

Ashlea Medical Practice Patient Participation Group



Thank You to everyone that attended our AGM on Wednesday, 26th March.

We had a very interesting evening with lots of informative talks and also a Q&A with our PPG Chair and representatives from the Practice.

Questions and answers from the night as well as Survey results will be sent out via our mailing list individually in the coming weeks. **Are you signed up?**

Stay informed and up-to-date with Practice information, monthly newsletters, communications direct to your inbox with important updates as they happen. **Sign up [here](#).**



Members of our PPG including Richard (Chair), Jayne (Vice-Chair) Lynda (Secretary) and GP Partners Dr Yacob and Dr Williams plus our new Practice Manager, Laura Hammond.

Richard, our Chairman for the past 11 years, introduced Jayne Mansfield who will be shadowing him for this coming year with the intention of taking over as Chair in April 2026 when Richard plans to retire from the post.

Ashlea Medical Practice Patient Participation Group has been fortunate to have both Richard and our Secretary Lynda for so long and they have shaped the way it is today. **We are a strong team of 11 members and aim to keep an equal split of representatives from both surgeries.**

Practice News

Training Healthcare Professionals at AMP

As a large training practice, we want to keep you informed about the different members of our team you may encounter during your visits. We are proud to have various students and trainees as part of our practice, including:

- Student Nurses from a variety of local universities, gaining valuable clinical experience.
- Medical Students from the University of Surrey and Brighton and Sussex Medical School. These students may be from different years of training and could either be sitting in with healthcare professionals or running their own surgeries under full supervision.
- GP Trainees (also known as Registrars/Residents), who are qualified doctors and are in one of their three years of specialist training to become GPs through the local Epsom training programme.

These individuals are all dedicated to learning and enhancing their skills to provide the best care possible. You may be asked if you are comfortable seeing a student during your appointment. Please rest assured that any student will always be fully supervised by a qualified doctor or nurse. We fully support your decision if you prefer not to see a student or have one present during your consultation.

Please let our staff know if this is your preference, and we will ensure your wishes are respected.

Leatherhead PCN Joining DHC GP Federation

"Leatherhead PCN is delighted to be joining DHC and welcomes the opportunity to grow our range of services for patients in the local area. By working together, we will enable a more integrated service and give GPs and Community Partners a strong collective voice for primary care in Surrey."

Dr Mark Jones
Leatherhead PCN Director

Click [here](#) or image for more. We will also go into more detail in next month's newsletter.



Practice website:
www.ashlea.nhs.uk



Call [8-10am](#) for an **URGENT** Appointment
Call **AFTER 10am** for Non-Urgent app



Contact PPG (non-medical patient volunteer group)
ashlea.ppg@gmail.com



ASHLEA MEDICAL PRACTICE PATIENT PARTICIPATION GROUP (PPG)

Chairman's Report AGM March 2025

"A warm welcome to both patients and staff to this, our AGM for 2025.

I have been Chair of the PPG since 2014 and with a team of 10, have worked with the Practice to ensure the voice of the patients is met. It still surprises me, despite an enormous amount of publicity over the years, how many patients are unaware of who we are and what we do.

The main objectives of the PPG ;

1. To work closely with the Practice to develop a good working relationship.
2. To look for and suggest areas of improvement and to work with the Practice in finding solutions
3. To ensure the voice of patients is heard and acted upon.
4. To help the Practice provide effective services as appropriate
5. To publicise and inform patients of local health services available to them and how to take advantage of these facilities.

What will the PPG be doing in 2025/2026?

1. As in previous years, maintain the crucial link to help where we can and meet on a regular basis to ensure we are all coordinating our efforts.
2. Working with the Practice to take forward all the comments/data from the patient survey to improve services for patients.

My sincere thanks go to all members of the PPG Committee for the help and support they have given me, and of course, our superb GP's and administrative staff who are very proactive and keen to listen to our concerns and work with PPG volunteers to give our patients the best medical care possible."



Outreach, Ashtead.



Following the formal part of the AGM, we were delighted to be joined by **Jacqui Dawson, Outreach Worker** for the Elderly based in Ashtead at St George's Church.

"What is **Outreach** and what do they do" you may ask?

To be honest, it was an eye opening and very informative talk.

Regardless of your faith, or indeed no faith, you can benefit from the work and support they give to the community in Ashtead.

They aim to tackle, in their words, "the beast of loneliness", to show compassion, listen and encourage companionships and have fun, no matter the age.

All through her talk, Jacqui returned time and again to the words "**having fun**", something that doesn't exist if you are feeling desperately lonely. So, what do they do to resolve this ever-growing situation?

- Run two monthly social clubs, Evergreen and Evergreen Plus.

What has the PPG been involved with in the period 2024/2025?

1. A **patient Survey**. You will hear more on this later when Jayne presents the findings.
2. **Help with Flu Clinics**
3. **Help with Patient Health Check and Atrial Fibrillation Monitors**. The monitors were purchased by Friends of AMP. Whilst they are used daily in the surgeries, a specific session was held at LH in 2023 and repeated again at GH in 2024. Invitations were sent to those patients highlighted by the Practice and the 40+ spaces were snapped up within 10 minutes! These proved to be very successful, and more are planned for this year.
4. A **monthly Newsletter**. Lorraine is creator and editor and does a brilliant job. Our distribution list is now currently around 1500 per month and we are working on increasing this.
5. **Working with the Practice re LH premises**. This is a long-term project, and the PPG will support and help in the most appropriate manner.
6. **Instigating the use of TV monitors in the waiting areas at LH and GH**. Supplying the feeds that are shown on a rolling screen to pass to patients, interesting and relevant information.



- **Run 'At Home Summer Holiday Camp'** club for three days in August called Summertime social
- **Assist in completing Attendance Allowance, Blue Badge Forms** and signpost.
- **Listen and guide/help** people make challenges decisions and much more.

**Open Tuesday & Thursday 9-3
Wednesday 9-12**

If you would like to find out more,
call Jacqui  01372 813200
jacqui.dawson@ashteadparish.org



Everyone's home of cancer care

Following on from Jacqui, we were delighted to introduce **Ella Gibson from Maggie's**, a charity providing **free expert care and support for both patients suffering from cancer plus their family and friends.**

There are a number of Maggie's centres throughout the country, but for us, we are so lucky to have one at the **Royal Marsden in Sutton.**



If you feel you need to talk to like minded people, ask for guidance and advice or just pop in for a quiet time to enjoy a cup of coffee and perhaps read a good book, Maggie's is there for you. **This unique building is separate to the main hospital, situated in its own space and surrounded by pretty gardens. You are made welcome as soon as you step inside the door and signposted**

to the kitchen area to make a tea/coffee or whatever you fancy. **If you need to chat** to one of their medical team, join one of the classes run every week, or just enjoy a quiet time, it is up to you but if you are living with cancer or just a friend of someone who is, then this is the place to go, you certainly won't regret it.

Welcome to Maggie's

Scan or Click



Maggie's at the Royal Marsden

17 Cotswold Road,
Sutton
SM2 5NG

☎ 020 3982 3141

maggies.royalmarsden@maggies.org

The Fairfield Centre, Leatherhead



We aim to alternate the venue for our AGM each year between Ashted and Leatherhead as Ashlea Medical Practice comprises of the two sites, Gilbert House in Ashted and Linden House in Leatherhead.

This year we held our AGM in **Leatherhead at the Fairfield Centre.** The Centre is ideally suited in the middle of the town for both ease of access and parking as it is right next to the high street and the Swan Centre car park (allowing for free parking after 6pm)



Individual Membership starts at £21 per year for Mole Valley Residents.

Open Mon - Fri 10am - 4pm
Café 10am - 3.30pm
Hot Meal from 12.30pm



The Fairfield Centre offers a warm welcome to everyone aged 60+ to have fun, meet friends and learn new things. It offers a whole host of social events and exercise activities.

For further information

☎ 01372 376058

email

jo.sheedy@molevalley.gov.uk



Click **HERE** for a link to their website and membership page (Click the 'click here' under membership options and choose The Fairfield Centre under T)

- **Exercise classes** every morning, ranging from Pilates to Tai Chi, and Otago Strength and Balance to Stretch and Relaxation.
- A full packed itinerary is on offer every afternoon, such as **bingo, quizzes and singing for health.**
- A **café** service runs daily from 10am to 3.30pm offering hot & cold drinks as well as snacks and light bites.
- A **full kitchen** service offers a **two-course nutritious hot lunch** every day at 12.30pm for just £6.50 (members price).
- There are **special events every month** where members can dine in style and enjoy live entertainment.
- Other amenities also available is a **podiatry service and micro-suction.**



Fresh Meals Served Daily*

At The Fairfield Centre, Leatherhead

*Available Monday - Friday



The Centre also has rooms for hire at competitive prices.

The Fairfield Centre can be found off Leret Way beside the Swan Centre Car Park.

For an electronic copy of their monthly newsletter, please email or pop into the Centre for a paper copy.

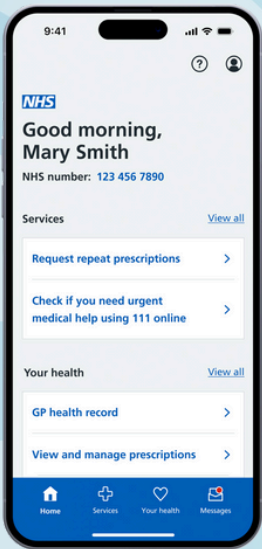


Need help using the NHS app?

Bookham Library

Friday 4th & 11th April
10am-1pm, 2-4pm

Not just for Covid! Heard how great the NHS App is, but still not sure where to start or how to use it? Then book yourself in for a session with one of our friendly advisors.



We can help you with:

- Setting up your NHS Account
- Downloading the NHS App on to your **phone, or accessing it on your tablet or laptop**
- Using it to order repeat prescriptions in seconds
- How to view your health record on the App
- How to view your test results
- Any other NHS App questions!

Please bring photo ID and your own device, if you have one.

Tel: 0345 600 9009 (option 6)

Email: bookham.library@surreycc.gov.uk

Visit: Bookham Library,

Townshott Close

KT23 4DQ



Surrey Heartlands