Farnham Dene Medical Practice

Farnham Centre for Health
Hale Road
Farnham
Surrey
GU9 9QS

Lodge Hill Road
Lower Bourne
Farnham
Surrey
GU10 3RB

Tel: 01252 730100

www.farnhamdene.com

The Practice

Farnham Dene Medical Practice aims to provide high quality patient care in a welcoming environment. We look for innovative ways to provide a wide range of services to patients and regularly train medical students; helping develop the next generation of GPs.

The practice serves patients of Farnham and surrounding areas and operates from **two sites**, one in Farnham at Farnham Centre for Health and the other in Lower Bourne. Both sites are accessible for disabled patients.

Registering with us

There are a number of ways to register with the practice including our website www.farnhamdene.com/joinpractice, the NHS App Register with a GP service, and the NHS website Find a GP - NHS. For patients who do not have access to online services, paper registration forms are available from our reception team.

Please note we only accept registrations from patients living within our Practice area.

Your Local ICB

The practice moved from the NHS Frimley Integrated Care Board to the newly formed NHS Surrey and Sussex Integrated Care Board in April 2026. The new ICB are responsible for planning and delivering health and care services locally. For details of all primary care services in the area, visit www.surreysussex.icb.nhs.uk.

NHS Surrey and Sussex ICB
Block C, 1st Floor
Dukes Court
Woking GU21 5BH
Tel: 0300 612 500 www.surreysussex.icb.nhs.uk/contact-us

Accessible Information Standard & Reasonable Adjustment Flag

Do you or someone you care for have a particular disability or communication need? The Accessible Information Standard aims to make sure that people who have accessibility needs receive information that they can access and understand.

Should you or someone you care for have a disability, impairment or sensory loss please let the practice know so we can add a Reasonable Adjustment flag on your/their clinical record to ensure it is clear that you have information or communication needs and how we can meet those needs.

You will be asked for your consent for the practice to share any reasonable adjustments with other organisations within the NHS and social care that may be involved in your care.

The Doctors

The following are GP Partners at the Practice:

Dr Rebecca Reynolds
BSc MBBS
St. Mary's, London 1995

Dr Fiona Lowen
MBChb, BSc Medsci,DRCOG, DFFP, DGM, DPD, MRCGP
Glasgow 2001

Dr James Wellham
BSc Hons Genetics MBBS MRCGP
Nottingham 2008

Dr Claire Brown
MRCGP MBBS
Barts & Royal London 2006

Dr Alexandra Streeter de Diego
MBBS IBSc MRCPCH MRCGP
University College London 2008

The following are GP Associates/Retainers at the Practice:

Dr Fiona Head
MB ChB FPC
Bristol 1986

Dr Niloufer Ebrahim
MBBS
Royal London 1993

Dr Maddie Triay
MRCGP MD
University of Malta 2017

Dr Lucy Rowse
MBBS MRCP DFFP MRCGP DRCOG
University College London 2000

Dr Joanna Smith
MBChB Hons BSc MRCGP
University of Bristol

Dr Afsheen Nawaz
MBBS MRCGP
University of Punjab (Pakistan)

Dr Ian Gregson
MBBS MRCGP
University of Newcastle 2003

Dr Serif Sasmaz
MRCGP MBBS AICSM
Imperial College London 2015

Dr David Brown
MA(Oxon), BMBCh, MRCGP
Oxford 1991

Other Clinicians

Michael Fuller
Advanced Paramedic Practitioner

Sister Gabby Greet
Senior Practice Nurse

Sister Trish Chapman
Practice Nurse

Liz Richardson
Enhanced Nurse Practitioner

Jane Fenech
Practice Nurse

Haley Gericke
Practice Nurse

Georgina Abrook
Enhanced Nurse Practitioner

Alex Newell
Childhood Vaccinator

Helen Allaway
Senior Health Care Assistant

Lauren Cheetham
Health Care Assistant

Kirsty Woodings
Trainee Health Care Assistant

Farnham Primary Care Network (PCN)

Farnham Primary Care Network (PCN) is made up of three Farnham practices who work together to focus on improving quality of care and extending the range of services available to local patients. As a Practice we have access to PCN staff as well as our own clinicians to help us manage your care using a wider range of services. These roles include:

Lead Clinical Pharmacist
Clinical Pharmacist
Pharmacy Care Coordinator
Pharmacy Technician
Advanced Paramedic Practitioner
Cancer Care Coordinator
Mental Health Practitioner
Care Coordinator
Health & Wellbeing Coach
MSK Practitioner
Social Prescriber
Home Visiting Paramedics
Health Care Assistants

Farnham Integrated Care Services (FICS)

FICS is a federation of local GP practices providing services to patients across Farnham. These services include:

1. **Same Day Service—for urgent matters**
2. **Health Care Services—for blood tests, health checks**
3. **Community Home Visiting Services**
4. **Enhanced Access— pre-booked evening and Saturday appointments**
5. **Musculoskeletal service—for the treatment of musculoskeletal conditions**

FICS appointments are accessed by either submitting a Rapid Health request on our website or calling our reception team. If it is deemed appropriate an appointment will be booked within FICS and you will be informed to attend at the FICS location in Farnham Centre for Health rather than the Practice.

Pharmacy First

Pharmacists can now offer treatment and some prescription medicine for some conditions without you needing to see a GP - this is called Pharmacy First - How pharmacies can help - NHS

Conditions they can treat as part of Pharmacy First are:

- **Earache (aged 1 to 17 years)**
- **Impetigo (aged 1 year and over)**
- **Infected insect bites (aged 1 year and over)**
- **Shingles (aged 18 year and over)**
- **Sinusitis (aged 12 years and over)**
- **Sore throat (aged 5 years and over)**
- **Urinary tract infections or UTI's (women aged 16 to 64 years)**
- **As well as other minor illnesses**

If you go to the pharmacy with one of these conditions the pharmacist will offer you advice, treatment or refer you to a GP or other healthcare professional if needed.

Our Admin Team

Practice Manager

Sue Woods is our Practice Manager and is responsible for the overall management of the practice. Her role covers practice strategy, finance, staff management, health and safety, premises, governance and information technology. The Practice Manager supports the GP's and other medical professionals to deliver high quality patient services. Sue also works with the other local practice managers to develop a wide range of services across the whole of Farnham, which are delivered through FICS and the PCN.

Operations Managers

Maria Williams and Lottie Robinson are responsible for the day to day management and operational delivery at the Practice, working closely with the Management team to help deliver the Practice objectives. Their roles cover aspects of facilities management, monitoring of data quality, delivery of key targets across the clinical and non clinical areas within the Practice and regulation compliance. They are also responsible for the recruitment and development of the non clinical team and management of the administrative team.

IT & Finance Manager

Sam Mitchell provides practical support alongside the Management Team to maximise the use of existing digital technology within the Practice and has overall responsibility for the delivery of new IT systems. Sam is also responsible for the financial aspects of managing and developing the Practice, working closely with the Partners and Practice Manager to support the Practice in meeting its key operational and strategic objectives.

Admin Team

We have a team of administrative staff who carry out a number of functions including organising referrals to hospital consultants and providing advice on secondary care queries. They also process new patient registrations, manage NHS App/Patient Access queries, manage prescription requests, code and file all letters and documents received into the practice onto patient records, manage all requests for access to medical records, process requests for private services such as insurance and medical forms, and administer annual review recalls.

Reception Team

The Practice employs a team of 16 part-time receptionists headed up by our Reception Team Leader, Johanna Brown. The team have been fully trained and are available to offer you help and advice as well as to answer as many of your queries as possible. Anything that you tell them will be treated in the strictest confidence.

TriageTeam

The Triage Team monitor all online consultation requests which come into the Practice, directing them to the correct team. All are fully trained and work closely with the clinical team to ensure the requests are dealt with in the most appropriate way.

Our Services

Long Term Condition Management

The Nursing Team manage conditions such as hypertension, asthma, diabetes, non-diabetic hyperglycaemia, COPD, heart disease, stroke, atrial fibrillation, heart failure, peripheral arterial disease, mental health, and rheumatoid arthritis. They also manage dressings and wound care, and carry out cervical screening.

Travel Health

Appointments are available with the practice nurse. Please make an appointment to discuss your requirements **at least six weeks before travelling**. Some vaccines are chargeable in advance, please bring a method of payment with you. Payment can be made via card, cash, cheque or BACS payment.

Minor Surgery

Minor surgery is carried out in our treatment room. Please discuss this with the doctor and an appointment will be arranged for you.

Family Planning

Our nurses are responsible for Family Planning and will give advice on all methods of contraception. Appointments are available weekly.

Child Immunisation

Childhood immunisation appointments are carried out at both sites by the Practice Nurses.

Blood Tests

Blood forms can be collected from either surgery site and patients can book a blood test at one of the local phlebotomy clinics.
https://www.fhft.nhs.uk/bloodtestbooking

Repeat Prescriptions

If you are on regular medication, prescriptions can be requested in one of the following ways:

- NHS App/Patient Access
- By completing the webform on www.farnhamdene.com/prescriptions
- By email to farnhamdene.prescription@nhs.net

Please note we cannot accept requests for prescriptions over the telephone.

Most prescriptions are now managed through the Electronic Prescribing System (EPS) where we send the prescription electronically to your preferred pharmacy.

Please allow 72 hours (Monday-Friday) for prescriptions to be made available to your pharmacy.
You should allow further time for your pharmacy to process the prescription, so always allow sufficient time to receive your medication when placing your request.

Appointments

Appointments are available with our GP's throughout the day from 8.00am - 6.30pm. We also offer enhanced access appointments weekday evenings and weekends. As many of our GPs work on a part-time basis and do not operate personal lists, we encourage patients to build a relationship with more than one doctor. However we do have named doctors for patients in line with NHS requirements.

Please note that as we are a two site practice you should always check where your appointment is being held. Text message reminders are sent for all face to face appointments if we have a mobile number recorded for you and you have given consent for us to contact you this way.

- Cases or symptoms which require a same day appointment will be triaged and where appropriate offered a telephone appointment or a sit and wait appointment within Farnham Integrated Care Services. If we have reached capacity for the day patients may be directed to NHS 111 for urgent care.

- Routine appointments within the Practice will usually be available within 3-4 weeks

We try very hard to keep to appointment times, but our patients needs are unpredictable and sometimes delays are unavoidable.

How to make an appointment

The doctors and nurses are seen by appointment only.

Routine & Urgent appointments
Complete a Medical Request form via our Rapid Health online consultation system on our website www.farnhamdene.com or call our reception team.

Children's appointments (15yrs and under)
Download the Healthier Together app (see page 10) for health advice for your child and to send details of your child's symptoms through to the Practice or complete a Rapid Health online request (as above).

Admin requests
Complete an Admin Request via Rapid Health on our website.

Nurse appointments
Call our reception team on 01252 730100.

Home Visits

Home visits are for patients that are elderly or infirm and the housebound. We encourage patients to come to the surgery where possible as they will be seen quicker and we also have the facilities for better examination and treatment. If you feel that a home visit is really necessary, please telephone and the receptionists will arrange for a doctor to call you back to discuss your condition.
Community Paramedics from FICS also carry out home visits on behalf of the GP's.

GP Training

Our practice has been accredited as being suitable for the training of those doctors intending to become General Practitioners. This means that the practice and doctors have had to achieve a number of standards which have been assessed by the GP Deanery for Kent, Surrey and Sussex, acting on behalf of the national organisation (the joint committee for Postgraduate Training in General Practice). Here are some points for your information:

- Doctors training to become GPs are called GP Registrars.
- The GP Registrar is a fully qualified doctor who is likely to have a lot of experience in hospital medicine.
- If you are seeing this doctor, you can expect to receive the same quality of service you would from your own GP. If you have any concerns please mention this to a member of staff.

Sometimes it may be necessary for the Registrar to video their Consultations as part of their training, and in this case your permission will always be requested beforehand.

The practice is also involved in the teaching of final year medical students from St George's Hospital Medical School, London, as well as doctors in their final year of rotation.

We also train other clinicians in primary care such as Nurses, Health Care Assistants and Trainee Nurse Associates.

Chaperones

Our practice respects the privacy and dignity and the cultural and religious beliefs of our patients. If you feel that you would like a chaperone to be present during a physical examination by a doctor or nurse at the surgery, please let us know, ideally before your appointment.

Out of Hours Service

Frimley Integrated Care Board is responsible for the out of hours service. When the surgery is closed please call:

NHS 111

It may be possible for the out of hours service to deal with your problem over the telephone or a doctor may visit you or you may be advised to attend a Primary Care Centre in the area. If you request advice, this is also available from the NHS Choices website on:

www.nhs.uk

The out of hours service is available from 6.30pm to 8am, Monday to Friday, and throughout the weekend and bank holidays.

Useful Apps

Healthier Together

Clear information on common childhood illnesses, including what “red flag” signs to look out for, where to seek help if required and how long symptoms will last.
If your child need to be seen by a healthcare professional you can use the app to inform us about your child’s symptoms.

My Frimley Health Record

Manage yours and your family members care by reviewing test results, and medication, book and manage hospital appointments, see clinical notes from your past hospital stays.

Get U Better

Get U Better provides local digital self-management support for all common musculoskeletal injuries and conditions such as back, neck or knee pain as well as pelvic floor health.

Maternity Plan

This app has been developed with mums-to-be across Frimley Health and Care, to support expectant mums in planning for their pregnancy and birth.

NHS Food Scanner

Food scanner helps you and your family make healthier food and drink choices. Just find a food or drink barcode to see what’s inside—you might be surprised by what you find!

NHS App

A simple and secure way to access a range of NHS services, including viewing your GP health record, ordering repeat prescriptions, and viewing test results

Sleepio

Sleep is an essential process that helps us maintain out mental and physical health. Sleepio is clinically proven to help improve insomnia via a six session programme of Cognitive Behavioural Therapy.

NHS Quit Smoking

Created for those who want to stop smoking for good, the NHS Quit Smoking app is a 28 day programme that puts practical support, encouragement, and tailored clinical advice in the palm of your hand.

NHS Couch to 5K

An easy to follow programme featuring a selection of great trainers to guide and support and motivate you at every step of the way, telling you when to run and walk. including Sarah Milican, Jo Whiley and Sanjeev Kohli.

GET IT ON Google play

Available on the App Store

Patients Rights and Responsibilities

➤All staff in the Practice are bound contractually to maintain patient confidentiality and any proven breach of this will be treated extremely seriously.

➤We respect your right to privacy and keep all of your health information confidential and secure. Confidentiality also extends to patients' family members. Medical information relating to you will not be divulged to a family member or anyone else without your written consent.

➤Patient data kept by the practice complies with the Data Protection Action 2018.

➤It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the nest possible advice and care. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

➤Please visit our website for a copy of our privacy notice.

➤ No member of the practice will discriminate against or treat unfairly another member of the practice, a patient or a member of public attending the surgery, on grounds of gender, race, nationality, ethnic origin, colour or creed, age, marital status, disability, medical condition, social background or sexual orientation.

➤ Violent or abusive behaviour to any member of the practice or to anyone else on the practice premises will not be tolerated and patients behaving in such a manner will be required to leave the practice.

➤Please ensure we have **up to date contact details** and let us know immediately if you change your phone number or address. Remember that we may need to contact you urgently.

We aim to use email and text to communicate with you where we can. Please let us have this information if you are happy for us to communicate with you in this way.

➤If you cannot attend an appointment for any reason please let us know as soon as possible to enable the appointment to be offered to another patient.

Complaints Procedure

We endeavour to provide the best possible service at all times, but there may be occasions when things go wrong or you are unhappy with the service we have provided. We have an in-house complaints procedure which involves putting your complaint in writing to the Practice Manager at **farnhamdene.admin@nhs.net** or completing a form on our website **www.farnhamdene.com/feedback/complaint** so we can investigate the matter. Please let us know as soon as possible if you are unhappy about anything so we can address it in a timely manner.

We welcome constructive comments and suggestions to help us continually improve our service to patients.

Practice Accreditations

Dementia Friendly

Armed Forces veteran friendly accredited GP practice

LEARNING DISABILITY FRIENDLY

parkrun | RCGP Royal College of General Practitioners

Proud to be a parkrun practice

YELLOW FEVER ZONE | VERIFIED CENTRE

USEFUL TELEPHONE NUMBERS

AMBULANCE (Emergency)	999
The Practice	**01252 730100**
Farnham Hospital	01483 782000
Casualty Departments	
Frimley Park Hospital, Frimley	0300 6145000
Royal Surrey County Hospital	01483 571122
Haslemere Urgent Treatment Centre	01483 956524
Woking Walk in Centre	01483 846209
Out of hours service	**111**
Chemists	
Boots	01252 715121
Avicenna Pharmacy	01252 715626
Rowlands	01252 715662
Heath End Pharmacy	01252 323289
Vaughan James	01252 716274
Lalys Chemist	01252 723326
Social Services	**0300 200 1005**
Samaritans	**116 123**

This practice is a member of the NHS Surrey and Sussex Integrated Care Board and they can be contacted on:
03005 612 500

Contacting you
We may email or text patients to inform them of seasonal clinics, practice services, overdue medical reviews or ask for feedback. Please ensure we have up to date contact details for you, and if they need updating please complete the Change of Personal Details form on our website - www.farnhamdene.com/changedetails.