

# River Wey Medical Practice Newsletter

Farnham Centre For Health

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## Dementia Friendly Practice

### Points of interest:

- The Integrated Care Centre Meeting took place on Thursday 24 January at the Farnham Maltings. Attendees were given the opportunity to put forward their views and contribute to the shaping of healthcare in Farnham. If you would like more information, please see the 'Patient Information' tab on our website.
- The Practice is now supporting local charity 'Chiks', which provides homes and care for orphaned children in Kerala State, India. For more information about their fantastic work, follow the links on the 'Patient Information' tab on our website.
- The results of our GP Survey show that 88% of patients would recommend the surgery to someone new to the area! For full results please see the website.

Over the last few months, we have been adapting and improving the way we interact with patients with dementia in an effort to become a fully 'Dementia Friendly' practice. Working alongside Katherine Barbour, Senior Project Manager of the Dementia Quality Improvement Programme, the practice has implemented changes that will directly affect patient experience. Furthermore, all Reception and Administrative Staff have attended training sessions in an effort to raise awareness and understanding of the condition across the whole surgery.

'Dementia Champions' were identified from the practice, each becoming responsible for different aspects of the project. Surgery 'walk-arounds' were organised to identify ways in which the surgery might be more accessible to patients with dementia, such as suitably adapted signage. Care plan packs have been ordered for each patient which will ensure that patients and carers are instrumental in setting out the kind of care they would like to receive. Information and handouts about local services and support groups are included, as is a Farnham-based leaflet which offers information about the condition and contact information for local and national services.



The Practice has also engaged with Mary Jordan, the area 'Dementia Navigator' from the Alzheimer's Society who works with each surgery in the area, providing one-to-one meetings with patients and memory assessments. These meetings help to provide early assessment and identification of dementia.

## INR Patients Now Monitored in the Practice

The practice is now offering the INR service to some of our patients. If you would like us to take over the monitoring of your anticoagulant treatment within the Practice rather than at Frimley Park Hospital please ask at reception. We will then assess your suitability for monitoring in the surgery and liaise with the hospital. The Healthcare Assistant will contact you regarding your treatment. Please wait for this phone call and keep any existing hospital appointments before booking any new appointments at the practice.



## 24hr Appointments

In response to a PPG meeting in August 2016, the GPs have made some 24hr appointments available. These appointments are reserved for non-urgent conditions which cannot wait for a routine appointment but do not need to be seen the same day. They are not bookable online.

## Special Announcements

### New ECG Machine

The Partners and staff at River Wey Medical Practice would like to say a BIG THANK YOU to the Friends of Farnham Hospital who have kindly donated a new ECG machine to the surgery. We are sure you'll all join with us in thanking them for their kindness and generosity.



### Clinical Pharmacist

Mr Adam is our new Clinical Pharmacist. He works alongside our GPs to ensure that our patients receive safe and effective drug treatments following the most up-to-date evidence-based guidelines. Mr Adam specialises in medicines optimisation for people who take several medications together. As part of this role he carries out therapeutic monitoring and also provides face-to-face medication review consultations to ensure patients understand and are satisfied with the treatment they receive.

### Sister Last Completes Marathon and 100 Mile Bike Ride!

We are sure you will all join us in congratulating Sister Last on completing The London Marathon. Running in aid of SUDEP (sudden unexplained death in epilepsy) and in memory of her friend's daughter who died of SUDEP at the age of 11 yrs, Sister Last achieved her target time. 'My target was to complete it running and in under 6 hours which I achieved. Slower than a lot but faster than others! It was very hard work but I did enjoy it!' Sister Last also took part in the Prudential 100 Mile Bike Ride. 'The bike ride I did in about 7 hours, despite being held up by accidents, stopping for a comfort break & another time to say 'hi' to my mum who always watches!'

Following on from these successes, she is planning to swim the channel this year and will start training at Dover in May.

