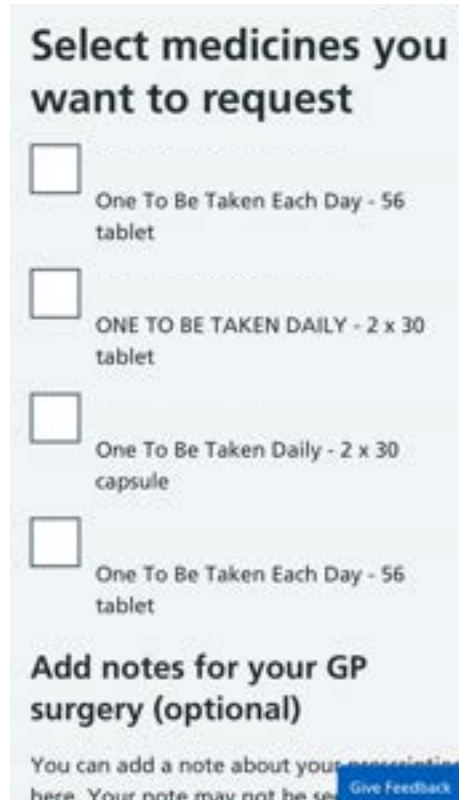
Log in, this is the homepage



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**



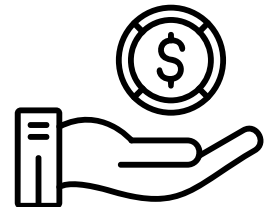
In very rare and exceptional cases, you can phone in for a prescription.

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

Community Board

Carers Information



Guildford and Waverley
Health and Care Alliance



Mole Valley Life
INDEPENDENT



Community Falls Responder Service (non-injurious falls)

Guildford and Waverley Health and Care Alliance is working in partnership with Mole Valley Life to provide Guildford and Waverley residents with a non-injurious falls response service.

If you have a fall at home and you have no pain or injury, a qualified Community Falls Responder will attend within 45 minutes (60 minutes in rural areas), to help you up using specialist lifting equipment and make you safe and comfortable.

Service is available
7 days a week 6am-9pm
Call **0300 369 0590**

Criteria:
Non-injurious fall
Able to weight bear



You must be registered with one of the following GP practices:

- Grayshott Surgery
- Haslemere Health Centre
- Chiddingfold Surgery
- Witley Surgery
- The Guildford Rivers Practice
- The Mill Medical Practice
- Binscombe Medical Centre
- Springfield Surgery
- Wonersh Surgery
- Cranleigh Medical Practice
- Guildowns Group Practice
- Dapdune House Surgery
- Fairlands GP Practice
- Austen Road Surgery
- Woodbridge Hill Surgery
- St Lukes Surgery
- Merrow Park Surgery
- Shere Surgery
- The Villages Medical Practice
- The Horsley Medical Practice

Community Board

Carers Information



If I can't make decisions for myself, who will?

Lasting Powers of Attorney

You can't know what life has in store. With Lasting Powers of Attorney you choose who will manage your health and financial affairs and follow your wishes, if there is a time you are unable to do so yourself.



Peace of mind

Age UK Surrey offers a complete service including a home visit to discuss your options through to completion and submission of Lasting Power of Attorney documents to the Office of the Public Guardian.

Act today. Call 01483 503414

Email: enquiries@ageuksurrey.org.uk

This is a paid for service; contact us to find out more.



Community Board

Carers Information



Action for Carers Surrey

Action for Carers provide help for carers across Surrey. Young carers, adult carers, professionals who work with carers. With accessible information online, over the phone or in person at their hubs.

Action for Carers are running a number of events across Surrey alongside their Carers Hubs that run twice a month. In the upcoming months carers can find:

- Parent Carer groups
- First Aid training
- Moving and Handling tips
- Mental Health support groups
- Yoga and Mindfulness sessions
- Face to face or online for accessibility

For more information visit the Action for Carers Events page.

Crossroads Care Surrey

Crossroads Care Surrey is a charity supporting unpaid carers for over 40 years. The service offers compassionate care and support services to help carers manage their responsibilities while maintaining their well-being.

Emergency Care Planning service: Provides 24/7 support, ensuring loved ones receive care if unexpected situations occur.

End of Life Care service: Offers support during the final months of a loved one's life, ensuring comfort and dignity.

Surrey Carers Card: The carers card contains the contact details of your substitute carer and is a good choice if you already have a trusted second person who can step in to provide care.

Respite Care service: Grants carers the break which they so desperately need, allowing them to recharge while knowing their loved ones are in safe hands. This is a self-funded service.

For more information, visit Crossroads Care Surrey website or call 01372 869970.

Community Board

Upcoming Events



Warm Hubs Reopening

Surrey's warm hubs will be reopening on the 1st of November to welcome residents and offer the chance to warm up, get a hot drink for free and enjoy some social interaction. Some hubs also offer energy advice, debt support and additional services such as free meals and activities.

If you're reading this online, click [here](#); otherwise, search online for Surrey County Council and "SCC Warm Welcome".

Carer Rights Day

Carer's Rights Day falls on the 20th of November 2025. This year's theme is 'Know your rights, use your rights.' This day aims to raise awareness of carers and the rights they have in the community and workplace.

As a carer, knowing your rights empowers you with information about what you are entitled to. This helps you feel confident asking for what you need, as well as challenging things when your rights are not being met – whether that be in the workplace or education, in accessing health or social care, or when interacting with other professionals or at home.





Minor Injury Units:

St Peter's Hospital
Haslemere Hospital
Woking Walk-In Centre

Minor Injury Units

St. Peter's Hospital, Haslemere, Woking Walk In

8am-midnight

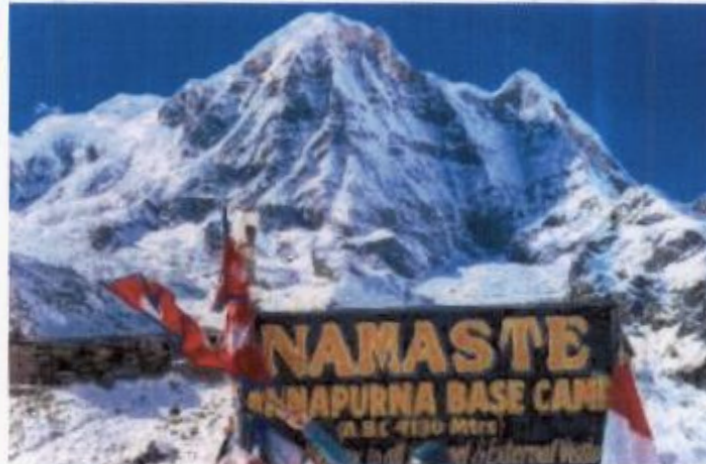
8am-5pm

8am-8pm

- Bites / stings
- Cuts / grazes
- Minor burns / scalds
- Minor eye / ear injuries, including removal of foreign bodies from the ears or nose
- Minor head injuries
- Removal of splinters
- Sprains / strains / limb injuries
- Suspected fractures / broken bones
- Neck pain



Alison Somers Fundraising Trek in Nepal



Brain Tumour Research

RCN England and Wales 1153487, Scotland
SC046840

www.braintumourresearch.org

Alison Somers will be fundraising for Brain Tumour Research.

Alison, Practice Manager at Austen Road Surgery, has posted the following:

Today (26/08/2025) is ten years since my brother David - Whisker's passed away. Sadly David was taken from us after a 15 day battle. He had a Glioblastoma of the right side of his brain.

I shall be flying to Nepal on 3rd October to start my trek to Annapurna base camp on 7th October. Ideally altitude allowing me I shall be doing the trek over 8 days, achieving the height 5,416 meters (17,769 feet) above sea level. I'd really appreciate your support - if anyone would like to support this cause please read my story on my giving page:

https://www.justgiving.com/page/alison-somers-1?utm_medium=FA&utm_source=EM

Thank you,
Alison

BRAIN TUMOUR RESEARCH IS THE LEADING VOICE OF THE BRAIN TUMOUR COMMUNITY AND FOCUSED ON FINDING A CURE FOR ALL TYPES OF BRAIN TUMOURS. WE ARE CAMPAIGNING TO INCREASE THE NATIONAL INVESTMENT IN RESEARCH TO £35 MILLION PER YEAR AND FUNDING SUSTAINABLE CENTRES OF EXCELLENCE ACROSS THE UK.



Surrey Heartlands
Appliance Prescription
Management Service

SHAPMS

Launching 8th September 2025

There is a new centralised NHS service for Surrey Heartlands patients who require **stoma, catheter, or transanal irrigation** products (including all accessories) launching on the 8th September 2025.

If patients require a prescription for their appliances, they should contact the service using the details below:



0800 138 8630



Email: prescriptionservice.bhg@nhs.net



surreyprescriptionappliances.org

Scan QR code to visit website -





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 **Tues 2nd December 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.