



AshLea

Medical

Practice



Newsletter Spring/Summer 2017

*The AshLea Medical Practice Newsletter is produced and published by its Patient Participation Group*

Gilbert House Surgery Ashted Tel: 01372 276385 Linden House Surgery Leatherhead Tel: 01372 375666

## Health and Wellbeing - Helping your GP help you!

With summer on the horizon, there is much to look forward to and there are useful points to remember in an endeavour to keep well and healthy without the need to visit your GP.

- Spring and summer brings for many, the discomfort of Hay Fever. However, there are many medications available over the counter but it is wise, primarily, to take advice from your local Pharmacist.

- We all look forward to summer sun and much has been mentioned of the need to have good Vitamin D levels but it is most important to remember to wear a hat and apply a good sunscreen.

- Keeping well hydrated is also high on the list and this is particularly important for an elderly relative or friend as they often “forget” to drink as much as they should.

- If you are travelling, it is very important to visit the Practice Nurse at least 6 weeks before you travel to ensure you have time to complete all the necessary vaccinations. The Nurse is more up to date than your GP.

- Last but by no means least, try to walk at least 30 minutes a day and consider joining a walking or rambling group—of which there are many—in order not only to enjoy our beautiful countryside but also to improve our health as walking is great for cardiovascular, mental health, osteoporosis and much more.....

We all, from time to time, become unwell and ask ourselves “Should I go to the doctor?” To answer this question, knowing that appointments can, on

occasion, be hard to book we took the opportunity to ask the Practice for a few useful tips and this is what we discovered:

- For the first 7 days of illness, you do not need a sick note from the GP—you can self-certify.

- Both surgeries have a blood pressure machine in the waiting room. This means you can take your own BP and hand the readings to the receptionist. All readings are reviewed by a nurse and you will receive a phone call from the Practice should you need a follow up appointment with a doctor. This often means that a further appointment is not necessary.

- Your GP has no training in dentistry. If you have a dental problem, please go to a dentist and not your GP.

- Should you need an appointment for minor injuries, change of dressings, scalds etc, you need to book with the Nurse and not the GP. Nurses are much better at dealing with these problems.

- For advice on contraceptives, female issues, HRT etc, please book an appointment with the Well Women Clinic (see page 5).

- Antibiotic eye drops/cream is available, for both children and adults, from your pharmacy and a GP appointment is not necessary.

- Among the more common ailments, a sore throat will last up to 7 days, a common cold 10 days and a cough or bronchitis 21 days. Your GP will be unable to help during these early stages of the virus but advice is available from your Pharmacist should you wish to be reassured.

## We know a Pharmacist will dispense our medication but they can do so much more!!

Many Pharmacists are open until late and at various times over the weekend - you don't need an appointment and you can just walk in for confidential advice and medication!

As well as managing your repeat prescriptions, you can seek advice on the safe use of your prescribed and over the counter medication. If you are taking a number of different drugs, the Pharmacist can carry out a Medicines Use Review (see below) and if considered necessary, they will refer you back to the GP.

Any unwanted medicines, for whatever reason, should be returned to the Pharmacist for safe disposal.

Your Pharmacist can give advice on a range of common conditions and minor injuries, such as aches and pains, sore throat, coughs, colds, flu, earache, cystitis and skin rashes. If they feel you should see your GP, they will offer the appropriate advice.

Did you know that your Pharmacist does much more than process your medication? You can ask, and will be given, advice on a number of other issues and the following is a brief list of subjects on which advice can be obtained to enhance your health and wellbeing:

- Contraception and emergency hormonal contraception services.
- Sexually transmitted infection (STI) screening, treatment and advice.
- NHS Health Checks.
- Blood Pressure monitoring.
- Stop Smoking advice.
- Healthy eating and weight loss.
- Supervised consumption of medicines.
- Needle and Syringe programmes.
- Alcohol brief interventions and advice.
- Vaccinations, e.g. seasonal influenza.
- Medicines Use Review
- Mole scanning service (check availability with your local pharmacist)
- Dosette boxes: Pill organiser boxes for help in ensuring daily medication is taken at the right time.
- New Medicine Service: if you are prescribed an anticoagulant (a blood-thinning medicine) or a medicine for the first time to treat asthma, chronic obstructive pulmonary disease (COPD), Type 2 diabetes or high blood pressure you can now get help and advice about your medicine from your local Pharmacist through a free scheme called the New Medicine Service (NMS)

Your GP and Pharmacist, together, work to ensure we all have the best possible care and advice!

### BUCKLEY PHARMACY

Your local independent pharmacy

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Buckley Pharmacy is the longest serving independent pharmacy in Ashtead, Leatherhead and Epsom. We provide a range of FREE services and thrive on our ethos of 'customer comes first'. We have been listed third top performing pharmacy delivering NHS HEALTHCHECKS in Surrey by Surrey County Council

- FREE NHS Smoking cessation Service
- FREE prescription deliveries
- FREE customer parking
- Open on Sundays at 78, The Street branch
- Free Flu Vaccination
- FREE NHS Health Checks
- Mole Scanning

- Medicines Use Review
- New Medicines Service
- Repeat prescription service
- Anti-Malaria Clinic
- Mobility Aids – please ask
- NHS Electronic Prescription
- Dispensing for care homes
- Asthma Check Service
- FREE Emergency Contraception

FREE NHS HEALTH CHECKS

If you are aged between 40 – 74 years, you may be eligible for a free NHS health check. For more information come and visit us or [www.buckleypharmacy.co.uk](http://www.buckleypharmacy.co.uk)

## PPG news in the past 6 months

What has your PPG been up to since the Autumn you may wonder! We have continued to investigate the reason why some patients are being sent to St Helier for eye treatment in preference to Epsom. Historically, the Practice has been booking eye appointments directly with the hospital but, unknowingly, this was administered by a joint Epsom & St Helier team whose main priority was to meet specific waiting times. The tendency was therefore to look for the first available appointment at either hospital irrespective of the patient's address. We further learnt that this could be overcome by using the Surrey Downs Clinical Commissioning Group (SDCCG) Referral Support Service (RSS). This, where possible, gives the patient a choice of convenient time and location. Following a PPG suggestion that the Practice adopt this system, it was agreed that, apart from those patients suitable for Mr Shah's in-house clinic at Gilbert House, all eye appointments will be booked through this referral service. Changes, as a result of staff sickness/holiday etc, may occur but generally most eye appointments should now be at Epsom Hospital.

As we reported in our last newsletter, following discussions with the Practice it was agreed that we should jointly publicise the fact that non-urgent appointments can be made 7 days in advance. In future, therefore, only start phoning at 8.00am if you need a same day appointment. Non-urgent appointments can be made at any time, by calling reception or using the online booking system. Not only will this be of great help to both staff and patients alike, it will ensure that urgent appointments receive the correct priority. The Practice is keen to hear of any issues regarding the making of an appointment, so please do let us have your views.

Good news on the Phlebotomy problem highlighted in our last newsletter! Despite much chasing from your PPG, satisfactory answers could not be obtained from the SDCCG so instead of relying on their service, the Practice decided to employ their own Phlebotomist. As a result, patients should no longer need to go to Epsom Hospital for their blood tests.

We have recently been made aware of car parking problems at Linden House Surgery caused by the allocation of spaces in the public car park to private organisations, thus reducing the number of available spaces. The PPG has written to local Councillors requesting their help and understand that the matter of these allocated car spaces is due for review by Mole Valley in April. Working with the surgery, we have registered our concerns and organised a petition, with the objective of persuading Mole Valley to allocate more spaces to the general public and therefore to patients. (STOP PRESS We understand this review is now not due until July 2018)

We are planning to conduct a patient survey later this year and if approached by a member of your PPG, we will welcome your views, suggestions and ideas. Look out for us when you next visit the surgery!

Finally, we will be having a stand at Ashtead Village Day, Queen Elizabeth Recreation Ground, Ashtead on the 10th June and look forward to meeting you.

*Richard Garrard*  
PPG Chairman

## PPG Spring AGM/Open Meeting

The PPG Annual General Meeting was followed by the Spring Open Meeting on Wednesday, 29th March at The Old Chapel, St John's School and we thank all patients who attended to support the Committee. Following a full report from our Chairman, Richard Garrard, we very much appreciated a talk and presentation from The Stroke Association, followed by a Q&A session which was supported by Dr Davies and Dr Wong, both from Linden House. Look out for details of our next Open Meeting which will take place in the Autumn.

## Complimentary Therapies - Back Pain

Lower back pain affects more than 1 in 10 in the UK and although not usually linked to any serious condition, it can affect the physical and mental well-being of the sufferer. With this in mind, we spoke to Helen Bullen, an experienced GosC registered Osteopath with over 13 years experience.

"In my work as an Osteopath the most common complaint from patients is that they have lower back pain. In many cases there is no obvious cause but there are many things we can do to reduce the risk of suffering from this broadly termed symptom and I can offer a few helpful tips on preventing lower back pain".

1. **Staying Active** is key in the prevention of lower back pain. It is important to pick an activity that you enjoy and there is nothing better than a daily 15-20 minute walk. Other options include pilates, swimming and cycling but should your pain increase, then seek professional advice immediately.
2. **Posture** is another important consideration in the prevention of lower back pain. Our everyday living, such as sitting at a desk in front of a computer for hours on end, can aggravate the situation. The constant use of mobile phones and tablets encourage bent posture and our comfy sofas can become a problem if we sit slouched on them for long periods of time. So take regular breaks from your seat, leave the office at lunch time or switch off the TV to take a short walk or enjoy a gentle stretch. It is important to have your desk ergonomically checked to ensure a comfortable fit and just **keep moving**.
3. **Lifting and carrying**—be cautious when lifting. Moving, pushing or dragging heavy or awkward shaped objects can result in lower back pain so, if in doubt, consider asking for help. Make sure you bend your knees rather than hinging at the waist and once lifted, keep the object as close to your body as possible. Avoid bending and twisting at the same time and keep your hips in the same direction as your arms.
4. **General Care**—Many household jobs can aggravate lower back pain so do be sensible. Instead of doing a job, like gardening, ironing or housework, for a long period of time, take a break and cut the job down into smaller sections with rest and stretching in between. When doing any activity, if you feel a niggle in your back **stop** and **rest** for a short while. Carrying on through your pain is NOT advised.
5. **Seek treatment from a professional**—Osteopaths, Physiotherapists and other manual therapists may be helpful for lower back pain (see NICE guidelines below). Please make sure you see a professional who is fully qualified to make a diagnosis after full screening of your condition.
6. **NICE (National Institute for Health and Care Excellence)** recommend GPs and other manual therapists such as Osteopaths and Physiotherapists to consider manual therapy (spinal manipulation, mobilisation or soft tissue techniques such as massage) for managing lower back pain with or without sciatica but only as part of a treatment package including exercise, with or without psychological therapy.

If your pain is unremitting, i.e.: getting progressively worse, please seek professional advice as soon as possible. Most lower back pain is not serious but other conditions should be considered if pain continues."

If you would like further details, please contact Helen Bullen, owner of Fine Fettle in Bookham on 01327 458 984 or see [www.finefettle.org](http://www.finefettle.org) and [www.helenbullen.com](http://www.helenbullen.com)



## Well Women/Family Planning Clinics

Should you be attending your first Well Women appointment, please do ask for a 15 minute appointment. The specialist nurses are on hand to help with a number of female concerns and this includes cervical smears, help and advice on breast checks, contraception and Hormone Replacement Therapy.

There is an evening walk-in clinic for contraception and HRT review only. Anything more complicated will require a 15 minute appointment. As this particular clinic is very busy, you are advised to arrive early! Please check with your specific surgery for the times of the walk-in clinic. Clinic times vary between surgeries so please do check in advance.

Cervical smears are an important test for women between the age of 25 and 64. An invitation is sent every three years for women under 50 and every five years for women over 50. This may be more frequent for women who have had an irregular result. A 15 minute appointment is necessary. The specialist nurses are happy to speak with nervous patients in advance to discuss any concerns.

Should you be taking an oral contraceptive or Hormone Replacement Therapy (HRT), it is important that you have a six monthly blood pressure check and an annual review with the nurse before you apply for a repeat prescription. Both surgeries have a blood pressure machine in the waiting room and it is very easy to use. Your results will be printed out and all you need to do is add your name and date of birth and hand it to reception. The result will be recorded on your notes and viewed by a member of the medical team. You do not need to have a GP appointment for this.

Women of all ages worry, from time to time, about health matters which they think are "embarrassing". The professional team at the Practice are very caring, sensitive and understanding and they are available to give advice and reassurance which allows you to put your mind at rest and have a better understanding of your own body.



80a The Street, Ashtead, Surrey KT21 1AW

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Ashtead Health and Beauty is an established unisex beauty salon in the heart of Ashtead Village. We pride ourselves on delivering the very best products and services in the beauty industry.

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[www.ashteadhealthandbeauty.co.uk](http://www.ashteadhealthandbeauty.co.uk)










**NHS**

## A helping hand

Order your repeat prescription online

You can now order repeat prescriptions, book appointments and even access your GP records online. It's quick, easy and your information is secure.

Register for online services at your GP surgery or to find out more visit [nhs.uk/GPonlineservices](http://nhs.uk/GPonlineservices)

**Q: STRUGGLING TO SEE YOUR GP?**

**A: YOU CAN NOW SEE A GP IN THE EVENING OR AT THE WEEKEND**

**How can I make an appointment?**  
To book an appointment you can contact your registered GP practice in the usual way. Ask your GP's receptionist for an appointment at one of our sites in Epsom, Leatherhead or on the Downs. You can book an appointment in advance or on the day.

If you are unwell when your doctor's surgery is closed, you can phone **01372 738 373** from 18:00 to 21:00 on weekdays or from 09:00 to 13:00 at the weekend to book an appointment. You will then be seen by a local NHS GP with full access to your medical history. There is no charge for using this service.

Appointments are available  
Monday - Friday 18:00 - 21:00  
Saturday & Sunday 09:00 - 13:00

For more information about this service visit [www.gpfp.co.uk](http://www.gpfp.co.uk)

**Telephone 01372 738 373 for an appointment when your practice is closed.**

**CSH** **NHS**

## Pregnant and preparing for parenthood?

Meet your health visitor and discover more about:

- Caring for your baby
- Feeding your baby and book support for breastfeeding
- Local advice and support services for babies

"Very useful visit, good advice and my questions were answered."  
"Felt prepared to soothe baby's cries and cope with tiredness."  
Parents

For further information, please contact your local clinic or health visitor  
[www.cshsurrey.co.uk](http://www.cshsurrey.co.uk)

The Lions Clubs of South West Surrey

**Free**  
in case of emergency

## Message in a bottle

A simple idea to help the old and vulnerable living alone

Keep essential information about yourself in a bottle and store it in your fridge

The ambulance service know where to look for it in an emergency

Special bottle, form and stickers provided free to those in need

The form has details of:

- Your full name physical description
- Your religion
- Next of kin or friends to contact
- Doctors name and surgery details
- Your medical conditions
- Regular medications, allergies etc
- Details of any pets you may have

**Bottle kits available free from health centres, GP surgeries, chemists, etc**

For further information telephone Leatherhead Lions Club  
**07833 194397**

**She thinks he loves her...**

but he controls her

**Sexual exploitation**

If you think your child is in a dangerous relationship call

**Children's Services**  
on **0300 200 1006**  
or **Surrey Police** on **101**  
(non-emergency)  
In an emergency always **DIAL 999**

[www.surreycc.gov.uk/cse](http://www.surreycc.gov.uk/cse)

- A small selection of useful telephone numbers:
- Gilbert House Surgery: 01372 276 385
  - Linden House Surgery: 01372 375 666
  - Out of Hours GP Services: 01372 738 373
  - Out of Hours NHS Service: 111
  - Registrar of Births and Deaths: 0845 6009 009
  - Samaritans (Mole Valley): 01372 375 555
  - Dial a Ride: 01372 383 333
  - Leatherhead Clinic: 01372 384 300
  - Citizens Advice Bureau: 08444 111 444
  - Epsom General Hospital: 01372 735 735

Your **PPG** is looking for **HELP**

Do you have any of the following skills:-

**Communication**

**IT Publicity**

**Organisation**

If you could spare some time and would like to help or join our Committee, please contact our Secretary, Lynda Feeney, on: Mobile: 07436 003 449

Email: [ashlea.ppg@talktalk.net](mailto:ashlea.ppg@talktalk.net)

**TRAPPED?**

**THERE IS A WAY OUT**

**CONTACT**  
**ALCOHOLICS ANONYMOUS**

**0845 769 7555**  
[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

## Did you know?

### Ashtead has its first Public Access Defibrillator

With financial support from Surrey County Council Ashtead Good Neighbours has been instrumental in securing Ashtead's first Public Access Defibrillator. Many thanks go to Abdool for agreeing and helping this to be installed outside Buckley's Pharmacy in The Street. Full instructions are given by the defibrillator at the time of use.



**Out of Hours GP Service—How can I make an appointment?** (also see page 6) To book an "out of hours appointment", you can contact your registered GP Practice in the usual way. Ask your GP's receptionist for an appointment at one of the NHS sites in Epsom or Leatherhead Hospital. You can book an appointment in advance or on the day. If you are unwell when your doctor's surgery is closed, you can phone **01372 738 373** from **18:00 to 21:00 on weekdays or from 09:00 to 13:00 at the weekend** to book an appointment. You will then be seen by a local NHS GP with full access to your medical history. There is no charge for using this service.

### Shingles Vaccinations

Are you over 70? It will depend on the year and month of your birth but you may now be eligible for a Shingles Vaccination. This painful and distressing condition often affects the elderly but can now be avoided. Please ask your surgery for advice.

### Your PPG - be involved

#### Have you ever thought of becoming involved but wonder what we do?

On behalf of the Practice, we have produced patient guides and leaflets, represented patient views on various NHS & SDCCG reviews of their services, lobbied MPs and local Councillors on car parking problems, the withdrawal of phlebotomy services, produced and published the Practice Newsletter and where appropriate, made recommendations to the Practice on various issues such as the appointment system. Most of our work is done outside the monthly meetings—the meetings (2 hours per month) being where we report back on progress made, agree and allocate new projects and decide on priorities. The meetings are very focussed and are far removed from a general moan or a talking shop!

We are eager for new members to join our team—it is interesting, rewarding and fulfilling! **Email: ashlea.ppg@talktalk.net**

### Ashtead Village Day

This year's event will be held on the 10th June from midday onwards at the Queen Elizabeth Playing Fields, Barnett Wood Lane and is organised by Ashtead Rotary Club. Stop to say hello to your PPG team.

### Staff Changes at the Practice

**Gilbert House:** Dr Gilly Carver retired in December and we wish her a happy retirement! At the same time, Dr Kalpana Navaratnarah became a new Partner and Dr Natalie Whitehead joined as a salaried GP in January. Covering both GH and LH, Jane Livingston and Carol Linnane joined the Practice as new Health Care Assistants

**Linden House:** Two new members of staff—Dr Ferhat Uddin, a salaried GP, and Raf Aziz, Practice Nurse.

### Leatherhead Hospital X-Ray Department

Leatherhead Hospital has benefited from a new state of the art X-Ray machine and refurbished X-Ray suite thanks to the generosity of the hospital's League of Friends. The League, a group of volunteers set up to fund equipment and facilities at the hospital, has donated over £500,000 to fully fund the project. The department is now fully open: Monday to Friday 9am-12.15pm for "walk-in" chest X-rays and booked appointments and from 1.30pm-5pm for booked appointments only. Their direct line is **01372 384 350**.

### Eye Tests at Home

You may qualify for a free NHS eye test at home if you are unable to visit an optician unaccompanied due to physical or mental disability. A number of conditions apply, so please contact your local Optometrist for full details and advice.

### Update from Surrey Downs Diabetes UK

A programme of events is available from Surrey Downs Diabetes UK. All public meetings will start at 7.30pm and are held at Bourne Hall, Ewell, KT17 1UF. Dates so far are:

Thursday, 11th May (Studio Room): Caring for our eyes: a talk by an Optometrist

Thursday 20th July (Studio Room): Diabetes—the emotional impact and living well: a talk by Laura Hunt (Chair of the Group)

Thursday, 21st September (Rose Room): Details to be finalised

Contact Brian Matier on **01372 741 670** for further details

**Jenna Baer**  
Mobile Foot Health  
Practitioner  
RGN MAFHP MCFHP  
CALL 01372 373 870  
07969 085 011

*Foot Treatments include:*  
Cut nails and file ( fingernails and toenails)  
Callus and corn removal  
Fungal foot and nails infections  
Verrucas  
Cracked heels  
Ingrown toenails  
Bunions  
Diabetic foot care

Ashtead, Leatherhead, Fetcham, Bookham, Epsom, Epsom Downs, Tadworth, Dorking, Cobham, Esher, Effingham, Oxshott ...happy to cover other areas, however, a fee of £5 maybe added for time and car fuel costs. e.g Capel, Aldershot, etc.

Similar to a chiropodist or a podiatrist, a foot health practitioner cares for all the common conditions which can affect your feet including children's verrucas, cracked/ dry heels' and diabetic foot care.



CALL: 01372 373 870  
07969 085 011  
Jennabaer@hotmail.co.uk

*Foot Treatments include:*  
Cut nails and file ( fingernails and toenails)  
Callus and corn removal  
Fungal foot and nails infections  
Verrucas  
Cracked heels  
Ingrown toenails  
Bunions  
Diabetic foot care



An initial visit with the foot health practitioner includes a full medical history, foot health check advice and treatment.

Please allow approx 45 mins ...£35.00  
Follow up appointments approx 30 mins..... £30.00  
Verrucas .....£18.00

10 **Bereavement**

**B**ereavement is something which we all face and it can be sad, difficult and stressful. Much information can be found online or from your Funeral Director but we hope the following may be a starting point.

Should the death be expected, it may be useful to ask advice from a Funeral Director in advance so that when the time comes, you are not only prepared but do not have to think "What do I do now?" In the immediate days after someone dies **three things** need to be done:

1. Obtain a **medical certificate** - from your GP or hospital doctor. You will need this to register the death
2. **The death must be registered** within 5 days and you will need to make an appointment with the local Registrar first. You will then be given the documents you need for the funeral.
3. **Arrange the funeral** with your chosen Funeral Director or you may wish to do this yourself. Should you prefer the latter, you should contact the Cemeteries and Crematorium Department of your local Council.

When registering a death, you will need to take:

- The medical certificate.
- Deceased's medical card (if available)
- Birth certificate (if available)
- Marriage certificate (if appropriate)

Information the Registrar will need to know about the deceased:

- The date and place of death
- The full name (and maiden name if applicable)
- Their home address
- The date and place of birth
- Their occupation
- Details of any pension or allowance from public funds.
- If married, the date of birth of the surviving spouse

Extra copies of the **Registration of Death Certificate** can be obtained for a small fee and it is advisable to buy these at the time of registration. These will be needed for both legal and financial purposes.

The Registrar will also issue you with a **green certificate** for the burial or cremation. This will be needed by the Funeral Director. You will also be given a **White Certificate of Registration of Death** which is used to cancel payments of pensions and allowances from public funds.

The Registrar will also advise you on a **Tell Us Once** service which enables you to report a death to most government organisations in one go—ie Council Tax, Benefits, Electoral Roll, HMRC, DWP etc.

The Registrar will give you a telephone number and a **Unique Reference Number** to use by phone or the **Tell Us Once Online facility**.

If this service is not available, or you choose not to use it, you will have to **let the relevant organisations know** about the death yourself.

You need not deal with **Wills, Probate or Inheritance** until a later date. For those of you with 'Online' availability there are many websites to guide you through the procedures above and perhaps give more information than there is space to do here. If you use a Funeral Director, they will guide you through the entire process. [www.gov.uk/after-a-death/overview](http://www.gov.uk/after-a-death/overview)

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