

Austen Road Surgery Quarterly Newsletter

Brought to you by



**AUSTEN
ROAD
SURGERY**



ARS PPG



WELCOME



To Our Q2 Newsletter!

Bringing you the latest updates, resources, and stories from Austen Road Surgery and the Patient Participation Group.

Welcome to our Summer newsletter! We've put together another edition packed with useful information, surgery news, community updates and a few activities to brighten your day. Whether you're reading while waiting for an appointment or catching up at home, we hope you find it informative, helpful and enjoyable.

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



Our Doctors

Dr Kay Stephenson
Dr William Waller
Dr Simon James
Dr Sarah Dalton
Dr Sarah McKelvie
Dr Charlotte Collier

Our Clinical Team

Sue Grinsted - Nurse
Sophie Oldland - Nurse
Rachel May - Nurse
Bushra Alhamidi - Healthcare Assistant
Nichola Moorey - Phlebotomist
Dr Soutakbar (Sam) Hessam - Advanced MSK Physiotherapist
Abdul Ireed - Pharmacist



105 PATIENTS DIDN'T SHOW UP IN JULY

This equates to



17.5 HOURS

of a clinician's time

Can't make it? Let us know – even 1
hour's notice means someone else
gets care.

CANCEL VIA THE NHS APP OR CALL US

Thank you for helping us provide the best care for everyone

HAVE YOUR CONTACT DETAILS CHANGED?



Please let us know if you have changed your:

- **Phone number (mobile & landline)**
- **Home address**
- **Email address**
- **Emergency contact details**

Why does it matter?

We need up-to-date details so we can:

- Contact you about appointments & results
- Reach you in an emergency
- Avoid delays in referrals and missed appointments
- Send you important health information
- Keep your medical records accurate

How to update your details

Speak to reception, call us, or update
via the NHS App

IT ONLY TAKES A MINUTE!

Surgery Updates

We said goodbye to practice manager Alison after 7 years.

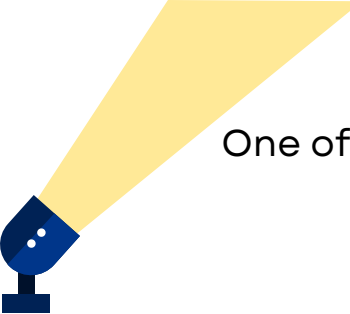


But we made sure she had a good send-off, as you can see from this picture of her with Dr Waller, Dr Stephenson and Dr James.



We now have a fantastic new practice manager Lynn Delaney and a new Operations Manager, Rachel Pears, so please join us in welcoming them to ARS.





Featured Article

One of our PPG members has kindly written an article to share with us.
Thank you Graham Hibbert,

The NHS is Broken!

How I hate this lazy phrase that one hears all too often from the lips of politicians with an axe to grind or folk wanting to encourage the use of private medicine. No, it is not, and don't just take my view for it. I believe the most authoritative examination of the healthcare systems in many counties is done by the Commonwealth Fund of the USA. In its 2024 ranking of the healthcare systems of ten wealthy counties, the NHS is ranked in the top three along with Australia and the Netherlands but ahead of France and Germany. The absolute worst performer was the American healthcare system despite costing much more than the other nine counties.

Does the NHS have problems meeting the demands of an aging society? You bet it does and perhaps that is why The Economist in July this year stated, "in 2025 only 26% [of UK citizens] said they were satisfied with [the NHS], down from a high of 70% in 2010". This despite spending on the NHS being comparable with healthcare spending by other European counties.

So, which is right? The view of the Commonwealth Fund that the NHS is performing well or the public perception that it is not? I think both.

I spent five years on the Board of St Georges Hospital in London as a Non-Executive Director. My job was to bring my business knowledge to the service of the hospital. I learnt that in dealing with the NHS, one must carry two thoughts in one's head at the same time. Firstly, that it is an excellent system which we are fortunate to have, and secondly, that everywhere one looks it can be better. What one should not do is to think that there is a perfect system somewhere else in the world, though we must of course learn from them in areas where they do things better.

Coming closer to home, our surgery, the Austen Road surgery, has looked after my me and my family exceptionally well since we moved to Guildford over 30 years ago. It is no surprise to me that it is ranked one of the best in Surrey. Also, I must thank the Royal Surrey County Hospital, which has also contributed well to the health of my family. Just recently, I noted from an NHS publication that waiting times for many procedures there are about half of those in Sussex.

The NHS is now nearly 80 years old, and you will read many views about changes that need to be made for it to provide the nation with a world-class healthcare service in the future. One aspect often missed is for patients to recognise that healthcare is a team exercise, requiring change by the system and change by the patient, i.e. ourselves.

What changes are required by us? Well, we need to better recognise that although the NHS is (currently and alone in respect of other healthcare systems) free at the point of need, it costs some £200 billion pounds per year to run. It is a waste of money as well as an insult to the skill of our doctors not to keep appointments, and yet people do not turn up to as many as 10% of appointments in this surgery.

Secondly, we must take responsibility for our own health in terms of eating, drinking and taking medicines as prescribed. For example, for a modest cost we can all buy equipment to check our temperature, blood pressure and other aspects of our health. That way, when we see our GP, we can help him/her more quickly diagnose the problem.

Lastly, we, the public, need to change our view of what hospitals are there for. They are currently thought of as public sites. Let me be controversial by disagreeing. I see them as places that should be entirely dedicated to treating the sick. That means that the only people who should be allowed onto the site are patients, medical and support staff, and some visitors. There should not be public shops or cafes there, and entry should be controlled for both staff and visitors as well as suppliers.

At one London hospital, thousands of people walk through the site every day to reach the supermarket on the other side. This is completely unacceptable and means internal security on the wards must be increased because uncontrolled public access can increase the risk to vulnerable patients, put hospital equipment at risk of theft or damage, and lead to inefficient hospital logistics. No office block in the City of London or company site would tolerate this position. Hospitals should be for the efficient care of the sick and that only.

So, is the NHS broken? Not in my book. Does the NHS need to change to meet the public's expectations? Absolutely, and do we all have to change how we think about healthcare? Yes, very much so.

Graham Hibbert



Happy Feet

Atoenail cutting and filing service

Keep your feet and toes
comfortable, healthy & active

Wednesday, Thursday and
Friday by appointment

The Clockhouse Community

**NEW
SERVICE**

Sit back and relax while our Footcare Health Assistant cuts and files your toenails. We will assess your feet first to ensure our service is suitable for you. You will have your own Happy Feet nail kit to bring with you on each appointment which will last approximately 30 mins.

COST: £28 per session. Happy Feet nail kit £20.



Book today 01483 420668
happyfeet@ageuksurrey.org.uk



Free 10-week cricket group for
beginners.

<https://bit.ly/SurreyBatAndChat>

Free online therapy available in Surrey

Constant feelings of *anxiety, stress* or *low mood* are signs of needing more support

-  Self-refer for quick access, no need to see your GP
-  Speak to a fully qualified CBT therapist within days, no wait times
-  100% confidential
-  Supports feelings of anxiety, stress and low mood
-  Flexible appointments
6am - 11pm, 7 days a week



To self-refer: scan the QR code, text **TYPE** to **66777**, or visit:

mindler.co.uk/surrey



Briefing for local stakeholders with an interest in social care, health and communities

Adults, Wellbeing and Health Partnerships
Information and Engagement Team



Launch of new advice service for carers in Surrey

Unpaid carers looking after someone who has a disability or health condition, can contact the new service for advice on maximising their income. The service is free and confidential and is supported by Surrey County Council.

Surrey Welfare Rights Unit is delivering the Carers Income Maximisation Service in partnership with Citizens Advice Runnymede and Spelthorne and Citizens Advice Elmbridge West and can help with:

- welfare benefits
- debt
- energy advice
- other income maximisation options
- social care funding advice



For more information about the service, please call 01483 492939 or email carers@swru.org.



One You Surrey free stop smoking support

One You Surrey is running a free service, funded by Surrey County Council, offering support to help people stop smoking. It provides up to 12 weeks of one-to-one support, along with stop smoking aids.

The service also offers free Very Brief Advice (VBA) training for VCSE organisations. This short training helps staff and volunteers feel confident in having supportive conversations about smoking and signposting people to local support. Training can be booked via Eventbrite or sessions can be arranged for teams. Further information about the training available can be found on the One You Surrey website.

Free resources are also available, including leaflets, posters and an easy-read stop smoking booklet for people with learning disabilities who smoke. To order resources, please use their Marketing Materials Request Form.



Book a free Home Safety Check with us today

Do you know or care for someone who needs a little extra support?

Do they have mobility difficulties at home?

Keep them safe from fire risks and book a free Home Safety Check.





You'll need to be registered with a GP in one of the following and surrounding areas:

- **Godalming**
- **Cranleigh**
- **Guildford**
- **Haslemere**



For more details and to book a visit, please either email health.sfrs@surreycc.gov.uk, call 07815 654456 or contact your GP surgery.

Surrey Fire and Rescue Service are in partnership with NHS Surrey Heartlands (Guildford & Waverley Health and Care Alliance) to give you one less thing to worry about.

Please be aware this is a limited trial, available in certain areas. Please get in touch to find out more.



**Guildford and Waverley
Health and Care Alliance**



DOCTOR WORD SEARCH!



Doctors
help keep us
healthy!

Can you find all the hidden words?
Words can go across, down or diagonal.

S	T	E	T	H	O	S	C	O	P	E
H	E	A	L	T	H	Y	C	A	R	E
B	A	N	D	A	G	E	X	R	L	H
P	A	T	I	E	N	T	I	E	O	E
D	O	C	T	O	R	N	U	C	V	A
K	I	N	D	N	E	S	S	E	I	L
V	I	T	A	M	I	N	S	X	N	T
C	H	E	C	K	U	P	G	T	E	H
H	E	A	R	T	B	E	A	T	Y	Y
R	E	S	T	E	X	E	R	C	I	E
M	E	D	I	C	I	N	E	Q	L	R
H	Y	D	R	A	T	E	W	A	T	R

WORD LIST

DOCTOR	STETHOSCOPE	BANDAGE	CARE
PATIENT	MEDICINE	HEARTBEAT	REST
HEALTHY	VITAMINS	KINDNESS	WATER
CHECKUP	HYDRATE	EXERCISE	



SURGERY SUDOKU

RELAX
FOCUS
ENJOY!

Fill in the grid so that each row, each column and each 3x3 box contains all of the symbols.
There is only one correct solution!

A little puzzle while you wait to see us!

THE SYMBOLS

Use these 9 symbols in the puzzle.

-  STETHOSCOPE
-  HEART
-  CLIPBOARD
-  PILL
-  PLASTER
-  SYRINGE
-  MEDICINE
-  THERMOMETER
-  FIRST AID KIT



DID YOU KNOW?

Doing puzzles can help reduce stress, improve memory and boost your mood.



WELCOME

We're here to help



YOUR HEALTH MATTERS

CATCH IT

BIN IT

KILL IT

THROW IT AWAY

THANK YOU

for being patient and kind



Thank you for helping us keep our surgery a healthy place for everyone.



From everyone at ARS and the PPG.



**COMING
SOON**



Look out for news of our Wellbeing event happening in September 2026. We are trialling this event so numbers will be limited.

The next PPG meeting is **Wednesday 2nd September at 6.30pm.**

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.

