



Newsletter Spring/Summer 2018



AshLea Medical Practice

110 years serving the community 1908 - 2018

At the end of December 2017, Dr Lowes retired as Senior Partner at Gilbert House. We wish him a very happy retirement. Congratulations to Dr Lynne Davies who now becomes Senior Partner of the Practice.

In early 2018, we welcomed Dr Haidar Saad to the Gilbert House team. Dr Saad also specialises in Dermatology.



The following are memories from the past. Do you have some you would like to share with us for our next edition?

Please let us know - ashlea.ppg@talktalk.net



After 35 years of dedication to patients in Ashted/Leatherhead, Dr Jim Williams finally retired in 1992. He could often be seen cycling to do home visits and was much missed. He sadly died in a tragic car accident only weeks after his retirement.

"Growing up in Ashted in the late 40's and 50's, I remember visiting Dr Gilbert who had his surgery in his home in Woodfield Lane. We had to walk through the garden to reach the surgery door at the side of the house".

"Many of the local GP's carried out surgery at Leatherhead Hospital, including Dr Roger Gilbert, and sometimes London surgeons came down to Leatherhead. In those days, Leatherhead Hospital was an integral part of all general practices in the area - most GP's had patients there and were in and out of the hospital several times a week".

"Another Dr Williams, this time Dr Mike Kingsley Williams, was an occupational physician and a specialist in lead poisoning and pollution".

"My memory goes back to 1999 when I was a patient of Dr Claridge. I was working, at that time, at a remote site on the east coast of Malaysia and contacted Dr Claridge for advice by email. He said, with some pride I like to think, that I was his first "email" patient!"

"Retired Nurse Practitioner Sheila fondly remembers one little boy who would walk in saying "Hello Nurse Sheila" with his top already lifted for her to listen to his chest".

PPG Chairman's Report

Since our Autumn Newsletter, your PPG has continued to chase Mole Valley and Surrey County Council regarding the car parking and access problems at Linden House. We are delighted to report that the public car park has been changed and all spaces are now available to the public. This should make it much easier for those attending the Linden House surgery.

Sadly the same cannot be same for a positive response from Surrey County Council but we continue to press for a change to be made.

We have also been working with the Practice in both updating the New Patient Welcome Booklet and discussing how the NHS England Accessible Standards are implemented. An update on this is shown a little later in this newsletter.

A repeat of our "Meet and Greet" sessions took place in March/April when we took the opportunity to meet and talk to patients at both surgeries and to follow up on any issues, particularly concerning the recent changes in making appointments.

We held our AGM on the 19th April and were delighted to welcome the Red Cross for attending and detailing many of the services provided by them - some familiar to us and others which were not!

You may remember that in 2017, we were awarded the accolade "PPG of the Year" and we have been exploring ways of using our prize which would be to the benefit of all patients. Details are being finalised but we are hoping to run a Family Health Day on the 8th September 2018 at the APMH and, if successful, a similar event in Leatherhead in 2019. Further details to follow but do put this date in your diary!

Richard Garrard
PPG Chairman

New Event - Family Health Day 8th September 2018

Ashlea Medical Practice Patient Participation Group (PPG)

proudly invites you to celebrate two special 2018 events.....

110th birthday of the AshLea Medical Practice

and

70th birthday of the NHS
at Ashted Peace Memorial Hall
FAMILY HEALTH DAY



Saturday, 8th September 2018 - 10am to 3.00 pm

The Baer Skin Clinic



Visit the website at:

www.thebaerskinclinic.co.uk tel:07969 085 011

to find out all that can be offered by this
friendly, qualified foot health practitioner
and professional nurse.

jennabaer@hotmail.com

Help us celebrate the 70th birthday of the NHS

NHS70

The National Health Service is turning 70 on 5 July 2018. It's the perfect opportunity to celebrate the achievements of one of the nation's most loved institutions, to appreciate the vital role the service plays in our lives and to recognise and thank the extraordinary NHS staff - the everyday heroes - who are there to guide, support and care for us, day in, day out.

Special events are going to be held up and down the country and Surrey Downs will be no exception - we want you to get involved whatever your age. You might have been born on the day the NHS was formed in 1948, or might want to share your experiences of the NHS either as a patient or an employee. To get involved email: Contactus.surreydownsccg@nhs.net

Don't forget to Join the AshLea Medical Practice PPG on the 8th September 2018 for their Family Health event!

Pharmacies in Ashtead and Leatherhead

In both Ashtead and Leatherhead we are extremely fortunate to be served by a number of pharmacies which provide a full range of services - not just the dispensing of prescriptions.

Ashtead patients may remember when, a few years ago, the pharmacy in The Street was closed. The NHS, which approve all pharmacies in England, initially refused to allow a pharmacy to be re-opened and it was only after considerable effort by a determined group of patients, including employing legal representation at the Appeal Hearing in Leeds, that we were allowed to have a pharmacy back in The Street.

It would be such a shame if we lost any of our pharmacies in the future.

Recently, a number of internet pharmacy organisations have emerged offering an "online prescription-only" service. These companies have no connection with the pharmacies based in Ashtead or Leatherhead.

In December 2017, the National Pharmacy Association published a letter asking for our support of local pharmacies. Further information can be found on the NPA website: www.npa.co.uk/news-and-events/news-item/pharmacy-fined

The AshLea Medical Practice does not recommend, or support, any particular pharmacy - it is up to the patient to choose the service that best suits their needs.

Accessible Information Standard – Overview 2017/2018 Summary

The Accessible Information Standard aims to make sure that people who have a disability, impairment or sensory loss receive information that they can access and understand, and any communication support that they need from health and care services.

The AshLea Medical Practice continues to update patients' records but if you, or you know of someone, who has specific needs, please discuss this with your GP surgery.

The Standard says that patients, service users, carers and parents with a disability, impairment or sensory loss should:

- Be able to contact, and be contacted by, services in accessible ways, for example via email or text message
- Receive information and correspondence in formats they can read and understand, for example in audio, braille, easy to read or large print.
- Be supported by a communication professional at appointments if this is needed to support conversation, for example a British Sign Language interpreter.
- Get support from health and care staff and organisations to communicate, for example to lip-read or use a hearing aid.

There is more information about the Accessible Information Standard on the NHS England website at www.england.nhs.uk/accessibleinfo

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Great Bookham KT23 4RL
01372 454 777

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2DB
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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**
- Medicines Use Review
- **FREE prescription deliveries**
- New Medicines Service
- **FREE customer parking**
- Repeat prescription service
- **Open on Sundays at 78 The Street branch**
- Anti-Malaria clinic
- **FREE Flu Vaccination**
- NHS Electronic Prescription
- **FREE NHS Health Check**
- Dispensing for care homes
- **Mole Scanning**
- Asthma Check Service
- FREE Emergency Contraception

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 go to www.buckleypharmacy.co.uk

Surrey Information Point: offers a free online directory providing residents with reliable community support care and health information
www.surreyinformationpoint.org.uk

Reliable Information on Medical Conditions and Treatments:

Patient: www.patient.co.uk
NHS Choices: www.nhs.uk
Healthy Surrey: www.healthysurrey.org.uk

One Stop Surrey: referral to multi-agency information and signposting service to help Surrey residents live and age well.
www.ageuk.org.uk/surrey/our-services-one-stop-surrey

Surrey Family Information Services:

www.surreycc.gov.uk/people-and-community/family-information-services

Support for Carers and Families: Patients and young carers can request that their GP refers them for a Carer's Assessment.
Adult Social Care – SCC - www.surrey.gov.uk Helpline: 0300 030 733
SMS: 07561 392 818

Action for Carers Surrey:

Tel: 0303 040 1234 SMS: 07714 075 993
Email: CarerSupport@actionforcarers.org.uk
www.actionforcarers.org.uk www.surrey-youngcarers.org.uk

Care Choices: Offers comprehensive information and advice on choosing and paying for care and support - www.carechoices.org.uk
Helpline: 0800 389 2077

Surrey Send Local: Offers information and services for parents and young people with disabilities and special education needs from birth to 25 years.
www.surreysendlo.co.uk/information/10-send-resources

Safeguarding: If you are concerned about the safety of a child, young person or an adult, contact our Multi-Agency Safeguarding Hub (MASH)
Available: 9am to 5pm Monday to Friday
Tel: 0300 479 9100 Out of Hours: 01483 517 898 to speak to Duty Emergency Team

Emails are dealt with during office hours
For concerns for a child or young person
For concerns for an adult

csmash@surreycc.gov.uk
ascmarsh@surreycc.gov.uk

In an Emergency dial 999

Advocacy: General

Email: info@advocacyinsurrey.org Website: www.advocacyinsurrey.org.uk
Helpline: 0800 335 7340 (Free phone) Text/SMS: 07561 302 818:
NB: Self Referral is possible.

Advocacy: NHS complaints

Email: nhsadvocacy@surreyilc.org.uk
Website: www.surreyilc.org.uk
Tel: 01483 310 500 (10am-4.30pm Mon-Fri)
NB: Self Referral is possible.

Citizens Advice Mole Valley Outreach: Provides free, confidential and impartial advice

www.citizensadvicemolevalley.org.uk
Leatherhead Office: The Georgian House,
Swan Mews, High Street,
Leatherhead, Surrey, KT22 8AE
Tel: 01372 361160
Email: leatherhead@camv.org.uk

Advice Sessions – open for walk in: Monday -Thursday 10am- 1pm
Appointments only: Monday –Wednesday 1pm-4pm
Thursday 1pm – 6.30pm

Appointments or walk-in now available at:-

St Nicolas Pastoral Centre, Bookham
Tuesday mornings 10am – 12noon

St George's Christian Centre, Barnett Wood Lane, Ashted
Last Wednesday of the month for walk-in session 11am -12.30pm
OR by appointment

Trinity Children's Centre/Sure Start Centre, Aperdele Road, North Leatherhead
Every Wednesday afternoon 1pm – 3pm
To make an appointment, get in touch Email: blfproject@camv.org.uk

Buckley Pharmacy, The Street Ashted
by appointment
For advice call : 03444 111 444 Text: 07464 802 232

Citizens Advice Epsom & Ewell

The Old Town Hall, The Parade, Epsom KT18 5AG

Hours:

Monday	10am–1pm	Saturday & Sunday	Closed
Wednesday	10am–1pm		
Thursday	10am–3pm		
Friday	10am–1pm	Phone: 0300 330 1164	

Ashtead Hospital

We have been given an insight into the facilities and running of our local private Ashtead Hospital by Jo Milton, PR and Marketing Executive.

Ashtead Hospital has been one of Surrey's leading private hospitals since it opened in 1984 and has an excellent reputation for delivering high quality healthcare. The Hospital is located in tranquil, wooded surroundings, providing a peaceful environment to aid a speedy recovery.

By investing in advanced medical technology, the private hospital offers a wide range of treatments and services including: full diagnostic and endoscopy procedures, orthopaedic surgery including spinal treatment and pain management, general surgery including spinal vein removal and hernia surgery, ophthalmology including eye laser surgery, gynaecology, urology and ear, nose and throat treatments. The fully equipped ultra clean air theatre suite comprises three operating theatres all with laminar air

flow. These are particularly suitable for hip and knee replacements and spinal surgery. The suite includes a dedicated endoscopy unit for all diagnostic endoscopy procedures. Our diagnostic and treatment technology include state of the art ultrasound, MRI and CT scanning. We have excellent levels of cleanliness and have effective infection control methods resulting in very low infection rates. All our facilities are regularly inspected and approved by the Care Quality Commission.

Our consultants and nursing staff are highly experienced and have patient care and comfort as their highest priority. During and after treatment, patients receive a standard of care which is second to none. We are a consultant-led care hospital with caring, friendly staff that respect patient needs and respect patient privacy. We offer flexible appointment times, private en-suite rooms with free wifi, digital TV, radio and air conditioning. We offer a choice of food and parking on site is free.

Knowing the signs and coping with Stress

We all feel stress in our lives but prolonged periods can have a long-lasting, harmful impact on both mind and body.

Dr Gisela Unsworth, Clinical Services Manager at Mind Matters Surrey said: Stress can manifest itself in many different ways. Someone may notice a change in their mood and feel more angry or depressed than usual whilst others notice disturbed sleep, appetite change or tension headaches. Behavioural symptoms such as avoiding people/places, using substances such as alcohol, drugs or taking things out on others can also occur as a result of stress.

If left unchecked, stress can result in both physical and mental health problems ranging from high blood pressure and digestive problems to anxiety so it is important to address the issue if it becomes unmanageable".

Dr Unsworth further comments: "Although she would always recommend speaking to a professional in the first instance, there are some useful techniques which can be used to alleviate stress levels.

Eating well and staying hydrated is extremely important. Often someone's sleep will suffer as a consequence of being stressed and as a result, it is tempting to eat foods that are high in sugar and energy. This may provide short term relief to fatigue but in the long term, unhealthy eating will have a negative impact on stress levels.

Exercise is another effective way of managing stress levels. Even taking time to walk around the block can have a positive reaction as exercise can be a meditative process which releases endorphins which, in turn, improves sleep and decreases tension levels.

Finally, someone dealing with stress will benefit from taking time to do the things they enjoy. Sounds simple? It is but surprisingly, it is something often forgotten.

Seeing friends, learning a new hobby or pottering in the garden creates a distraction from stress and can also help to boost mental well-being through progressive goal setting."

If you feel you are experiencing high stress levels for a prolonged period, do speak, in the first instance, to your GP. However, you can also self-refer to Surrey and Borders Partnership's Mind Matters Talking Therapies Service which provides short courses of psychological therapy for common mental health conditions such as anxiety, depression or Obsessive Compulsive Disorder.

More information, including details on how people can self-refer, can be found at: www.mindmattersnhs.co.uk/surrey

Also visit: www.surreydownsccg.nhs.uk/gethelp for details on Improving Access to Psychological Therapies (IAPT) services in your area.

"A Nurse Sheila Ditty"

*The place was calm and peaceful, all quiet and serene
The waiting room was empty, not a patient to be seen,
The time was 9.30, it have never happened before
Then they realised they'd had coffee but not unlocked the door!*



**Ask your GP
to refer you
to Ashtead
Hospital**

Find out more by visiting
www.ashteadhospital.co.uk
or by calling 01372 221 441



Ashtead Hospital
Part of Ramsay Health Care

Bereavement

In one of our earlier issues we outlined the practicalities of dealing with Bereavement. In this issue, we consider how we face it.

The death of a loved one can be devastating, and we need to have walked that road to truly understand it.

Grief is a very individual experience, there is no 'One cap fits all' although shock and numbness are usually a common denominator.

Accepting loss is painful and brings overwhelming sadness, crying, tiredness exhaustion and often anger and guilt for perhaps something you did or didn't say; all quite normal, it's OK to question and to feel angry.

Coping with miscarriage or a stillborn birth, are losses which carry unbearable grief but are less well understood or acknowledged. That a couple may have other children is not a given but even if they do, the loss of that lost child stays with them always.

Learning how to adapt to life without a loved one, whatever the relationship, is difficult, and there are so many ways which remind us of our loss.

Well meant words such as 'I know just how you feel' are anything but helpful. How can anyone truly know how you feel? Assuming they too have experienced loss, it will be different from your loss, and at your lowest point you don't want to hear someone else's experience, you need to talk about your own; so don't be afraid to talk about the person who has died as acknowledging your loss is important. It can be very hurtful if ignored. A hug can speak volumes when words cannot be found.

Each bereavement is unique. Whilst others may put a time limit on your grief there is no time limit and only you can know when you are ready to take that first step into recovery. Little step by little step, and those who really care and understand will help you on your journey.

If you feel you really are not coping, then your GP, a bereavement councillor, or a religious minister can help.

And to end, a short verse written by Ann Lewin

*Dark place, where vulnerable, alone,
We lick the wounds of loss.
Wise friends say little,
But hold us in their love, and listen.
There are no guarantees, only reports from those who've been there,
That there is hope, and life persists.*

For further information on a considerable number of organisations offering help and advice, please contact: ashlea.ppg@talktalk.net and we will email you the full list.

Did You Know?

1. In 2015, figures show that 415 million people worldwide suffer from Diabetes and 2.8 million of these are in the UK with Type 2 Diabetes. The impact of this is that, compared to the general population, people with diabetes suffer twice the risk of developing a range of cardiovascular diseases, are 30 times more likely to have an amputation and a reduction in life expectancy.

90% of Type 2 diabetes is largely preventable by significantly reducing weight and waist size. If you are diagnosed with diabetes, do ensure you have regular check ups with your Diabetes Nurse.

2. Dyscover (www.dyscover.org.uk) offers a range of therapist led programmes and courses for people with aphasia and their families across Surrey and West Sussex. They aim to develop functional communication skills, to build confidence and to support people to re-engage in their communities. Education and awareness raising is an important part of this process.

3. Do you have a problem hearing your name called in the GP surgery? If so, please DO let the receptionist know and they can flag your records to ensure that the Doctor comes to the waiting room to call you personally.

4. Not only can you go online to book appointments and order repeat prescriptions but you can also access your health records. This enables you to view your test results and additional diagnosis information. This facility saves you a visit to the surgery and frees up an appointment slot for an unwell patient. Enquire at reception for full details.

5. Are you eligible for specific health screening? Easy reading information on available screening can be found at
www.surreyhealthaction.org.uk

6. AshLea Medical Practice Food Bank: "We are still collecting for the Food Bank at both surgeries so please do bring donations to either location-we really do need your help!"

7. Staff and patients at both surgeries raised £140 for Save the Children Christmas Jumper Day. Well done to all concerned

8. With many of us planning our summer holidays, do remember you may need extra vaccinations if you are travelling to far flung places. Check the websites and the Practice Nurse at least 6 weeks before you travel to ensure you are properly protected. Wherever your destination, remember to take plenty of sunscreen to ensure you and your family enjoy the sun without danger of skin damage and, possibly, melanoma in the future.



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