



Healthcare in Surrey

...when and where you need it.

This guide tells you about health services in Surrey and how to get the help and treatment you need, when you need it. It's full of useful information and contact details, so keep it somewhere handy!

NHS Surrey. Who are we?

NHS Surrey is the new name for Surrey Primary Care Trust. It's our job to help you and your family keep healthy and make sure you can get the services you need, when you need them.

Surrey has a population of over a million people and in 2009 we will have around £1.5 billion to spend on your healthcare. This money will be used to plan and buy healthcare from hospitals, community, mental health and ambulance services.

We work with Surrey Community Health Services and Central Surrey Health who deliver frontline services including the running of community hospitals, community nursing and therapy services. We also work with GPs, dentists, opticians and pharmacists.

We work in partnership with social care (Surrey County Council), the voluntary sector, local boroughs and hospitals and other local partners.



Our priorities for the year ahead

- Making Surrey healthier – by reducing the number of people who smoke, tackling obesity, reducing sexually transmitted diseases, and detecting and treating illnesses early.
- Reducing waiting times – for people in A&E and for people who are referred to hospital.
- Continuing to reduce healthcare associated infections including MRSA.
- Working in partnership with GPs to make sure we buy the right services, based on the health needs of local people.
- Improving patient care by working closely with Surrey County Council, our Local Involvement Network and local people.
- Meeting our financial targets so we can invest in improving services.



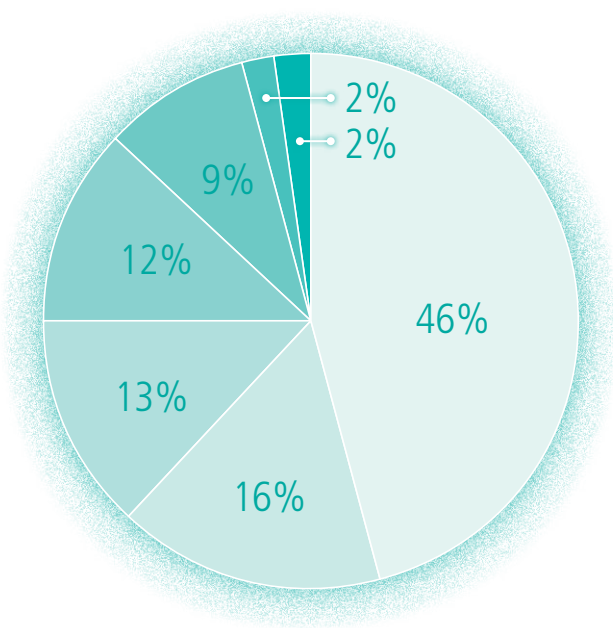
How do we measure up?

Healthcare services are monitored by the Healthcare Commission. Every year NHS organisations are given a rating for their 'quality of services' (e.g. safety, patient experience) and 'use of resources' (money). The latest results were published in October 2008 and in Surrey we moved up to a 'fair' rating for both areas. See www.healthcarecommission.org.uk for details.

Where your money goes

This year (2008/09) we've spent over £1.4 billion on healthcare in Surrey.

Here's where your money goes:



General and acute commissioning	£647m – 46%
Mental health, learning disabilities and other placements	£235m – 16%
Primary care	£185m – 13%
Prescribing	£166m – 12%
Community services	£125m – 9%
Other healthcare costs	£28m – 2%
Corporate	£31m – 2%

Find out more about healthcare in Surrey at www.surreyhealth.nhs.uk

Learning from complaints

Your feedback helps us continually improve services. We do our best to get things right but if you have an issue or problem that you need help with, our PALS service is here to help in the first instance (see Advice and information section).

If you decide you would like to make a complaint, you can contact us on **01372 201700**.

Healthcare when and where you need it

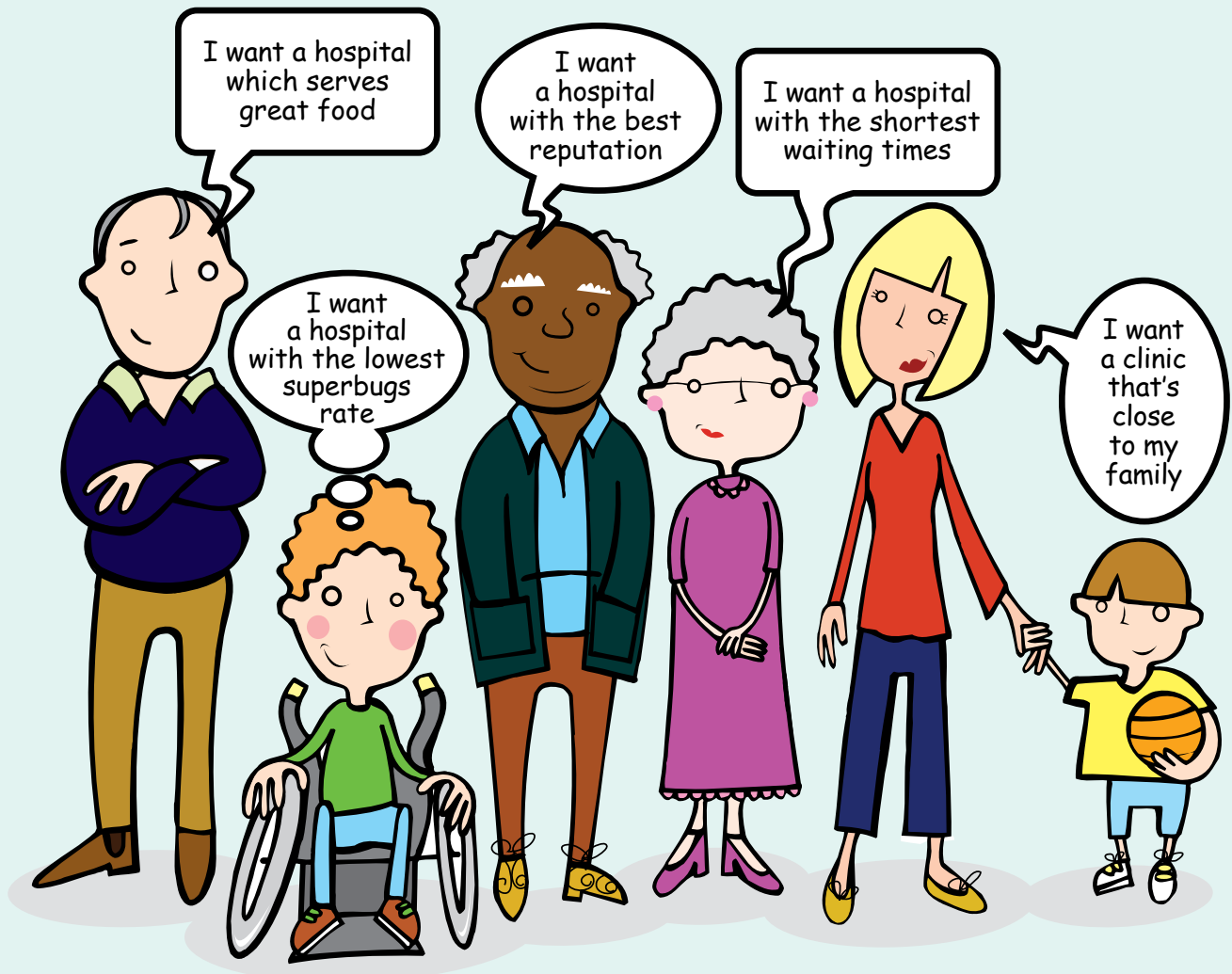
Last year, as part of a national survey, people in Surrey told us what they thought of healthcare in the county. They told us one of the biggest problems was being able to make an appointment with their GP when it suited them. So we've worked with local practices to make it even easier for you to see a doctor. Now over 60% of GP practices across Surrey offer early morning, evening or even weekend appointments. Check which practices offer this service inside this leaflet.



Developing a GP led health centre

We will soon be opening a new GP led health centre in Ashford that will be open from 8am to 8pm, 7 days a week. If you live locally you will be able to simply walk in and see a doctor or nurse – similar to the current walk-in centre - or phone and book an appointment in advance. You won't need to be registered with the new health centre but if you do choose to register you will have access to the full range of services on offer. We expect the new centre to open summer 2009.

Whatever your reason...



...it's your right to choose.

Now if you need to see a specialist you can choose to go to any hospital in England, including many private and independent sector hospitals.*

You can choose the hospital with the best reputation or shortest waiting times, or simply the one that is most convenient for you.

For more information, ask your GP practice or visit our website.

www.nhs.

**It's
your
choice**

* You may not be given a choice when referred to mental health services or where speed of access is important, such as suspected stroke, heart attack or cancer.

Advice and information

Healthcare can be complicated and as a patient, relative or carer sometimes you may want to turn to someone for help, advice and support. That's where our Patient Advice and Liaison Service (PALS) comes in!

We have five PALS managers across Surrey, each with expert knowledge of their area and local services.

Please call the number for the area where you live (lines open Mon-Fri 9am – 5pm). Or you can email pals@surreypct.nhs.uk

Epsom, Ewell, Leatherhead, Esher, Cobham, Banstead, Thames Ditton, Molesey and Dorking	01372 384397
Redhill, Reigate, Horley, Caterham, Lingfield and Oxted	01737 214842
Guildford, Godalming, Haslemere, Cranleigh and Farnham	01372 201723
Staines, Ashford, Chertsey, Weybridge and Walton	01932 722405
Woking, Byfleet, West Byfleet, Lightwater, Chobham, Frimley and Camberley	01483 846212

Living well

We run Expert Patients Programmes across Surrey for people living with long-term health conditions. They are free NHS courses that work on the principle that people with long-term conditions such as Multiple Sclerosis (MS), diabetes and arthritis have 'expert' knowledge of their condition, so they are well placed to share their experiences and support others in a similar situation. Courses run over six weeks in sessions of two and a half hours. Call us on **01372 201700** for details.

Get involved

Listening to what people tell us about healthcare in Surrey is a vital part of what we do. If we're buying healthcare services on behalf of the Surrey population it's really important we talk to people who've used them and those who may use them in the future so we can understand what people need.

If you're interested in local health services, why not become part of our Patient and Public Involvement Network? Call us on **01372 201700** for details.

Or you could join Surrey's Local Involvement Network (LINK) which was set up to ensure local people are fully involved in all aspects of health and social care services in Surrey – call **01225 701120** to find out more.

Are we speaking your language?

If you would like a copy of this leaflet in large print, on audio tape or translated into your language phone **01372 201722**.

CHINESE 若你想要取得更多以你語言撰寫的資料，請依以下地址聯絡我們。

SPANISH Si usted desea más información en su propia lengua, por favor contáctenos en la dirección indicada al pie.

URDU اگر آپ اپنی ہی زبان میں مزید معلومات چاہتے ہیں تو براہ کرم ہم سے مندرجہ ذیل پتے پر رابطہ کریں۔

PORTUGUESE Se quiser mais informação na sua língua, por favor entre em contacto connosco no endereço abaixo indicado.

NHS Surrey · Cedar Court · Guildford Road · Leatherhead · Surrey · KT22 9AE

Tel: **01372 201700** · www.surreyhealth.nhs.uk

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Who can help?

You can!

There's a lot you can do to look after yourself. Eating a healthy diet, exercising regularly, drinking sensibly and not smoking will all help keep you well and reduce the chances of developing illnesses like cancer, chronic heart disease and diabetes.

Where to get help if you get ill

With the right advice and information, many everyday illnesses like colds, tummy bugs and flu can easily be treated at home. If you do get ill there are many places you can go for advice – here are just a few of them:

NHS Direct – is a 24 hour, confidential, health advice line staffed by health advisors - call **0845 46 47** or see **www.nhsdirect.nhs.uk**

Pharmacists can give advice on medicines, everyday illnesses and treatments you buy over-the-counter. They can also give advice about emergency contraception (known as the morning after pill), chlamydia screening and stopping smoking.

Fast, easy access to a doctor

Your GP can help with most medical problems. When you need to see a doctor, practices should offer you an appointment within two working days. You should be able to book an appointment more than two days in advance if you want to.

Registering with, or changing, GP

If you are not registered with a doctor and would like to find out about GP surgeries in your area, the services they offer and opening times, call **NHS Direct** on **0845 46 47** or visit NHS Choices at **www.nhs.uk**

Getting help when your surgery is closed

In an emergency – for example if someone is unconscious, suffering from chest pain or if they are losing blood – **you should call 999 or go straight to your nearest accident and emergency (A&E) department.** Remember,

A&E and ambulance services are for people with life-threatening conditions – people who use them for everyday illnesses like colds and flu may stop others from getting the urgent care they need.

If it's not an emergency but you need to see a doctor and it can't wait until your surgery re-opens, call your practice and follow the instructions to contact the GP out-of-hours service.

NHS walk-in centres and minor injuries units

If you have a walk-in centre or minor injuries unit nearby, they can help with minor injuries such as cuts that need stitches, sprains and superficial burns. You don't need to make an appointment – see below for details of your nearest centre.

ASHFORD WALK-IN CENTRE

Ashford Hospital, London Road, Ashford, Middlesex, TW15 3AA
Open 10am - 10pm, 7 days
01784 884306

REDHILL WALK-IN CENTRE

East Surrey Hospital, Canada Avenue, Redhill, RH1 5RH
Open 8am - midnight, 7 days
01737 768511 x 2786

ROYAL SURREY COUNTY HOSPITAL WALK-IN CENTRE

Egerton Road, Guildford, GU2 7XX
Open 8.30am - 9pm, 7 days
01483 402788

WEYBRIDGE WALK-IN CENTRE

Weybridge Community Hospital, 22 Church Street, Weybridge KT13 8DY
Open 7am - 7pm, Monday - Friday
9am - 3pm weekends and bank holidays
01932 826013

...continued on next page

Who can help?

WOKING WALK-IN CENTRE

Woking Community Hospital,
Heathside Road, GU22 7HS
Open 7am - 10pm, Monday - Friday
9am - 7pm, weekends and bank holidays
01483 715911

HASLEMERE MINOR INJURIES UNIT

Haslemere Community Hospital,
Church Lane, Haslemere GU27 2BJ
Open 8.30am - 5pm, Monday - Friday
01483 782334

Surrey hospitals

ASHFORD HOSPITAL (NO A&E)

London Road, Ashford, Middlesex TW15 3AA
01784 884488
www.ashfordstpeters.nhs.uk

EAST SURREY HOSPITAL

Canada Avenue, Redhill, RH1 5RH
01737 768511
www.surreyandsussex.nhs.uk

EPSOM GENERAL HOSPITAL

Dorking Road, Epsom, KT18 7EG
01372 735735
www.epsom-sthelier.nhs.uk

FRIMLEY PARK HOSPITAL

Portsmouth Road, Frimley, Camberley, GU16 7UJ
01276 604604
www.frimleypark.nhs.uk

ROYAL SURREY COUNTY HOSPITAL

Egerton Road, Guildford, GU2 7XX
01483 571122
www.royalsurrey.nhs.uk

ST PETER'S HOSPITAL

Guildford Road, Chertsey, KT16 0PZ
01932 872000
www.ashfordstpeters.nhs.uk

Surrey community hospitals

CATERHAM DENE HOSPITAL

Church Road, Caterham, CR3 5RA
01883 837500

COBHAM HOSPITAL

(Including Cobham Day Surgery)
168 Portsmouth Road, Cobham, KT11 1HT

CRANLEIGH VILLAGE HOSPITAL

6 High Street, Cranleigh, GU6 8AE
01483 782400

DORKING GENERAL HOSPITAL

Horsham Road, Dorking, RH4 2AA
01306 887150

FARNHAM COMMUNITY HOSPITAL

Hale Road, Farnham, GU9 9QL
01483 782000

HASLEMERE COMMUNITY HOSPITAL

Church Lane, Haslemere, GU27 2BQ
01483 782300

LEATHERHEAD HOSPITAL

Poplar Road, Leatherhead, KT22 8SD
01372 384384

MILFORD SPECIALIST REHABILITATION CENTRE

Tuesley Lane, Milford, GU7 1UF
01483 782000

MOLESEY HOSPITAL

High Street, East Molesey, KT8 0LU
020 8941 4481

THE NEW EPSOM AND EWELL COTTAGE HOSPITAL

West Park, Horton Lane, Epsom, KT19 8PB
01372 734834

WALTON COMMUNITY HOSPITAL

Rodney Road, Walton-upon-Thames, KT12 3LD
01483 414205

WEYBRIDGE HOSPITAL & PRIMARY CARE CENTRE

22 Church Street, Weybridge, KT13 8DY
01932 826013

WOKING COMMUNITY HOSPITAL

Heathside Road, Woking, GU22 7HS
01483 715911

GP practices in Surrey

Surgeries that offer extended opening hours are marked with a ●

ADDLESTONE

The Crouch Oak Family Practice ● 01932 840123

ASH VALE

Ash Vale Health Centre ● 01252 317551

ASHFORD

Feltham Hill Road Surgery 01784 252027

Fordbridge Road Medical ● 01784 242251

Stanwell Road Surgery ● 01784 253565

The Studholme Medical Centre ● 01784 420700

ASHTEAD

St Stephen's House ● 01372 272069

The Ashlea Medical Practice 01372 375666

BAGSHOT

Park House Surgery ● 01276 476333

BANSTEAD

Nork Clinic ● 0844 576 9008

The Longcroft Clinic ● 01737 359332

BETCHWORTH

The Surgery (Tanners Meadow) 01737 843259

CAMBERLEY

Camberley Health Centre 01276 20101

Gordon Road Surgery ● 01276 459040

Heatherside Surgery ● 01276 64758

Old Dean Surgery 01276 29119

Park Road Surgery ● 0844 4773 353

CATERHAM

Caterham Valley Med. Practice ● 01883 347811

Chaldon Road Surgery ● 01883 345466

Town Hill Medical Practice ● 01883 331901

CHERTSEY

The Abbey Practice ● 01932 565655

The Bridge Practice ● 01932 561199

CHIDDINGFOLD

Chiddingfold Surgery ● 01428 683174

CHOBHAM

Chobham Surgery ● 01276 857117

CLAYGATE

Capelfield Surgery 01372 462501

Lantern Surgery ● 0208 335 6600

COBHAM

Cobham Health Centre 01932 867231

CRANLEIGH

Cranleigh Health Centre ● 01483 782478

DORKING

Medwyn Surgery ● 01306 889490

North Holmwood Surgery ● 01306 885802

The Leith Hill Practice ● 01306 711105

The New House Surgery 01306 881313

Riverbank Surgery 01306 875577

EAST HORSLEY

East Horsley Medical Centre 01483 284151

EAST MOLESEY

The Glenlyn Medical Centre ● 0208 979 3253

The Vine Medical Centre 0208 979 4200

EGHAM

Grove Medical Centre 01784 433159

EPSOM

Ashley Centre Surgery ● 01372 723668

Derby Medical Centre ● 01372 726361

The Old Cottage Hospital ● 0844 412 2232

EPSOM DOWNS

Tattenham Health Centre ● 01737 362345

ESHER

Esher Green Surgery ● 01372 462726

Littleton Surgery ● 01372 462235

EWELL

Auriol Medical Practice ● 0208 337 5533

Fountain Surgery ● 0208 394 2367

Fitznells Manor Surgery ● 0844 412 2232

Spring Street Surgery 0208 394 1362

GP practices in Surrey

Surgeries that offer extended opening hours are marked with a ●

FARNHAM

Dr O'Donnell and Partners ● 01252 737387

Farnham Dene Medical Practice ● 01252 730100

Holly Tree Surgery 01252 793183

The Downing Street Surgery ● 0844 412 5888

The Ferns Medical Practice ● 01252 723122

FRIMLEY

Frimley Green Medical Centre ● 01252 835016

Station Road Surgery 01276 62622

GODALMING

Springfield Surgery 01252 703122

The Mill Medical Practice 01483 239903

Binscombe Medical Centre 01483 415115

GODSTONE

Pond Tail Surgery ● 01883 742279

GREAT BOOKHAM

Eastwick Park Medical Centre 01372 452081

Fairfield Medical Practice ● 01372 455450

GUILDFORD

Austen Road Surgery ● 01483 564578

Dapdune House Surgery ● 0844 4778900

Fairlands Medical Practice 01483 594250

Guildowns Group Practice ● 0844 477 3051

Merrow Park Surgery 01483 503331

New Inn Surgery ● 01483 301091

Shere Surgery 01483 202066

St Luke's Surgery ● 0844 4778716

St Nicolas Surgery ● 01483 303200

Wonersh Surgery 01428 682218

Woodbridge Hill Surgery 08444 778663

HASLEMERE

Haslemere Health Centre ● 01483 783000

HINDHEAD

Grayshott Surgery 01428 604343

HORLEY

Birchwood Medical Practice ● 0844 8151990

Wayside Surgery 01293 782057

LEATHERHEAD

Ashlea Medical Practice 01372 375666

The Molebridge Practice ● 01372 379941

LIGHTWATER

Lightwater Surgery ● 0844 815 1127

LINGFIELD

Lingfield Surgery ● 0844 4778677

MERSTHAM

The Moat House ● 01737 642207

MILFORD

Hurst Farm Surgery ● 01483 415885

OLD WOKING

Greenfields ● 01483 771171

OTTERSRAW

Ottershaw Surgery ● 01932 875001

OXSHOTT

Oxshott Medical Practice 01372 844000

OXTED

The Health Centre ● 01883 734000

PEASLAKE

Peaslake Surgery & Dispensary ● 01306 730875

PIRBRIGHT

Pirbright Surgery, Old Vicarage ● 01483 474473

REDHILL

Earlswood Surgery 01737 236491

Greystone House Practice ● 01737 761203

Holmhurst Medical Centre ● 01737 647 070

The Hawthorns 01737 762902

Woodlands Surgery 01737 765186

REIGATE

South Park Surgery 01737 240022

The Wall House ● 01737 244325

GP practices in Surrey

Surgeries that offer extended opening hours are marked with a ●

SEND

Villages Medical Centre ● 01483 226330

SHEPPERTON

Shepperton Health Centre 01932 220524

Upper Halliford Medical Centre ● 01932 785496

SMALLFIELD

Smallfield Surgery ● 01342 843822

STAINES

Knowle Green Medical ● 01784 883654

Staines & Thameside Medical ● 01784 454164

Staines Health Group ● 01784 465229

The Hythe Medical Centre ● 01784 454965

STANWELL

St David's Health Centre ● 01784 883933

STONELEIGH

Stoneleigh Medical Centre 0208 786 7744

Stoneleigh Surgery ● 0208 393 6051

SUNBURY-ON-THAMES

Homewaters, Green Street 01932 784004

Sunbury Health Centre ● 01932 713399

TADWORTH

Heathcote Medical Centre ● 01737 360202

Tadworth Medical Centre ● 01737 362327

THAMES DITTON

Giggs Hill Surgery 0208 398 8619

The GP Centre (Thorkhill) ● 0208 398 3141

VIRGINIA WATER

Packers Surgery ● 01344 842951

WALTON-ON-THAMES

Ashley Medical Practice 01932 252425

Fort House Surgery ● 01932 253055

The Health Centre (Dr Arnold et al) ● 01932 228999

The Health Centre (Dr Meechan et al) ● 01932 228999

The Health Centre (Dr Littlewood et al) ● 01932 228999

The Health Centre (Dr Gibson et al) ● 01932 228999

The Surgery (Pleasant Place) 01932 229033

Walton Health Centre 01932 228999

WARLINGHAM

Elizabeth House Surgery ● 01883 625262

Warlingham Green Medical Practice ● 01883 625532

WEST BYFLEET

Parishes Bridge Med. Practice ● 01932 336933

West Byfleet Health Centre 01932 340484

West Byfleet Health Centre ● 01932 336880

WEST EWELL

Cox Lane Surgery 0208 391 4859

WEYBRIDGE

Church Street Practice ● 01932 853366

Weybridge Health Centre (Dr De Sousa) 01932 853366

WHYTELEAFE

Whyteleafe Surgery ● 01883 624181

WITLEY

Witley Surgery 01428 682218

WOKING

College Road Surgery 01483 771309

Heathcot Medical Practice ● 01483 761100

Hillview Medical Centre 01483 766333

Maybury Surgery ● 01483 728757

Sheerwater Health Centre 01932 343524

South View Surgery ● 01483 763186

St John's Health Centre ● 0844 477 1852

Sunny Meed Surgery 01483 772760

York House Medical Centre 01483 760014

WORCESTER PARK

Shadbolt Park House Surgery ● 0208 337 3966

Other services

ACTION FOR CARERS SURREY

01483 302748 www.carersnet.org.uk

AGE CONCERN SURREY

01483 503414

CARE HOMES/HOME-BASED CARE

See www.surreycc.gov.uk for information on residential and nursing homes

CHILDREN AND FAMILY SUPPORT

(information and help for parents and families)

Family Line Surrey: **0808 800 5678**

CONTRACEPTION/FAMILY PLANNING

For advice on family planning issues and sexual health, including details of local clinics offering emergency contraception, visit www.surreyhealth.nhs.uk or call the Family Planning Association **0845 122 8690**

DRUG AND ALCOHOL PROBLEMS

Surrey Alcohol and Drug Advisory Service

01483 590150

Surrey Young People's Service (for the under 19s)

01737 773482

HIV/AIDS AND SEXUAL HEALTH

For help and support with HIV and Aids contact the Sexual Health Line on **0800 567123** or The Terence Higgins Trust on **0845 1221 200**

MENTAL HEALTH SERVICES

First Steps is an NHS-led service that offers friendly advice and information on mental health and emotional issues and can also signpost people to other local services. Call the free and confidential helpline, staffed by trained mental health professionals, on **0808 801 0325** or email first.steps@nhs.net Surrey and Borders Partnership Foundation NHS Trust provide specialist mental health services in Surrey. Call **01883 383838** or see www.sabp.nhs.uk

NHS DIRECT AND NHS CHOICES

Call **0845 46 47** for health information and advice 24 hours a day or visit NHS Choices at www.nhs.uk

SOCIAL CARE

Surrey County Council provides help and support to individuals, families, and children. For more information, contact **03456 009 009** or see their website at www.surreycc.gov.uk

For urgent social care advice outside normal office hours contact the Emergency Social Care Team on **01483 517898**.

YOUNG PEOPLE

Connexions offer advice and information for 13-19 year olds, call **080 800 13 2 19** or see www.connexionssurrey.co.uk



UNDER 25?

Order your FREE chlamydia home test kit today!

One in ten young people who are sexually active have chlamydia. Most people with chlamydia won't have any symptoms but untreated it can lead to infertility for men and women.

If you're under 25, or you have children this age, the Surrey Chlamydia Screening Programme offers free testing – visit www.surreycscreen.nhs.uk or call **0800 019 8589** for details.

For the latest news and advice in an emergency such as pandemic flu or extreme weather
www.surreyalert.info

A young child with light hair, wearing an orange t-shirt with a colorful graphic of a fruit, is sitting and reading a book. The child is looking down at the pages. The background is slightly blurred, showing what appears to be a play area with a wooden chair and a table.

NHS

Are your children protected?

Immunisation is the safest way to protect your children from serious diseases such as measles, meningitis, whooping cough and polio.

If they haven't already been immunised it's not too late – call your GP practice today. www.immunisation.nhs.uk

immunisation

the safest way to protect your child



**Wouldn't we all like to be a bit healthier, a little fitter
– and have a little more money in our pocket?**

Stopping smoking is the single best thing you can do to improve your health and reduce your risk of suffering from smoking related illness. For free help to quit smoking call **0845 602 3608** or email **stop.smoking@surreypct.nhs.uk**



SMOKEFREE



For help finding an NHS dentist call the **Surrey Dental Helpline** on **0845 271 2040**.

You can also call if you need dental treatment but are not registered with a dentist or if you need urgent care when your dental practice is closed.

