



**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

If you live in our practice area and would like to register with us, please complete the registration form on our website—www.farnhamdene.com/joinpractice. Alternatively paper registration forms are available from our reception team.

Please note we only accept registrations from patients living within our Practice area. To check your address visit the Join the Practice page on our website.

Your Local ICB

NHS Frimley Integrated Care Board was formed in July 2022 replacing NHS Frimley Clinical Commissioning Group. They are responsible for planning and delivering health and care services locally. For details of all primary care services in the area, look at your guide to Primary Care Services at :

www.frimley.icb.nhs.uk

NHS Frimley Integrated Care Board
King Edward VII Hospital
St Leonards Road
Windsor SL4 3DP
Tel: 01753 860441 Email: frimleyicb.public@nhs.net

Accessible Information Standard

Do you or someone you care for have a particular communication need? The Accessible Information Standard aims to make sure that people with a disability have access to information that they can understand and any communication support that they might need. Should you have any requirements or know of a patient who needs support please let the practice know and we will help provide support whether that is by providing information in large print, using text, email or braille or helping you to have support at your appointment.

The Doctors

The following are GP Partners at the Practice:

Dr David Brown

MA(Oxon), BMBCh, MRCP
Oxford 1991

Dr Rebecca Reynolds

BSc MBBS
St. Mary's, London 1995

Dr Fiona Lowen

MBChB, BSc Medsci, DRCOG, DFFP, DGM, DPD, MRCP
Glasgow 2001

Dr James Wellham

BSc Hons Genetics MBBS MRCP
Nottingham 2008

Dr Claire Brown

MRCP MBBS
Barts & Royal London 2006

Dr Alexandra Streeter de Diego

MBBS IBSc MRCPCH MRCP
University College London 2008

The following are GP Associates/Retainers at the Practice:

Dr Fiona Head

MB ChB FRC
Bristol 1986

Dr Niloufer Ebrahim

MBBS
Royal London 1993

Dr Maddie Triay

MRCP MD
University of Malta 2017

Dr Lucy Rowse

BSc MBBS MRCP DFFP MRCP DRCOG
University College London 2000

Dr Maneesha Jayawardena

BSc MBBS
Kings College London

Dr Afsheen Nawaz

MBBS MRCP
University of Punjab (Pakistan)

Dr Ian Gregson (*due to start May 2024)

MBBS MRCP
University of Newcastle-Upon-Tyne 2003

Other Clinicians

Michael Fuller

Advanced Paramedic Practitioner

Sister Gabby Greet

Senior Practice Nurse

Sister Trish Chapman

Practice Nurse

Sister Liz Richardson

Nurse Practitioner

Sister Arlette McLean

Practice Nurse

Joanne Walker

Trainee Nurse Associate

Lauren Cheetham

Trainee Healthcare Assistant

Helen Allaway

Senior Healthcare Assistant

Farnham Primary Care Network (PCN)

Farnham Primary Care Network (PCN) is made up of four 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**

All FICS appointments are accessed by either making a PATCHS 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.

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 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 12 part-time receptionists headed up by a Reception Team Leader, Johanna Brown. All 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 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 by 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.
- Routine appointments within the Practice will usually be available within 3-4 weeks, though you may have to wait longer to see a GP of your choice.

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

The doctors and nurses are seen by appointment only.

How to make an appointment

Routine appointments

Complete a New/Ongoing Health Problem request via our PATCHS online consultation system on our website www.farnhamdene.com

Urgent appointments

Call our reception team on 01252 730100.

Admin requests

Complete an Admin Request via [PATCHS](#) on our website

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.

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 best 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.

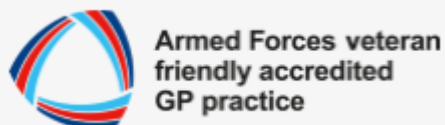
➤ If you cannot attend an appointment for any reason please let us know as soon as possible to enable the appointment to be offered to another patient.

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 who will 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



**Proud to be a
parkrun practice**



**VERIFIED
CENTRE**

USEFUL TELEPHONE NUMBERS

AMBULANCE (Emergency)	999
The Surgery	01252 730100
Farnham Hospital	01483 782000

Casualty Departments

Frimley Park Hospital, Frimley	0300 6145000
Royal Surrey County Hospital	01483 571122

Haslemere Minor Injuries Unit	01483 956524
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Out of hours service	111
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Chemists

Boots	01252 715121
Avicenna Pharmacy	01252 715626
Rowlands	01252 715662
Heath End Pharmacy	01252 323289
Vaughan James	01252 716274

Social Services	0300 200 1005
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Samaritans	116 123
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This practice is a member of the NHS Frimley Integrated Care Board and they can be contacted on:

01753 860441

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.