

Practice News

Lynn Whittaker Retires

This month we say a fond farewell to Lynn Whittaker, **one of our longest standing receptionists at Gilbert House.**

Lynn has been part of the team for the last 28 years and has seen many changes within the NHS and the practice itself. She has seen lots of new babies registered and has watched many of those babies grow into adulthood, including many of our own GP families.

Lynn will be missed by staff and patients alike, all of us at here at Ashlea Medical Practice wish her a very well deserved retirement.

On behalf of us all, Thank You Lynn!!

Website Stats for January '26



- 1951 requests via the website in total
- Mondays are the busiest day for requests
- 8am-11am are when the higher volume of requests are submitted



- Repeat prescription is the form submitted most often



Other website stats:

- How patients access the website:
59.3% via a mobile, 38.4% via a desktop,
1.3% via a tablet
- Most popular page visited: Appointments

Feedback Please!

Please go online. Take a look and explore our website & the different sections and information.

- Tell us what you like and what works well.
- Something missing? What would you would like to see?

Follow this link and let us know!

Patient feedback – Ashlea Medical Practice



**New Year -
New Website!**

You asked, we listened.

- **Welcoming Ashleigh!**
- **Request your Non-Urgent Appointments, throughout the day**
- **Meet The Team!**
- **Access information 24 hours a day**
- **Request Repeat Prescriptions 24 hours**

Our partners, and indeed all our staff here at Ashlea Medical Practice, have been as keen as our patients to make the process of getting in touch with us easier, more streamlined and less stressful. We understand how hard it can feel to see a GP when you need one and, as patients ourselves, we are not immune to endless queueing on the phone lines.

Alongside changes in NHS guidelines and initiatives, together with **listening to feedback submitted in our patient survey** (October 2024) we have created our new, **improved website** that is **designed to make this process easier**. For every patient that goes online and contacts the surgery through the site (**nearly 2000 in January '26**) this is one less phone-call being dealt with by our reception team, **and one more place up the queue for those of you that need to ring us for those urgent, on the day, needs.**

***We know not everyone wants to, or can, go online.
No Problem!!***

Ring in as usual and our Patient Care Co-ordinators will help you with your query.

For patients that are comfortable to go online, and for the many of you that actually prefer to, our first newsletter of 2026 is dedicated to introducing and explaining just some of the benefits of using our website for all of your non-urgent needs.

Practice website:

www.ashlea.nhs.uk



Need an **URGENT** Appointment?
Same day or very soon -Ring in from 8am.
For non-urgent, go online or ring after 10am.



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



Linden House 01372 375666



Gilbert House 01372 276385





Introducing our digital assistant Ashleigh!

Access your health and care services without needing to speak to the doctor first!

As soon as you access the [website](#), Ashleigh will pop up in the bottom right hand corner of the screen. 'She' can help you navigate different areas of the page and direct you efficiently to the most appropriate services for your query.

Why not give her a try?!

Hi, I am Ashleigh, your digital assistant. How may I help you today?



[FRIENDS & FAMILY TEST](#)

Clicking on the [Friends and Family Test](#) allows you to let us know how we are doing - what we did right and where we can improve. This is one way we are measured by the Care Quality Commission (CQC). **Rate us after every visit.**

Latest News

- FFT results - November 2025
12TH NOVEMBER, 2025
- FFT results - October 2025
12TH OCTOBER, 2025
- FFT results - September 2025
12TH SEPTEMBER, 2025
- Catheter, stoma and irrigation appliances - new prescription service
12TH AUGUST, 2025

Gilbert House Surgery
39 Woodfield Lane
Ashted
Surrey
KT21 2BQ
Call: 01372 276385

Linden House Surgery
30 Upper Fairfield Road
Leatherhead
Surrey
KT22 7HH
Call: 01372 375666

[FRIENDS & FAMILY TEST](#) [UPDATE YOUR DETAILS](#) [COMPLAINTS](#) [SELF HELP](#)

[FLU AND COVID VACCINATIONS](#) [MEET THE TEAM](#) [CARERS](#) [REFERRALS](#)



[MEET THE TEAM](#)

Some of our team

From our GP Partners, Associates and Nurses to our additional healthcare staff and practice management. [Find out more](#) about the team, including our areas of special interest.



[APPOINTMENTS](#)

[Make, change or cancel an appointment](#)

Appointments for any NON-URGENT condition can be made, changed or cancelled via the website, saving you precious time on the phonedines.

Access the [website](#) within opening hours of 8am-6.30pm Monday-Friday and submit your request for a non-urgent appointment which will then be reviewed and the surgery will contact you within 3 working days.



[PATIENT GROUP](#)

[Find out about our PPG and how you can join](#)



Stay fully informed at all times with important news and developments at your surgery. All delivered to your email as soon as we **publish our newsletter, plus important updates, as they happen.**

[Click](#) to add yourself to the Patient Participation Group* email, distribution list.

*Non medical patient volunteer group working with AMP and acting on behalf of all patients.

[Dr Mark Jones](#)

MRCGP MBChB

GP Partner - Linden House Surgery
Male

Special interest in care of the elderly.
Practice representative at Surrey Heartlands ICP.

[Mandy Mullins](#)

Advanced Nurse Practitioner
Female

Background in Emergency and Urgent Care. Independent prescriber. Sees and treats urgent on the day minor illness and injuries

[Sujata Lama](#)

Pharmacist
Female

[Dr Aalia Khan](#)

Bsc (Hons) MBBS MRCGP DRCOG DFSRH

GP Partner and GP Trainer - Linden House Surgery
Female

Special interest in women's health.

[Jess Lockwood](#)

First Contact Physiotherapist (FCP)
Female

[Dr Alison Anderson](#)

MB BS DRCOG MRCGP

GP Partner and GP Trainer - Gilbert House Surgery
Female

[Dr Kalpana Navaratnarasah](#)

MBBS BSc MRCGP

GP Partner - Gilbert House Surgery
Female

Special interest in diabetes.

GP Tutor for University of Surrey and Brighton and Sussex medical schools. Practice representative for the Local Medical Committee. Special interests in paediatrics, mental health and palliative care.

We can email our Newsletter direct to your inbox monthly as we publish. Contact us now and we will add you to our distribution list -

ashlea.ppg@gmail.com

