

River Wey Medical Practice Newsletter

Farnham Centre For Health

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FICS— New Integrated Care Centre

Points of interest:

- The doctors often send messages on your prescriptions. Please check the white section on the back of your slip to check for any notes.
- Changes to Blue Disabled Badges— From 3rd April 2017 disabled motorists will no longer automatically receive free parking with a blue badge. For more information on this issue, and links to Waverley Borough Council's website, please see the 'Patient Information' page on our practice website.



The Farnham Integrated Care Service (FICS) launched on 1st June as a new way to access same-day healthcare appointments for patients at River Wey, The Ferns, Farnham Dene and Downing Street Medical Practices. The new centre will help you get the right care more quickly and relieve pressure on GP appointments so that people who need to can have continuity of care and longer appointments. This increased multidisciplinary care will help manage acute conditions and alleviate unnecessary trips to A&E.

When the new centre opens, you should continue to contact the practice in the usual way to book an appointment. When you ring the practice, the receptionist will ask for some information so that we can provide the right care for you. If a same-day appointment is needed, you will be booked into an appointment at the centre, or a telephone call will be booked for you to speak to an appropriate healthcare professional. The new centre, based at Farnham Centre for Health will be staffed by local GPs, nurse practitioners and other relevant local healthcare providers such as clinical pharmacists and paramedics.



FICS- New Paramedics Starting



Liz and Brad are two experienced paramedics who are the latest staff to join FICS. Liz and Brad join the team with over 30 years combined experience on the front line for the ambulance service based at Tongham and Guildford respectively. They will be responsible for seeing patients in the centre and for conducting home visits.



Liz joined Surrey Ambulance in 2004 and progressed the clinical pathway, qualifying as a paramedic under the new national university pathway, then undertaking further training to become a Community Paramedic. Brad has worked for the Surrey and South East Coast ambulance services for over seventeen years and is now looking forward to a change of environment (particularly from the night shifts)! Liz and Brad will be working closely with the GPs, Integrated Care Team and District Nurses and hope to develop the role of the community paramedic whilst making a real difference to patients.

New Partner Joining the Practice

Dr Ishmail Boakye-Acheampong MBBS, BSc, MRCP joined the River Wey Medical Practice on 3rd April as a Partner, working every Monday and Tuesday. He qualified at St George's University, London in 2007 and completed his MRCP in 2013.

His special interests include mental health and sports medicine. In his spare time he enjoys photography and is a keen gym enthusiast. We are sure you will join with us in welcoming him to the practice.



Special Announcements

Sister Berns' Retirement

Bernie Berns, our Practice Nurse, is retiring in August and is hoping to spend more time with her young grandson.

Bernie originally worked as a district nurse and has been with the practice for the last couple of years.

Bernie's calm and caring manner will be missed by patients and staff alike. We are sure you will join us in wishing her well in her retirement.

Make sure you come back to visit us Bernie!



Meet Rachel Sutton— our new Practice Nurse!

Please join us in welcoming Rachel Sutton to the Practice. Rachel will be taking over from Sr Berns and starting her new role as Practice Nurse in August. Rachel has seven years of experience in acute care as an A&E Nurse and has most recently worked as a Senior Night Sister at a private hospital. Rachel has a young family and enjoys gardening and complementary therapies.



Peter Glover — With over 19 years of patient-focused and leadership experience in the ambulance service, Peter is now joining the FICS team to help deliver integrated and effective patient care. Based in the new centre, Peter will liaise with GPs, physiotherapists, paramedics, psychological therapists, pharmacists, and community and practice nurses. He will also support the paramedics in their home visits. This increased communication between urgent and routine services will result in more effective integrated care, patient-specific pathways and reduced hospital admissions. Peter's role will focus particularly on frail and chronically unwell patients.

Using a variety of informatics Peter will be responsible for making sure that the changing needs of patients are met and ensuring that they are well-supported by community-based care.

He will also be responsible for data collection and reporting on the effectiveness of the FICS pilot.

