

Austen Road Surgery Quarterly Newsletter



Brought to you by

**AUSTEN
ROAD
SURGERY**

ARS PPG



WELCOME

**To Our Q4
Newsletter!**



Welcome to Winter and the festive season!

This shorter edition of the newsletter give you some important information you might need over the holiday season.

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)

www.austenroadsurgery.nhs.uk

01483 564578

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



Surgery Hours - Christmas and New Year

24th Christmas Eve	8:00am to 6:30pm
25th Christmas Day	CLOSED
26th Boxing Day	CLOSED
31st New Years Eve	8:00am to 6:30pm
1st New Years Day	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

Holiday urgent and emergency contact details



OUT OF SURGERY HOURS

- **NHS 111**
- **Woking Walk In Centre** - 8am - 8pm 7 days a week, Christmas Day - 8am - 4pm
- **Pharmacist**
- **Haslemere Minor Injuries Unit** - 8am - 5pm 7 days a week. Last patient seen at 4.30pm, Christmas Day - Closed, Boxing Day - Closed

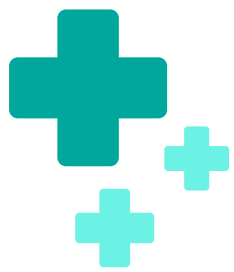
NON EMERGENCY CONTACT

As above

FOR ANY LIFE THREATNING EMERGENCY CALL 999

999 is for life-threatening emergencies like serious road traffic accidents, strokes and heart attacks.





When to use NHS 111 online or call 111

NHS 111 can help if you think you need medical help right now.

You can get help from NHS 111:

- **by using 111 online**
- **in the NHS App**
- **by calling 111**

111 can direct you to the best place to get help if you cannot contact your GP during the day, or when your GP is closed (out-of-hours).

Depending on what you need, you might be advised to:

- **call 999 or go to A&E in an emergency**
- **go to an urgent treatment centre**
- **see an evening and weekend GP (out-of-hours GP)**
- **book a callback from a nurse**
- **get urgent specialist support, for dental or mental health problems**
- **contact your own GP surgery**
- **see a pharmacist for help with a minor illness**
- **look after yourself safely at home**



Local pharmacy opening hours Christmas & New Year



Town	Pharmacy	Phone Number	Christmas Day Thursday 25 December 2025	Boxing Day Friday 26 December 2025	New Years Day Thursday 1 January 2026
Cranleigh	Boots the Chemists Village Chambers, High Street, Cranleigh, GU6 8AT	01483 274207	Closed	14:00-17:00	Closed
Cranleigh	Cranleigh Pharmacy 128 High Street, Cranleigh, GU6 8RF	01483 274323	Closed	Closed	14:00-17:00
Guildford	Boots the Chemists 85/89 High Street, Guildford, GU1 3DS	01483 561776	Closed	Closed	10:00-16:00
Guildford	Direct Pharmacy 2-8 Madrid Road, Guildford, GU2 7NT	01483 504461	Closed	14:00-17:00	Closed
Guildford	Tesco Pharmacy Ashenden Road, Guildford, GU2 7UN	03456 779310	Closed	10:00-13:00	Closed
Guildford	Woodbridge Pharmacy 119 Aldershot Road, Guildford, GU2 8BE	01483 564320	10:00-13:00	Closed	Closed
Guildford	Your Local Boots Pharmacy 12 Stoughton Road, Guildford, GU1 1LL	01483 573779	Closed	Closed	14:00-17:00
Guildford	Your Local Boots Pharmacy St Luke's Surgery, Warren Road, Guildford, GU1 3JH	01483 504244	10:00-13:00	Closed	Closed





Patient Partner – Voice Connect

We now have a dedicated phone line to help you manage some of your GP services: **01483 314059**

This number will also be available on our website. You can use it if you normally call the surgery to request prescriptions.

What you can do with Voice Connect (from 8 December)

When you call, you'll be able to:

- Order a repeat prescription
- Cancel an appointment
- Request an appointment

Please note:

Patients under 16 cannot order medication through this system.

Getting started:

The first time you use Voice Connect:

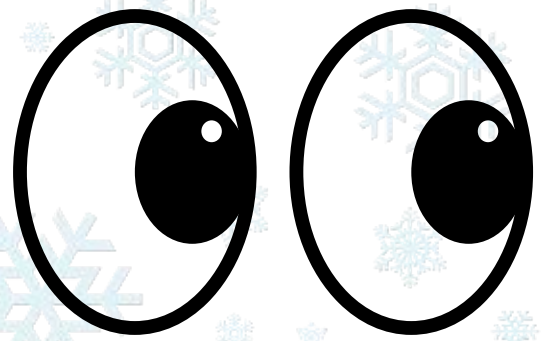
1. Call the dedicated number.
2. You'll be asked for your date of birth.
3. You'll also be asked for your telephone number. This must be the number we have on your medical record.
4. You'll then be asked to create a PIN. This PIN is your key to using the system in the future, so please keep it safe.

If you forget your PIN, just contact the surgery and we can help.

In some cases

If another patient has the same date of birth and the same phone number as you (for example, shared household numbers), you won't be able to set up the system yourself. In this situation, please contact the practice and we will set it up for you.

Did you notice?



Some of our eagle-eyed patients may have seen some changes at the practice.

That's right, the surgery has a brand-spanking shiny new door, what do you think??



In addition to there's also a box outside for mail.



But please!
No samples!



MERRY CHRISTMAS

HAPPY HOLIDAYS

From everyone at ARS and the PPG.



COMING SOON!

Look out for news of our next event
happening in 2026



The next PPG meeting has yet to be confirmed.

We're always 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.