Farnham Herald

114 - 115 West Street, Farnham, Surrey GU9 7HL
Main Switchboard: **01252 725224**
Editorial email: **news@farnhamherald.com**
Fax (advertising) : **01252 899257**
Fax (editorial) **01252 899267**
Tele Ads: **01252 899299**
Subscription/Circulation: **01252 899234**
Website: **www.farnhamherald.com**

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Care service in rude health on eve of first anniversary

By Daniel Gee
daniel.gee@farnhamherald.com

WITH the National Health Service set to turn 70 on July 5, Farnham's own trail-blazing health service is also marking its own first anniversary this month - driving forward one of the most significant change programmes in the history of the NHS.

Bringing together multiple health disciplines under one roof in Farnham Hospital's former renal dialysis unit, the Farnham Integrated Care Service was launched in June 2017 as part of one of 50 NHS Vanguard programmes across the country, developing new care models to act as blueprints for the NHS moving forward.

Much has been learned over the past 12 months, and although the Vanguard programme (and its assurance of funding) has now come to an end, Farnham Integrated Care Service continues to go from strength to strength and has ambitious plans to offer patients in Farnham an even greater array of joined-up healthcare services right on their doorstep.

The "jewel in the crown" of the new service - as proclaimed by Dr Niloufer Ebrahim, clinical lead for integrated care at the North East Hampshire and Farnham NHS Clinical Commissioning Group - is its innovative approach to urgent care, offering a new, streamlined way of accessing same-day GP appointments for the 32,000 patients of Farnham's three largest GP practices: Downing Street, Farnham Dene, and River Wey.

But Farnham Integrated Care Service has become much more than just a same-day service since its launch - now offering evening and Saturday GP appointments, as well as piloting the latest generation of hybrid health and well-being practitioners, focused on ensuring patients receive the most appropriate level of care quicker and, if possible, out of hospital.

These range from a team of community paramedics responsible for visiting patients in their homes to a musculoskeletal practitioner (a kind of 'super physio'), an advanced nurse practitioner, and a weekly clinic by a Frimley Park-based dermatologist - with future plans to add a geriatrician and a cohort of practice nurses to its roster.

These have helped reduce referrals to Frimley Park and, alongside similar facilities in Farnborough, Aldershot, Fleet and Hateley, is credited with contributing to a drop in A&E attendance at Frimley Park - bucking the national trend.

The same-day service has also significantly reclaimed the pressure Farnham Integrated Care Service's partner GP practices - allowing the introduction of extended, 15-minute appointments for patients with longer-term, complex conditions.

GPs can also now rely on Farnham Integrated Care Service's paramedics to undertake many of their home visits for them, instead of squeezing these into their lunch breaks.

Doctors from each of the three GP practices take it in turns to staff the same-day service - each typically consulting one four-hour session at the service every week, during which the duty doctor literally dons the "purple hat", signifying their responsibility for making decisions about the level of care each patient should receive.

The same-day service is typically staffed by between four and six clinicians at any given time from 8am to 6.30pm Monday to Friday - with evenings (6.30pm to 8pm) and Saturday mornings usually reserved for specialist clinics. On average, Farnham Integrated Care Service welcomes between 120 and 200 patients every day.

Only patients registered at Farnham Dene, Downing Street and River Wey are currently able to use the service, however, and must book an appointment through their normal practice reception team.

Dr Niloufer Ebrahim, clinical lead for integrated care at the North East Hampshire and Farnham NHS Clinical Commissioning Group

Jenny Partridge, practice manager at Farnham Dene. Picture order no: FD17-14-18 (farnhamherald.com)

Liz Luttrell, one of two full-time community paramedics with Farnham Integrated Care Service. Picture order no: FD17-09-18 (farnhamherald.com)

Another practice, The Ferns, was initially involved in the same-day service but has since stepped away "to regroup" following the retirement of three of its partners. The Ferns does, however, along with Holly Tree Surgery in Boundstone, remain part of Farnham Integrated Care Service's extended access model, offering evening and weekend appointments.

"From my point of view Farnham Integrated Care Service has been an overwhelming success," said Dr Ebrahim, who as well as her role at the clinical commissioning group is a GP at Farnham Dene.

"It's been fantastic at allowing patients an appointment on the day, and we are now seeing patients across the three practices that we might not normally have met, and we're working with doctors and nurses that we might not have come across before. We are really building a good strong partnership through integrated working.

"There is a lot of discussion about care, lots of opportunities for education, and then when we go back to practice our normal surgeries are a lot more controlled because the same-day patients are being seen here, and therefore we have a lot more time and head space to deal with complex problems that are becoming increasingly common in general practice.

"It's provided much better care for patients, and a much easier working life for the GP."

She added: "By directing the urgent patients who would have presented in surgery before to Farnham Integrated Care Service, what we are doing now is opening up more appointments for those who need them.

"We have a lot of complex elderly patients in Farnham, and those patients need more than a 10-minute appointment.

"So we're not just firefighting with those patients as we would before, we're now looking into their problems, we've got time to deal with them and arrange social care or physio assessments, for example, so it's proper integrated working."

North East Hampshire and Farnham was one of just three clinical commissioning group areas announced as pilot schemes in the NHS Vanguard programme in 2015, and Farnham Integrated Care Service was one of the models of care trialled using the clinical commissioning group's new pot of funding.

The Vanguard programme has since come to an end, however, and the clinical commissioning group now funds Farnham Integrated Care Service out of its general budget provided by NHS England, meaning the service must negotiate its settlement each year.

Jenny Partridge, practice manager at Farnham Dene, said: "When the clinical commissioning group was an NHS Vanguard, it had a pot of money to spend as they saw fit. Now if they want to fund this, they have to take the funding out of somewhere else.

"But our argument is you take it out of what you give to secondary care, because we're doing a lot of secondary care's work now in primary care.

"What we're very keen to do is help people understand what the service is, help promote the message that patients love it, it's great for patient care, so we can prove its effectiveness to help funding continue.

"This is seen as the way forward and it will continue in some form or other, but the issue is that funding decisions often get made fairly last minute because of politics, and that's the frustration because you often can't retain or recruit staff on that basis, even if it's a good idea."

One area that has been assured of long-term funding, however, is Farnham Integrated Care Service's home visiting and proactive care service delivered by its pioneering community paramedics team.

The role of the community paramedic is a relatively new one to the NHS, and seeks to fill the gap between a district nurse and an ambulance worker, visiting people who are ill at home and can't get in to the surgery but are not necessarily housebound.

The paramedics' presence at the integrated care service also lends vital experience in emergency scenarios, and adds a preventative element to its service, using the latest software emerging in the NHS as well as good old -ashioned 'boots on the ground' to identify possible future issues before they develop into something more serious.

Liz Luttrell, one of two full-time community paramedics at Farnham Integrated Care Service, explained: "We essentially do home visiting on behalf of the GPs. We assess the patient, take their bloods, observations, a bit of a social thing as well, then we discuss what we find with the doctor and make a plan with regards to whether anything needs to be done - whether it's medication, sometimes we need to send them into hospital, get social services involved, send them for various assessments, either at hospital or the surgery.

"It frees up the doctor to see more patients at the surgery, and when I worked in the ambulance service I very much enjoyed this type of work, going out to see elderly people or people who were struggling in general, and didn't necessarily need an ambulance or hospital, but needed a bit more support or even just a cup to tea."

"It's about doing the right thing, at the right time, with the right outcome," added community paramedics manager and clinical proactive case lead Peter Glover, a veteran of 20 years in the ambulance service.

"It's not just about keeping people out of hospital, but saying actually when patients need to go to Frimley, we get them there quicker. It's about enhancing, equipping and enabling - they're my three Es. Everything we do should be about enhancing patient care, equipping others to do their job better, and enabling patients to have a better outcome."

Another of the key additions to Farnham Integrated Care Service has been that of a full-time musculoskeletal practitioner in April, who can not only treat patients with joint issues but can also order scans, perform steroid and joint injections, and facilitate an orthopaedic assessment with a surgeon - cutting the usual wait to see a less-qualified physio from 30 working days to just two or three weeks.

The integrated care service has also secured a weekly clinic with a Frimley Park-based dermatologist after recognising that a high percentage of its referrals to hospital were skin related, again cutting the waiting time to see a specialist from months to weeks, while Dr Ebrahim confirmed that Farnham Integrated Care Service also hopes to recruit a geriatrician from Frimley Park "to see what we can do for our frail and elderly patients".

In addition, the care service secured funding for an 'advanced nurse practitioner' in mid-November to ease the pressure on the same-day service over winter, and such was its success that in January the service hired experienced locum nurse practitioner Michael Lucero.

Michael has a unique perspective on the care service having worked for numerous NHS trusts during his career, including setting up his own rapid response team at St Mary's Hospital, Sidcup.

"I've been to a lot of different trusts and the system here is very, very good, probably the best system I've worked in so far," he said.

"Patient satisfaction is very high and to have so many different surgeries doing the same things, singing the same songs and collaborating is a brilliant idea.

"There is no other service like this. I have my own minor injuries clinic at Kingston A&E, and of the patients I see 80 per cent could be seen in a GP service. Without this in Farnham, most likely those patients would be there waiting in A&E for four hours or so."

Farnham Integrated Care Service is also helping pilot the role of physician's associates, combining the traditional job of a junior doctor with that of a nurse, and has already hosted a number of health and wellbeing events at the Farnham Maltings as well as the hospital, to raise awareness of key health issues facing Farnham's ageing population - the next of which will take place in September focusing on respiratory illnesses.

"Patients love it," continued Jenny. "We have got lots and lots of compliments, we do regular surveys and it's very very positive.

"The one thing some people don't like is that we're very clear this is not a walk-in service. Patients have to register and talk to their GP to get an appointment, go through the system, which is deliberate because it helps regulate demand and redirect people to pharmacy or hospital or whatever. But, overall, patient feedback has been really positive."

Dr Ebrahim added: "The feeling up at the clinical commissioning group is very much that the project has been great,

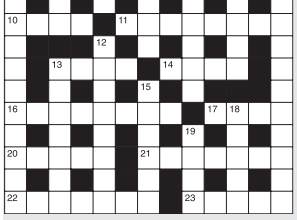
and now Vanguard has finished, and this is very much business as normal for us.

"Farnham has had great leadership and great support from the community and the practices, and there is a lot of momentum here to get things done from the top.

"There are similar services around, but Farnham Integrated Care Service is very much cutting edge because what the clinical commissioning group did is let the ICT leaders develop what they felt was needed locally."

Farnham Hospital

DOUBLE CROSSWORD No.11,310



ACROSS

1. Was not sitting, but was a candidate (5)
4. The escapades of abrasive people? (7)
8. Not diplomatic – military then? (7)
9. These are not genuine fleas (5)
10. Venture into sordid areas (4)
11. Besides, there is a bigger surplus (8)
13. Recent, but not on the dot (4)
14. Deserters return to top the bill (4)
16. Enormous caper on horse-drawn vehicle (8)
17. Current wild animal returned (4)
20. Addition of complex trade figures (5)
21. The crowd grow old, as he is held to ransom (7)
22. Strings of invective about sea dirt (7)
23. Live like a dunderhead – successfully (5)

DOWN

1. Sensible decision-making based on noise estimation? (5,8)
2. Happen to be dog led by officer commanding (5)
3. Take the plunge in a drinking den (4)
4. Rarely models (6)
5. Thinks mirrored thoughts? (8)
6. Friend may assert it's a long conference (7)
7. Turner on the road (8,5)
12. Not an out-of-the-way flag (8)
13. Boat the smoker might miss? (7)
15. Sees spectacles (6)
18. Foliage cut short – don't touch it (5)
19. Dues are not new (4)

QUICK CROSSWORD – answers also fit larger grid

ACROSS

1. Urchin (5)
4. Fighting vessel (7)
8. Dictionary (7)
9. Keen (5)
10. Whirlpool (4)
11. Explode (8)
13. Portal (4)
14. Discover (4)
16. Former French president (2,6)
17. Stylish (4)
20. Angry (5)
21. Unaffected (7)
22. Vastly (7)
23. Object (5)

DOWN

1. 50th marriage anniversary (6,7)
2. Blended (5)
3. Cut (4)
4. Ramble (6)
5. Oratory (8)
6. Wild-looking (7)
7. Upright (13)
12. Memorial (8)
13. Debase (7)
15. In abundance (6)
18. Seraglio (5)
19. Boss (4)

SOLUTIONS TO PUZZLE NO.11,309

CRYPTIC

Across: 3 Blockhead; 8 Room; 9 To breathe; 10 Sweden; 11 Hovel; 14 Third; 15 Note; 16 Sharp; 18 Lint; 20 Agent; 21 Sabot; 24 States; 25 Partially; 26 Free; 27 Doncaster. Down: 1 Cross-talk; 2 Comedians; 4 Lion; 5 Cargo; 6 Heaven; 7 Ache; 9 Tends; 11 Heart; 12 Love story; 13 Teataster; 17 Party; 19 Tactic; 22 Opals; 23 Dado; 24 Slog.

QUICK

Across: 3 Precision; 8 Real; 9 Overpower; 10 Meager; 11 Deter; 14 Terse; 15 Name; 16 Rates; 18 Void; 20 Clasp; 21 Teach; 24 Junior; 25 Indicator; 26 Just; 27 Statement. Down: 1 Primitive; 2 Maladroit; 4 Rove; 5 Curse; 6 Spoken; 7 Open; 9 Order; 11 Ditch; 12 Rapacious; 13 Temperate; 17 Scour; 19 Depict; 22 Charm; 23 Knot; 24 Join.

CHURCH SERVICES

ST ANDREW'S PARISH CHURCH. Parish Office tel 715412. First and third Sundays 8am Holy Communion (BCP). First Sunday All Age Church, second, third, fourth and fifth Sunday morning service and Holy Communion 10am with children's church. Sunday evenings 6.30 pm service – first Sunday is a communion. Mondays 8.30am Morning Prayer. Tuesdays 11.30am Holy Communion. More information about weekday groups can be found on our work in progress website, or through the Parish Office.

ST FRANCIS' CHURCH. Three Stiles Road. Second Sunday of the month – Holy Communion 9am. Fourth Sunday of the month – Family Service 11.30am.

ST THOMAS-ON-THE BOURNE. 01252 715505. Sundays: 8am Holy Communion; 10am Parish Eucharist with Junior Church (except first Sunday Family Communion); 6pm Congregational Evensong first and third Sundays, Choral Evensong second and fourth Sundays.

ST MARTIN-BY-THE GREEN. Sundays: Sundays: 10.30am Morning Praise first and third Sundays; Holy Communion second and fourth Sundays; 4pm 'Gather at 4' second and fourth Sundays.

BRAMBLETON HALL. Sunday: 10 am, Holy Communion (1st and 3rd Sundays). Service of the Word (2nd and 4th Sundays).

ST PETER'S PARISH CHURCH WRECCLESHAM. Vicar: Currently vacant. Tel 01252 716431. Parish admin tel 01252 793888. Main service Sundays at 10am. First Sunday Family Communion, third Sunday informal all age worship. Children welcome at all 10am services. Traditional (BCP) Communion 8 am every Sunday. Details of all this month's services are on www.cofewreccleasham.org.uk.

ST JOAN OF ARC CATHOLIC CHURCH. Tilford Road Farnham. Saturday Vigil Mass, 6pm, Sunday Masses: 9.15am, 11.15am, 6pm. www.stjoanofarc farnham.co.uk

HOLY FAMILY CATHOLIC CHURCH. Alma Lane, Hale. Sunday Mass 9.15am.

ST JAMES' PARISH CHURCH. Church Lane, Rowledge. Rev Russ Gant 01252792402 www.stjamesrowledge.org.uk Every Sunday 9.15am Traditional Holy Communion, a formal service of quiet reflective prayer and choir-led hymns, and 10.45am Contemporary Morning Worship, with modern music, children's groups and incorporating Communion on first Sunday of the month. Every fifth Sunday 6.30pm Choral Evensong.

PARISH OF CRONDALL AND EWSHOT. Rev Tara Hellings 01252 851087. Parish Office 01252 850379. Website: www.assm.org.uk

ALL SAINTS, CRONDALL: Sundays: 8am Holy Communion (BCP said) First and third Sundays; 9.30am Parish Communion and Sunday Club; 4pm 'Ist@4' Informal Service first Sundays; 6.30pm Evensong. Tuesdays, Thursdays, Saturdays: Morning Prayer (CW said).

ST MARY'S, EWSHOT. Sundays: 8am Holy Communion (BCP said) second, fourth and fifth Sundays; 11am Holy Communion (BCP sung) first and third Sundays; Matins second, fourth and fifth Sundays. Mondays, Wednesdays, Fridays: Morning Prayer (BCP said)

ST MARY'S, FRENSHAM. Rev Jane Walker 01252 792137. 1st and 3rd Sundays 8am Holy Communion BCP, 2nd and 4th Sundays 10.30am Parish Communion CW, 3rd Sunday 10.30am Choral Matins BCP, 5th Sunday 'Question Time' communion CW. 1st Sunday 6pm Choral Evensong BCP, 3rd Sunday 4pm 'Sunday Tea' family service. 5th Sunday 6pm Service of healing and Wholeness

THE GOOD SHEPHERD, DOCKENFIELD. Rev Jane Walker 01252 792137. 1st Sunday 10.30am Family Service, 2nd, 4th and 5th 8am Holy Communion BCP.

FRENSHAM SAINT MARY WITH THE GOOD SHEPHERD. Vicarage 01252 792137.

ALL SAINTS CHURCH, TILFORD. Enquiries 01252 792333 Parish Office. 8am, Holy Communion (BCP) 1st, 3rd and fifth Sundays. 10am, Sung Communion second, fourth and fifth Sundays. Mattins – First Sunday. Family Service – third Sunday. 10am, Sunday school and creche (except holidays)

CHURCH OF ST JOHN THE EVANGELIST CHURT. Resident Minister: Rev Clare Challis (01428 713368). First, third and fifth Sundays: 8am, Holy Communion; 9.45 am Morning Worship. second and fourth Sundays: 9.45am, Morning Worship with Holy Communion. second Sunday only: 6pm, Lay-led Evensong. Creche, every Sunday. Junior Church: second, third, fourth and fifth Sundays.

ST PAUL'S-IN-TONGHAM. Vicar: Rev Claire Holt 01252 782224. 8am, Holy Communion (first and third Sundays), 10am. All age service (first week), Holy Communion (second and fourth weeks). Morning Worship (third and fifth weeks), Holy Communion every Wednesday at 10am.

HALE WITH BADSHOT LEA TEAM MINISTRY. Priests in charge: Rev Alan Crawley and Rev Dr Lesley Crawley Tel 820537. Website: www.badshotleaandhale.org.uk

ST JOHN THE EVANGELIST, Hale. Sunday: 9.30am Sung Eucharist. First Sunday of every month Informal Service 11am. Third Wednesday 9.15am Mothers Union Holy Communion. Tel: 01252 820537

ST MARK THE EVANGELIST, Upper Hale. Sunday: 11am, Modern Worship Service – all ages welcome. Friday noon Holy Communion. Tel: 01252 820537

ST GEORGE'S CHURCH. Badshot Lea. Sunday: 10 am Sung Eucharist. 11.30 am Worship for All. Tel: 01252 820537

ST LAURENCE CHURCH, SEALE. Enquiries 01252 783057. Please see the parish website www.spw.org.uk for the details of all services. There is a variety of services in the four churches of the United Parish.

CHURCH OF THE GOOD SHEPHERD, THE SANDS. Enquiries 01252 783057. Please see the parish website www.spw.org.uk for the details of all services. There is a variety of services in the four churches of the United Parish.

ST MARY'S CHURCH, BENTLEY. First Sunday 11am Holy Communion with Children's Church, second Sunday 11am All Age Service. 6.30pm Evening Praise, third Sunday 11am Holy Communion with Children's Church, fourth Sunday 8am Holy Communion, 11am Morning Worship, fifth Sunday – 11am Joint Benefice Service rotating around the three parishes

CHURCH OF THE ASSUMPTION OF THE BLESSED VIRGIN MARY, FROYLE. First Sunday 8am Holy Communion, second Sunday 9.30am Holy Communion, third Sunday 6.30am Evensong, fourth Sunday 11am Holy Communion, fifth Sunday – 11am Joint Benefice Service rotating around the three parishes

FARNHAM METHODIST CHURCH. South Street, Farnham Minister: Rev Conrad Hicks. Sunday: 10.30am, Morning Worship. Holy Communion variable.

ROWLEDGE METHODIST CHURCH. Chapel Road, Rowledge. Rev Philip Simpkins. Sunday morning worship 10am. (Holy Communion monthly.) Healing Service first Wednesday in month 3pm.

HALE METHODIST CHURCH. Upper Hale, Farnham. Rev Alan Costello,. Sunday, 11am, Morning worship Communion Services.

UNITED REFORMED CHURCH. South Street, Farnham. 10.30 am Morning Service with Junior Church and crèche (Holy Communion third Sunday in the month). 6.30pm. Evening service (Holy Communion first Sunday in the month). Minister: Rev Michael Hopkins, 01252 726306. Website:www.farnhamurc.org.uk

EMMANUEL CHURCH. (Fellowship of Independent Evangelical Churches) South Street, Farnham. Sunday services: 11 am and 6 pm. Website www.emmanuelfarnham.co.uk. Pastor Rev Gerald White. Contact 01252 724348.

TONGHAM CHRISTIAN FELLOWSHIP. A warm welcome to Sunday services at 10.30am. Prayer meeting Wednesday evening 7.45pm. Wednesday coffee morning 10.30am.

ST ANDREW'S GARRISON CHURCH OF SCOTLAND. Queen's Avenue, Aldershot. Tel: 01252 328581. Sunday service 11am. Creche facilities.

QUAKERS (The Religious Society of Friends). 36 Tilford Road, Farnham Meeting for Worship 10am. Visitors and enquiries welcome. Further details, 01252 714938.

FARNHAM BAPTIST CHURCH. The Hart, West Street. Sunday: 9.15am and 11am, Morning worship, junior church and crèche. 6.30 pm, Evening worship. Wednesday: House groups at various venues. Visitors welcome. Information from the church office on 01252 726830.

GRACE CHURCH, WRECCLESHAM. Part of Farnham Baptist Church, meets at 10.15am every Sunday in St Peter's Primary School, Little Green Lane.

THE FRENSHAM BAPTIST FELLOWSHIP. A worshipping serving church. Sundays at 10.30am in the Marindin Hall, Millbridge, Frensham, Christian worship and biblical teaching. Creche and Sunday School available. Details 07092 003414.

WEYBOURNE COMMUNITY CHURCH. Meets at William Cobbett Primary School, Weybourne Road, Farnham GU9 9ER on Sundays at 10.30am. Children's group and creche available. For further information contact 07813 717497 or see the website: www.weybournecommunitychurch.org.uk.

FARNHAM VINEYARD. Sunday Morning 10.30am at The Vineyard Centre, Church House, Union Road, Farnham GU9 7PT. First Sunday of the month an all age family service, all other Sundays with children's groups from ages one year through to 14 years. Please see website for details: www.farnhamvineyard.org.uk or phone 01252 737586 Mon – Fri, 9am – 1pm.

FARNHAM PENTECOSTAL FULL GOSPEL CHURCH. Red Lion Lane, Farnham. Sunday 10.30am. Communion Service. Wednesday 7.30pm Bible study. Please phone 01252 725598 for details.

BETHEL BAPTIST CHURCH. Bethel Lane, Upper Hale. We extend a warm invitation and welcome to all our services so do join us at any of the following times – Sundays – 10.30am and 6.pm. Creche facilities available and Explorers for five – 12 year olds and Y-Sunday for teenagers during the morning service. For more details visit our website www.Bethelbaptist.org.uk or phone administrator on 01252 713513.

CHRISTIAN SCIENCE CHURCH. Bear Lane, Farnham. Sunday Service and Sunday School 10.30am. Testimony meeting 7.45pm first and third Wednesday each month except August. All welcome. www.christianscience.com

FARNHAM CHRISTIAN SPIRITUALIST CHURCH. Brigitwells Gostrey Centre East Street (near Redgrave Theatre). Every Sunday 6.30pm. Service. Healing after service at 8pm. All welcome. www.farnhamcschurch.org.uk.

CHURCH OF JESUS CHRIST OF LATTER DAY SAINTS. St George's Road, Aldershot. Sacrament 10am, Sunday School 11.15am.

NEW LIFE CHURCH. The Borough, Crondall. Sunday worship 10am, Sunday School, House groups. Details: 01252 850383 or 07901865029.

JUBILEE CHURCH, FARNHAM. Weydon School, Weydon Lane, Farnham. Sundays at 10.15am (9.40am for coffee). With creche, children's activities, prayer, worship, testimonies and preaching. Also midweek meetings. Everyone welcome. Further information at the website www.jubileechurchfarnham.org or on 01252 820203.

ELLEL MINISTERIES. Pierrepont, Frensham. Every Friday – Communion service, from 8.30am. Contact: 01252 794060.