

**Welcome to our latest Newsletter where we aim to provide updates on some of the areas that will be of most interest to patients. It has been a busy year in General Practice, and we are entering both the Flu Vaccination and Covid Booster Season. The practice has been able to start looking forward following the Covid Pandemic and is**



There are three ways to get in touch with us at your surgery.

**NHS**  
Use our convenient, secure online form, call us or visit the practice.



**beginning to reintroduce the activities that were undertaken before, such as the Patients Participation Group. We do appreciate there is still a delay and heightened demand for many of our services and the practice is looking for**

**innovative ways to support you.**

## Flu Campaign 2022

Thank you for having your flu vaccination at Farnham Dene Medical Practice. Whilst it is important to have your flu jab anywhere, by choosing to have your vaccine at the GP surgery we receive extra funding which is reinvested to improve your Practice. Having your flu jab at Farnham Dene helps protect you and your Practice.

## eConsult/Telephone Upgrade

The practice is constantly looking at ways to improve the patient experience and we are fully aware of the challenges and frustrations in contacting the surgery at peak times. We thank you for bearing with us whilst we try to find more effective ways for you to contact us and for us to manage the increasing demand. eConsult has enabled many patients to contact the practice for advice and appointments without the need to phone or visit the surgery. However, we acknowledge that at times this system has been frustrating and in the next few months we are looking to move to a new system called Patches. This should help patients be directed to the most relevant support and will be available both online and via a patient app. For those without technology there will still be the option to call the practice. As with any systems there is bound to be a period of adjustment and we thank you in advance for bearing with us whilst the system gets operational. In addition, the practice is moving to a digital phone service which we are assured will provide a better experience for you when calling the practice. The system should be able to cope much better with the amount of calls we receive and give an option of a call back facility to avoid waiting for prolonged periods in a telephone queue. This is dependent upon changes to the technology available at the Farnham Centre for Health site but we hope to have this installed by the end of the year.

- Introduction

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- Flu Campaign 2022

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- eConsult/Telephone Upgrade

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- Update your contact Information

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- Social Media

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- Staff changes



## Update your contact information

Mobile numbers are extremely helpful and important in communicating with you. If you have not registered your details with us or think they may have changed please update via our website or fill out a form, which is available at reception.

## Social Media

Please find below all the places you can stay in touch with surgery news or the latest NHS campaigns:-



@farnhamdenemedicalpractice



@farnhamdene

In addition our website is constantly being updated with the latest news and updates and contains many helpful links for patients

[www.farnhamdene.com](http://www.farnhamdene.com)

## Staff Changes

Despite a national shortage of GP's we are delighted to announce that we have successfully recruited a new GP to support our constantly growing patient list and increasing demand. Dr Maddie Triay will start in practice in November. As a training practice we have also welcomed back Dr Maneesha Jayawardena who will be with us until Summer 2023. Since our last newsletter, we have also taken on an Advanced Paramedic, Michael Fuller. His role is to help diagnose and manage a variety of health conditions and he primarily supports with the management of both urgent and routine appointments. The practice has recruited a new Practice Manager, Sue Woods in February and have subsequently also created a new role to support reception. Jo Brown has taken up position as Reception Team Leader for both sites having come from Frimley Hospital.

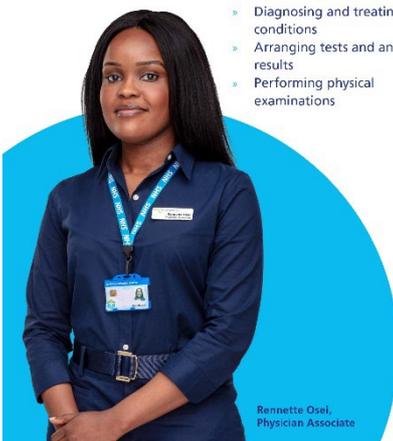
Our healthcare team is multidisciplinary – this means we have a range of highly skilled and qualified professionals working together with our GPs to deliver high quality support for you, our patients and carers. Find out what some of our healthcare professionals are trained to do for you:

### Physician Associates

Physician Associates are trained and qualified to diagnose and treat a wide range of health conditions. They work alongside GPs to provide care to people, particularly those with long-term conditions who often benefit from being able to see the same healthcare professional.

#### They can help with:

- Diagnosing and treating health conditions
- Arranging tests and analysing results
- Performing physical examinations



Renette Osei,  
Physician Associate

### Clinical Pharmacists

Clinical Pharmacists are experts in medicines and can help people stay as well as possible. They support those with long-term conditions like asthma, diabetes and high blood pressure or anyone taking multiple medicines to make sure their medication is working. They work with GPs, local pharmacies and hospitals to ensure that medicine services are joined up. Many Clinical Pharmacists can also prescribe medicines.

#### They can help with:

- In-depth reviews of your medicines if you have a long-term condition
- Agreeing and making changes to your prescription
- Advice about medicines and side effects



Saad Iqbal,  
Clinical Pharmacist

### Mental Health Therapists and Practitioners

Mental health professionals in general practice may also be known as Psychological Wellbeing Practitioners, High Intensity Therapists or Cognitive Behavioural Therapists and work as part of 'Improving Access to Psychological Therapies' (IAPT) services.

They specialise in mental health and use a range of talking therapies to help people with common mental health conditions such as anxiety, depression or post-traumatic stress disorder. Sessions are usually one-on-one but can also be in couple or group settings, by phone or online. Referral can be via your GP or directly via a local psychological therapies (IAPT) service.

#### They can help with:

- Talking therapies
- Tools and techniques to manage symptoms
- Support for those experiencing the psychological effects of managing long-term conditions, such as diabetes



Nicole Howard,  
Cognitive Behavioural Therapist