

HOW TO REGISTER WITH US

To join the surgery, you usually have to live within our practice boundary. You can find out if you are by visiting our website, or scan the QR code here:



If you're eligible, you can complete the online patient registration form. Alternatively, visit one of our surgeries and our reception team will be happy to help.

TRIAGE & APPOINTMENT BOOKING

You can request urgent appointments online from Monday to Friday between 8:00am and 6:30pm. Routine care and administrative requests can be submitted online at any time (24/7) via www.guilddowns.nhs.uk. You can also contact us by phone or visit the surgery during our opening hours (Monday to Friday, 8:00am to 6:30pm, excluding bank holidays). If you prefer not to speak at the desk, you may complete a privacy slip and our team will pass your request to the on-call doctor on your behalf. All medical requests are then reviewed by a doctor, who will either respond directly or arrange for the most appropriate clinician to help you. This may be a GP, nurse, pharmacist, paramedic, advanced nurse practitioner or first-contact physiotherapist. You may be directed to another suitable service if this is the best option for your care. Our website can also be used to request test results, update contact details or submit administrative queries, though responses are provided during opening hours only. Please note that same-day appointments are reserved for urgent clinical problems.



**SCAN HERE FOR EASY
ACCESS TO OUR
REQUEST FORM**

REPEAT PRESCRIPTIONS

The quickest way to request a repeat prescription is via the NHS App. We are unable to accept requests by phone and so if you're unable to use the app, requests can be made via our website, in person, or by handing in the tear-off slip at reception. Please allow 3 working days for processing.

To reduce medicine waste and ensure safe prescribing, prescriptions cannot be issued early.

If you run out of medication urgently, you can contact NHS 111 online or call 111 for an emergency prescription service. Some pharmacies may also be able to supply medicines in an emergency, though some might incur a fee.

TEST RESULTS

You can view your test results via the NHS App. Alternatively you can submit an administrative request through our website, or contact reception. For confidentiality reasons, results can only be released to the patient they relate to, unless prior permission has been given or the patient is unable to understand the results. Photo ID may be required.

COMPLAINTS & FEEDBACK

Feedback helps us to learn and to improve services. If you wish to share your views and experiences, please speak to a member of staff. If you wish to make a formal complaint, we advise this is done as soon as possible after the event.

Please view our complaints leaflet, website, or ask reception for further details. Please be assured, if you do choose to make a complaint, you will not be discriminated against or subjected to any negative effect on your care.

Please visit: www.guilddowns.nhs.uk/give-surgery-feedback/ for further details.

SERVICES AVAILABLE

Family Planning
Cervical cytology (smears)
Child and baby health
Routine immunisations
Chronic disease management
Minor Surgery
Cryotherapy
Ear irrigation
Smoking cessation advice
Seasonal vaccinations
First contact physiotherapy
Social prescribing
Chaplain listening service
GP Integrated Mental Health Service
Extended Access
(pre-bookable evening and weekend appointments)

**Do you want to get involved in helping shape our services to best meet our patients' needs?
Join our Patient Participation Group.**

Our Patient Participation Group meets quarterly to discuss and support the running of the practice, look at the services the practice offers, patient experience and how improvements can be made for the benefit of patients and the practice. The group is open to all patients. Please visit our website or speak to reception for further information.

OUR TEAM

DOCTORS

Dr Colin Oh

Dr Abhijit Hosangady

Dr Michael Baker

Dr Rani Shenoy

Dr Desislava Beeharry

Dr Susan Denton

Dr Mohammed Hadid

Dr Rosalind Lloyd

Dr Daniel Hazeldean

Dr Emma Sattelle

Dr Nicole Muller

Dr Claire Rawlinson

Dr Sasha Wyatt

Dr Imran Khan

Dr Maria Melberg

Dr Susannah Earle

Dr Hemamali Nanayakkara

Dr Thomas Li

MANAGEMENT

Practice Business Manager: Camilla Walker

Operations Manager: Anthea Hay

Patient Services Manager: Kirsty Salmon

Human Resources Manager: Lily Barker

guildowns.practice@nhs.net

www.guildowns.nhs.uk

01483 409 309

ABOUT US

We are a large GP training practice in Guildford, operating across three surgeries as well as a dedicated Student Health Centre on the University of Surrey campus. Our team includes 18 GPs, who are supported by a skilled multi-disciplinary team of nurses, pharmacists, allied health professionals, and administrative staff.

Our four sites form the Guildford West and North Primary Care Network, through which we work closely with health, social care, and community partners to deliver coordinated, population-focused care.

OUR MISSION

Our mission is to provide high-quality healthcare with courtesy, friendliness, and efficiency, guided by our core values; compassion, inclusivity, integrity, innovation, sustainability

OPENING HOURS & ACCESSING CARE WHEN WE ARE CLOSED

We are open Monday - Friday from 8:00am-6:30pm, excluding bank holidays. If you need medical advice when we are closed, please use **NHS 111 online** or call **111**. In a life-threatening emergency, call **999**. You can also attend:

Woking Walk-In Centre

Open 8:00am-8:00pm, 365 days a year
Heathside Road, Woking, GU22 7HS; Tel: 01483 846209
or

Urgent Treatment Centre at Haslemere Hospital

Open 8:00am-5:00pm, 365 days a year
Church Lane, Haslemere, GU27 2BJ; Tel: 01483 956500

DISABILITY ACCESS & REASONABLE ADJUSTMENTS

If you have a disability or require reasonable adjustments, please let us know. Information on disability access and reasonable adjustments is available at:

www.guildowns.nhs.uk/disability-access-reasonable-adjustments/

GUILDOWNS GROUP PRACTICE Patient Information



THE OAKS SURGERY

Applegarth Avenue, Guildford, GU2 8LZ

WODELAND SURGERY

Wodeland Avenue, Guildford, GU2 4YP

STOUGHTON SURGERY

2 Stoughton Road, Guildford, GU1 1LL

THE STUDENT HEALTH CENTRE

University of Surrey, Guildford, GU2 7XH



Armed Forces veteran
friendly accredited
GP practice



Gambling Harms
accredited GP practice



Proud to be an
#activepractice



Providing NHS services