

The Longcroft Clinic Autumn 2026 Newsletter

Welcome to our Autumn 2026 newsletter. In this issue, we reflect on how Longcroft continues to support patients and families, share important information about autumn and winter vaccinations, and introduce members of the team who help keep the practice running smoothly.

We remain committed to providing accessible, compassionate and patient-centred care while working with our community to support health and wellbeing.

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A message from The Longcroft Clinic

As we move into autumn, it is a good time to reflect on the changes healthcare has experienced in recent years. The pandemic placed extraordinary demands on patients, families and healthcare professionals, and it accelerated changes in the way many people access primary care.

At The Longcroft Clinic, we are proud of the way our team has adapted while keeping patient care at the heart of what we do. The move towards digital access has created new opportunities, but we recognise that not everyone has the same access to technology or feels comfortable using it. For that reason, we continue to value both digital and telephone routes into the practice.

Our work now includes supporting patients with complex bereavement, long COVID, mental health recovery and the management of long-term and chronic conditions. These are significant areas of need, and we are committed to working alongside our patients as they navigate them.

Thank you to our patients and families for your patience, understanding and continued partnership. Our aim is simple: to make your experience at The Longcroft Clinic as positive, supportive and professional as possible.

Looking after our community

The Longcroft Clinic is a forward-thinking, patient-centred teaching practice. Our role is not only to treat illness, but also to help patients and the wider community take an active role in maintaining their health and wellbeing.

Supporting our patients

Morning triage helps ensure that patients with urgent medical needs are assessed promptly and offered appropriate same-day care wherever possible.

We provide regular reviews and ongoing support for people living with long-term conditions, including diabetes, coronary heart disease, hypertension and stroke.

We support the health and wellbeing of children and young families and encourage parents and carers to keep routine vaccinations up to date.

Our practice team can help patients understand the services available at The Longcroft Clinic and guide them towards appropriate care.

Preparing for autumn and winter

Vaccination is an important part of protecting individuals and our wider community during the autumn and winter months. The Longcroft Clinic will be holding flu vaccination clinics during September for eligible children under five who are offered the nasal flu vaccine and for eligible pregnant women.

For other eligible groups, our flu and COVID-19 vaccination programme will begin from 1 October 2026. Our first Saturday clinic will take place on 3 October 2026, followed by a second clinic on 10 October 2026. Eligible patients will be able to receive flu and/or COVID-19 vaccinations at these clinics, depending on their eligibility.

Eligible patients will be contacted directly by the practice, primarily by text message, with information about their vaccination and how to book. If you believe you are eligible and have not received an invitation, please contact the practice. Arrangements will also be made separately for housebound patients.

Flu and COVID-19 vaccinations

Flu and COVID-19 can both cause serious illness and are more easily spread during the winter months. Vaccination remains one of the most important ways of protecting yourself and those around you.

Flu is a highly infectious viral illness that spreads through coughs and sneezes. Because flu is caused by a virus, antibiotics do not treat it. Anyone can catch flu, but it can be more serious for some people in our community. Flu viruses also change over time, which is why eligible patients are advised to have the appropriate vaccination each year.

If you are eligible for vaccination, please respond to your invitation and arrange your appointment promptly.

Paula Lee | Reception Lead



Paula Lee has been the Reception Lead at Longcroft for over two years, having previously worked as a receptionist. With a wealth of experience and a genuine commitment to helping patients, Paula plays an important role in ensuring that every patient's journey begins with a warm, professional and reassuring welcome.

As Reception Lead, Paula and her team are often the first point of contact for patients and their families. They manage initial enquiries, arrange new and follow-up appointments, prioritise patient concerns

and liaise closely with GPs, nurses, hospitals and clinics to ensure that information is communicated efficiently and sensitively.

The role is varied and demanding, from requesting hospital results and scanning correspondence to managing prescription enquiries, handling sensitive information and supporting the clinical team. Paula is passionate about making each patient's experience as positive and supportive as possible.

Outside of work, Paula loves spending time with her dog and enjoys going for long walks — a perfect way to relax and recharge.

Dr Ahkallya Kuganlipava | dedicated GP



Dr Ahkallya Kuganlipava has been a GP at Longcroft Clinic for 6 years and will be returning from maternity leave in September this year. She is dedicated to providing thoughtful, compassionate and patient-centred care, with a particular interest in medical education, training and the care of older and frail patients.

Alongside her clinical work at The Longcroft Clinic, Ahkallya is a GP Trainer and Medical Student Supervisor, supporting the education and development of GP trainees and undergraduate medical students. She also works with the Banstead Integrated Community Service (BICS) for Banstead Primary Care Network, providing home visits and medical care to patients who are frail or housebound

within the local community. She is passionate about ensuring that patients receive personalised, high-quality care and feels privileged to support them and their families through all stages of life.

Outside of work, Ahkallya enjoys spending time with her family and her two young children.

Aritri Mukherjee | Practice Manager



Aritri Mukherjee joined Longcroft as our full-time Practice Manager 4 years ago, bringing valuable experience across healthcare. With a strong background in patient care and welfare, Aritri is responsible for overseeing the administration and smooth running of the medical services we provide at The Longcroft Clinic. Her varied professional experience has given her a broad understanding of both the operational and patient-focused sides of healthcare, helping her to support the team and ensure that patients continue to receive a high standard of care and service.

Aritri is committed to making The Longcroft Clinic a welcoming, efficient and patient-focused practice, working closely with the partners and wider team to support patients and colleagues.

Outside of work, Aritri loves spending time with her family and particularly cherishes time with her teenage twin son and daughter.

Behind the scenes: our reception team

Every patient's journey with their healthcare provider starts with an initial enquiry. At The Longcroft Clinic, this may be handled by one of our specially trained receptionists or through the practice website. Our digital access system is designed to help patients find the right healthcare professional or guide them to telephone the practice when an appointment is needed.

Our reception team plays a vital role in prioritising patient concerns and helping patients and families access the appropriate service. It is a demanding role, particularly at a time when pressures on healthcare services can be high, but our team works hard to respond with sensitivity, professionalism and empathy.

Alongside making appointments, the team reschedules cancelled clinics, assists GPs and nurses with queries, sends information and emails when required, and liaises with hospitals, clinics and other key contacts.

The team also:

- Books new and follow-up appointments for all clinics and ensures relevant notes are available to the GP.
- Requests results from hospitals and clinics and advises GPs when they have been received.
- Scans incoming letters and correspondence.
- Inputs and manages sensitive information.
- Deals with prescription enquiries.
- Sends correspondence and information as required.

There are many more tasks behind the scenes than we can fit into one newsletter. We are grateful for the commitment of our reception team and all they do, every day, to support our patients and clinical colleagues.

Working together for a healthier community

Longcroft Clinic is committed to working alongside our patients and families to promote good health, prevent illness and provide accessible, supportive care.

Healthcare works best as a partnership. We encourage patients to ask questions, attend recommended reviews and screening appointments, keep vaccinations up to date where eligible, and speak to a member of the practice team when they need help navigating our services.

We look forward to continuing to serve our community and working together to make The Longcroft Clinic a healthy, supportive and connected community for everyone.

Your feedback matters

Our entire team strives to meet your expectations and provide a positive experience at The Longcroft Clinic. If you have a concern or would like to make a complaint, please contact our Practice Manager, Aritri Mukherjee, at aritri.mukherjee1@nhs.net.

Thank you

Thank you for your continued support and understanding. From everyone at The Longcroft Clinic, we wish you and your families a healthy and happy autumn. We look forward to continuing to provide excellent, patient-focused healthcare to our community.

Keeping in touch

Our newsletters are emailed to patients who request them. It is available on our website. Printed copies are also available in the clinic and are distributed to local chemists and Banstead Library for members of the community to read and take away.