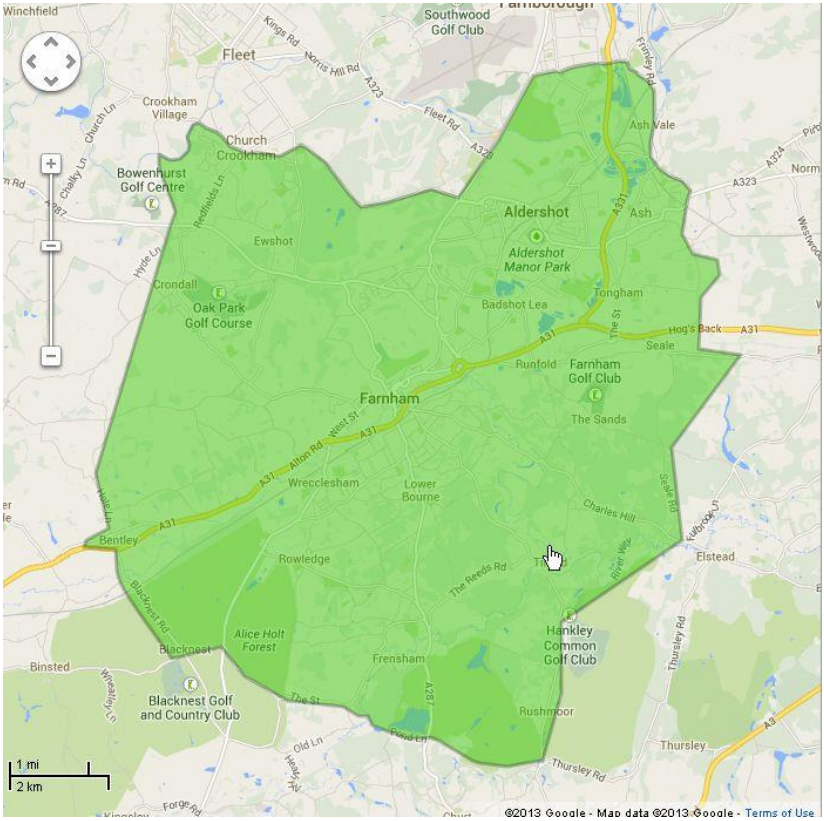
FARNHAM PARK
HEALTH GROUP

Farnham Centre for Health

Telephone: 01252 723122
www.farnhamgps.com



Making Farnham a healthier community



Farnham Centre for Health
Hale Road, Farnham, Surrey GU9 9QS
Telephone: 01252 723122
www.farnhamgps.com

Welcome to your practice. Farnham Park Health Group forms a partnership with former River Wey Medical and Ferns Medical Practices the collective aim to deliver a high standard of care to our patients. The practice is partnership team of three highly enthusiastic and innovative Partners, six associate GPs and an advance paramedic practitioner, dedicated to providing patients with a service from its purpose-built surgery located in the Farnham Centre for Health. The Practice assists with the training of qualified doctors gaining experience of working General Practice for a period during the final year of the course, and in addition undertakes the training and teaching of healthcare professionals. The Centre is part of the Farnham Hospital complex which features many services combined under one roof: District Nurses, Health Visitors, Midwives, In-patient beds, Out-patient hospital services, X-Ray, physiotherapy, ultrasound, phlebotomy and a pharmacy. The complex also houses a Social Services team as part of an integrated approach to community care.

The Practice aims to provide a one-stop solution to meet its patients' primary health care needs. The modern complex has excellent free parking and has been designed to allow unrestricted access for disabled patients.

Registering with Farnham Park

You can register with the practice by following the link on our website Join the Practice - Farnham Park Health Group, or use the NHS App Register with a GP service and the NHS website – find a GP; Find a GP - NHS. Paper forms can be requested from our reception team for those patients who do not have access to online services.

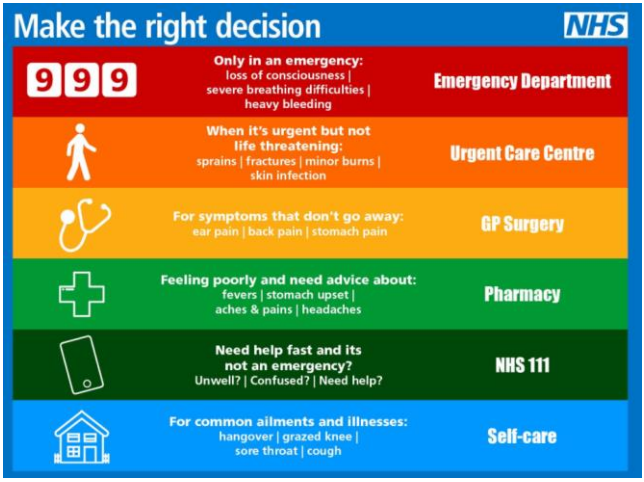
Mission Statement

- **Farnham Park Health Group aims to provide the highest possible standards of clinical and patient care.**
- **We are determined to create a warm and welcoming environment for our patients.**
- **We want to treat them and our staff with sensitivity, kindness and respect at all times.**
- **Above all we want our patients to feel they have been looked after in a professional and sympathetic manner.**
- **We aim to be a po-active, learning organisation striving for excellence, communication, innovation, and reflection.**

Core Values

- **Proactive:** We anticipate and address the needs of our community to provide the best possible care.
- **Respect:** We treat everyone with dignity, ensuring that all voices are heard and valued.
- **Innovation:** We continually seek new and better ways to improve the care we provide.
- **Diversity:** We embrace a culture that values the diverse backgrounds and perspectives each team members bring to our practice.
- **Excellence:** We strive for the highest standards in everything we do, ensuring the best outcomes for our patients and team.

Together, we aim to create a practice where everyone feels safe, respected, and valued.



Medical advice, information and assurance is available when we are closed from the NHS 111 service. This is a freephone number.

Our ICB provide an out of hours service via North Hants Urgent Care. To access this service dial 111.

For life-threatening conditions, call 999 immediately.

Advanced Paramedic Practitioners (APP) & Clinical Pharmacists (CP)				
Monday	**Tuesday**	**Wednesday**	**Thursday**	**Friday**
John Ryan (APP)	John Ryan (APP) Ravi Mondair (CP)	John Ryan (APP) Ravi Mondair (CP)	John Ryan (APP) Ravi Mondair (CP)	John Ryan (APP) Ravi Mondair (CP)
GPs				
Monday	**Tuesday**	**Wednesday**	**Thursday**	**Friday**
Dr Boakye-Acheampong Dr Hasafa Dr Fisher/ Dr Selvarajah Dr Akrawi Dr Jivani Dr Hall/ Dr Sherpa	Dr Roy Dr Boakye-Acheampong Dr Hasafa Dr Fisher/ Dr Selvarajah Dr Hall/Dr Sherpa	Dr Boakye-Acheampong Dr Hasafa Dr Rajasingam / Dr Ahmad Dr Akrawi Dr Jivani	Dr Roy Dr Hasafa Dr Savage Dr Fisher/ Dr Selvarajah Dr Jivani Dr Bhamm Dr Bhamm	Dr Roy Dr Boakye-Acheampong Dr Rajasingam/ Dr Ahmad Dr Fisher / dr Selvararjah Dr Hall/ Dr Sherpa Dr Bhamm

The Practice Partners

- **Dr P. Roy**
  BSc (Hons), MBChB, MRCGP, PG Cert, DGM, MFCI, MAcadMEd
- **Dr I. Boakye-Acheampong**
  MBBS, BSc, MRCGP
- **Dr Z. Hasafa**
  BChB, MRCGP

GP Associates

Dr A Sherpa
MBBS, MRCP, MRCGP

- **Dr Roma Bhamm**
  BMedSci, BMBS, MRCGP
- **Dr Abira Rajasingam**
  MBBS
- **Dr Fisher**
  MBBS MRCGP
- **Dr M Akrawi**
  MD, MRCGP
- **Dr F Jivani**
  MUDr MRCGP

Dr K Hall
MBBS, MSc, MRCGP

- **Dr Rizwan Ahmad**
- MBBS, MRCGP

The Clinical Team

Our GPs are supported by a comprehensive team of clinicians, including Advanced Paramedic Practitioners & Clinical Pharmacists.

Practice Nurses

Our nurse team perform varied nursing procedures. Including baby immunisation, travel and other routine vaccinations, smears and specialist health clinics, including those for patients suffering with asthma, diabetes or other chronic diseases.

Practice Nursing Team

Sisters

Helen Last
Becky Smith
Annette Pelling

Nursing Associate

Marta Bajer

HCA

Sarah Johnston

Sisters and Healthcare				
Monday	Tuesday	Wednesday	Thursday	Friday
Sister Last Sister Smith Nursing Associate Marta Bajer HCA Sarah	Sister Last Sister Smith Sister Pelling Nursing Associate Marta Bajer	Sister Smith Sister Pelling HCA Sarah Johnston Nursing Associate Marta Bajer	Sister Last Sister Smith Sister Pelling Nursing Associate Marta Bajer	Sister Last Sister Smith Nursing Associate Marta Bajer

The Management Team

Practice Manager

Anne Green is responsible for all aspects of managing and developing the Practice.

Practice Administration Team

Reception Manager

Lynn Greene and **Karen Greenwood** are responsible for the day to day running of our front desk activities and Reception Team.

HR & Finance Lead

Val Drury is responsible for all HR and day-to-day financial matters within the practice.

Practice Liaison Lead

Ali Winson is responsible for patient services and is the lead for patient complaints.

Digital Transformational Lead

Dan Flynn is responsible for digital technology within the practice.

Quality Lead

Haylee Shand is responsible for patient quality and ensuring all patients with long term chronic conditions are invited in each year

Clinical Pharmacy Team

Farnham PCN Pharmacy Team provide expertise in clinical medicines manage including face to face and triage medication reviews, manage long term conditions and those patients living in Care Homes.

District Nurse

We have a district nursing team rather than a named district nurse providing home care for our patients. The district nurses can be contacted directly on **01483 783456**.

Health Visitor

We have a team of health visitors who take special interest in the under-fives and children with special needs and can advise on general welfare matters. The Team can be contacted on **01483 782099**.

Community Midwives

Frimley Park or Royal Surrey Hospital Midwifery Team - a list is available when you register to see a midwife.

Home Visits

These can be arranged by phoning reception on **01252 723122** before 10am wherever possible. To help us judge the urgency of your request, please provide our reception team with full details of your symptoms. A doctor will call you back for further information You may be given advice, visited by a home visiting paramedic or a GP. Home visits should only be requested where a patient is too ill to attend surgery.

Opening and Surgery Times

The Practice opens at 8:00am and closes at 6:30pm Monday to Friday, excluding bank and other public holidays. Please call after 11:00am for all general enquiries as lines are very busy first thing in the morning.
Our phone lines are open from 08:00am until 6:30pm
Our online consultation portal is open from 08:00am until 6:30pm

How to contact the practice for an appointment and Rapid Health

The practice uses **RAPID HEALTH** for all patient requests. Complete a medical request form via our Rapid Health online consultation system via our website Farnham Park Health Group or call the reception team.

Appointments for children 15 years and under

Download the Healthier Together app for health and advice for your child and to send details of your child's symptoms through to the practice.

Rapid Health Admin Requests

You can complete an admin request via Rapid Health on our website selecting the admin option.

Enhanced Access

Appointments are available with our GPs throughout the day from 08:00am – 6:30pm. We also offer enhanced access appointments weekday evenings and weekends.

Outside Surgery Hours

Medical advice, information and assurance is available when we are closed from the NHS 111 service. This is a freephone number. Our ICB provide an out of hours service via North Hants Urgent Care. To access this service dial 111.
For life-threatening conditions, call 999 immediately.

Nurse Led Clinics

Offered by advance appointment with the Practice Nurses.

Chronic Disease

Review clinics are offered by advance appointment with the Practice Nurses.

Immunisation

Children's immunisations are recommended at 8, 12 and 16. Boosters at 12 months. Please visit https://www.nhs.uk/conditions/vaccinations/childhood-vaccines-timeline/ for timeline of vaccination programme.
Adult immunisation: recommend tetanus and polio immunisation. For those at special risk we offer Hepatitis B, pneumonia and annual flu vaccination as well as immunisation against rubella.
Travel Please contact our Practice Nurse team at least 6 weeks in advance of your trip well in advance of your trip
Complete the travel form available on our website and email this to frimleyicb.reception.fphg@nhs.net During your appointment the Practice Nurse will arrange the appropriate vaccination programme to be set-up for you they can also offer health advice and guidance for your trip. Please note, not all travel drugs are provided by the NHS so charges will apply.
https://www.farnhamgps.com/services/travel-vaccinations/

Asthma

Regular asthma and spirometry clinics are held with our practice nurses, please ask at Reception for availability.

Cardiovascular Clinic

By appointment with the Practice Nurses.
This clinic is run for patients with known heart/stroke/vascular problems, and for those at risk from coronary heart disease.

Diabetes Clinic

By appointment with the Practice Nurses.
The purpose of the clinic is to help and support all patients with diabetes. Our aim is for patients to achieve control of their disease and become confident managing it.

Hypertension Clinic

By appointment with the Practice Nurses and our Healthcare Assistant.
The purpose of the clinic is to help and support patients with hypertension. The Nurses provide Hypertension Clinic appointments during their normal surgery times. Some appointments might take place with the Healthcare Assistant.

Phlebotomy (Blood Taking)

A bookable online clinic is also located in the Outpatients Department at the Farnham Centre for Health. As opening times are subject to change, please ask a member of our Reception Team for the latest opening times.

INR Testing

Repeat Prescriptions and NHS App Please use the **NHS App** to request your repeat prescriptions.

If you are unable to use online services and need more medication, please tick the required items on the repeat prescription slip and drop or post it into us. Please allow **7 working days** for collection at your nominated pharmacy.

Patients who are on stable, long-term medication where the dose never varies may qualify for Repeat Dispensing – please ask at Reception for details. For patient safety reasons, our staff are not allowed to accept telephone requests for medications. Please ensure you order repeat medication before it runs out.

Samples, Results and Enquiries Specimens must always be provided in proper laboratory containers to avoid test invalidation and for health and safety reasons. Please ask at reception for a container if you have not been given one. If you require test results, please submit your results request via RAPID HEALTH or ring the surgery between 11am – 12.30pm. For reasons of confidentiality, results may only be given to the patient concerned. Please allow 5 working days for blood tests and X-rays and up to 2 weeks for





Essential Clinical Information

Maternity Services

Antenatal care is shared between the doctor, midwife and the hospital, normally Frimley Park or the Royal Surrey County Hospital (RSCH) in Guildford.

The midwifery service includes antenatal clinics, parent craft classes, hospital tours and many other opportunities to discuss your pregnancy and childbirth, as well as home visits after your baby is born, to assist you with any problems that may arise.

Following this initial contact, should you require further information regarding midwifery team please now register online at Frimley Park Hospital https://www.frimleyhealthandcare.org.uk/maternity/ or The Royal Surrey Hospital: https://www.royalsurrey.nhs.uk/maternity/

Antenatal Clinics

- RSCH by appointment or at Farnham Hospital Outpatients Department, Friday 1.45 – 4.30pm

Postnatal & Baby's First Check are carried out at the surgery 8 weeks after your baby is born. Appointments will be arranged for you by the Secretary.

Well Woman and Family Planning

Well woman and contraceptive services are provided by our nurses and the doctors individually.

Minor Surgery

We perform a range of minor operations and joint injections in the surgery without the need to wait for a hospital appointment. Your doctor will decide the appropriate course of action for your individual case.

Carers

Support for carers. Do you look after a family member or friend who is unwell, disabled or frail?
If so, please complete carers registration form. Once you are added to our list of carers we will know about your busy life as a carer, which can affect your health. We can also try and be flexible with appointments as we will know about your commitments.

Healthier Together - Worried about your child?

Visit the Healthier Together website or download the app from the App store or Google play
Many conditions are self-limiting and will require only mild pain relief. You can obtain medical advice at www.nhs.uk (follow the symptom checker link) or call 111 – this service is available 24 hours a day 365 days a year.
Your local pharmacist can also provide advice and recommendations on over-the-counter products that may help. There are selected over the counter products that the GP's are now unable to provide regular medications which can be purchased over the counter at a Pharmacy. Further information can be found on our website.
As with any condition, if the symptoms persist you should make an appointment to see one of our GPs. *Please remember that A&E is for patients who have had an accident, need emergency care or for life threatening conditions*. Here are some common conditions that can be dealt with at home:

Self-Help

Please see our website for links and QR codes for patient information on a wide range of issues including, skin health, quit smoking, statins, weight loss, young person's guide, etc.
Farnham Park Health Group

GP Training

Farnham Park Health Group is an accredited training and teaching practice, committed to supporting the development of future healthcare professionals. We provide training placements for medical students, foundation doctors and GP trainees (known as GP registrars) Our experienced GPs and trainers supervise and mentor trainees ensuring they gain valuable experience in delivering patient care within a GP surgery.

Chaperones

If you would like a chaperone to be present during a physical examination by a doctor or nurse, please let us know, if possible before you attend for your appointment.

Accessible information Standard and 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

Safety and Comfort

We ask parents to always exercise control over their children while in the surgery. This is to avoid accidents occurring and out of consideration for our other patients.
Fire alarms are tested every Thursday morning in the Hospital & Centre for Health, usually between 9:30 and 10:00am.

Farnham Integrated Care Centre

If you have an urgent on the day medical problem you can be seen at Farnham integrated care Centre appointments are available throughout the day with GP's, Advanced Nurse Practitioners and Musculo-skeletal Practitioners.

Accident and Emergency Departments

The nearest A&E department is at Frimley Park Hospital (**0300 613 3200**), there is also an A&E at the Royal Surrey County Hospital in Guildford (**01483 571122**). Please remember, accident and emergency services are precisely for these purposes, if in doubt, please call and speak to one of our Practitioners at the Integrated Care Centre before attending A&E during working hours.

Hospital and other Referrals

Our secretaries will book your NHS referral appointment following your consultation under our eReferral system. Should you choose a private referral, your doctor may ask you to make your own appointment and collect a letter for the specialist. We ask you to allow 5 working days before your appointment so that the letter can be prepared.

Patient Choice

If you and your GP decide that you need to see a specialist for further treatment, you can now choose where to have your treatment from a list of hospitals or clinics. As well as hospitals, your GP may also be able to refer you to community-based services, such as GPs with Special Interests or community clinics. Alternatively, if your GP decides to refer you to a Clinical Assessment Service and you then need to go to hospital, you will be able to choose from this list of hospitals. The ICB is responsible for the range of service providers available to patients.

Firearm and Shotgun Licence Applications

The practice does not complete the medical pro-forma in relation to any applications to firearms and shotgun licences. Patients will need to make arrangements with an alternative practitioner. It is recommended patients sign up for online access.
Please seek guidance from https://basc.org.uk/

Communicating with Patients: The Practice tries to keep patients fully informed about what's going on in the surgery using Patient information leaflets in the waiting room, practice website and SMS messaging.
We also produce periodic newsletters which provides behind the scenes news about current and topical issues of interest to our patients. You can sign up to the newsletter via our website.
https://www.farnhamgps.com/consent-to-receive-texts-and-e-mails-from-the-surgery/

Practice Website: The Practice website is being continuously extended and updated to provide patients with the latest information and access to a greater range of on-line services. We provide links to specialist patient information support via our website. Farnham Park Health Group
Patients can securely order repeat prescriptions and submit a request to the GP in working hours. Patients wishing to use this service will need to register and provide a form of identification, once verified you will be issued with a temporary password and PIN number – this is for their security and to ensure the system is not misused.

Online Access/ NHs App : This allows you to order repeat prescriptions , review test results, Immunisations history, allergies and your consultations . If you would like to have further access to your medical records and results you will need to complete a subject access request form available on the practice website.

Proxy Access: On your child's 11th birthday GP computer systems will automatically remove existing online proxy access of a parent or carer. Parental proxy access may be reinstated if, after discussion with the parent(s) requesting access, the child's GP believes that proxy access would be in the child's best interest. From 11-16, a parent with proxy access will be able to manage certain elements of the young person's record, such as demographic data, and make appointments and order repeat prescriptions, but they will not be able to see the young person's past appointments or clinical record. On the young person's 16th birthday, the systems will switch off all the remaining proxy access except where the young person is competent and has given explicit consent to the access. If you wish to continue proxy access to your child's records, please download a consent form from our website or ask at reception for a paper copy. Please return the completed form to the practice along with appropriate ID.

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.

New Patients and Expected Code of Conduct

All patients are registered with the Practice but are also allocated a named GP to ensure continuity of care.

Everyone is welcome in general practice. We accept new patient registrations from the area shown on Page 1. To register, we have a few simple formalities. Firstly, you will be asked to complete a short medical questionnaire to help us establish your immediate care needs. Secondly, you must provide documents such as a photographic driving licence or passport to confirm your identity to register for online services. Patients do not need to provide proof of ID, address, immigration status or an NHS number to receive care or see a GP.

Remember, if you move or change telephone number, you must notify us immediately.
https://www.farnhamgps.com/patient-info/new-patient-registrations/

We have a code of conduct to help make everyone's visit to the surgery as safe and as pleasant as possible:

- Please keep all fire exits and disabled spaces clear at all times. If your child has used any of the toys, please ensure they are cleared away and do not pose a tripping hazard, particularly to elderly patients whose vision may be impaired.
- We expect patients to be considerate to our staff and fellow patients at all times.
- Sometimes GP appointments over run for reasons beyond our control, we ask for your patience and understanding.
- Patients who are rude, aggressive and violent or who persistently fail to attend appointments will be asked to leave the Practice and seek care elsewhere.
- We have an open-door policy for accepting new patients providing they live within our catchment area and are eligible for treatment. If however, a patient is not accepted for any other reason, an explanation will be provided.
- Free Wi-Fi is available in the practice waiting area.

Disability and Discrimination Act

The surgery has easy access and dedicated spaces in the waiting room for wheelchairs users and will attempt to meet all reasonable requests for services for patients with disabilities.

Confidentiality

All records held by the Practice are completely confidential. All computerised records held on our clinical system are protected by the Data Protection Act (2018).

Sharing of Patient Information

All patient information is confidential, and we comply fully with the Data Protection Act and Caldicott principles. All employees in the practice have access to this information in relation to their role, have confidentiality clauses in their contracts of employment and have signed a confidentiality agreement. All staff members adhere to the Confidentiality: NHS Code of Practice 2003.

To ensure safe and effective care, patients' information may be shared with other parities within the care team who are involved in their direct care. Where a patient wishes information not to be shared within the team providing direct care, then they must discuss this with their GP and a note in the record made.

It is imperative that when it is right to release details to 3rd parties that the information only includes what has been asked for and not necessarily the full record.

Summary Care Record The SCR enable healthcare staff providing care for patients in an emergency anywhere in England to be made aware of current medications or allergies. If patients wish to withhold their information from the SCR they can opt out.
https://digital.nhs.uk/services/summary-care-records-scr/summary-care-records-scr-information-for-patients

Your Data Matters You can make a choice regarding your data for research and planning online
https://www.nhs.uk/your-nhs-data-matters/

General Practice Data General Practice Data to support Health & Care Planning and Research requires completion of the Type1 Data Opt Out Form and returning to the IT Team via email frimleyicb.itfphg@nhs.net
https://www.farnhamgps.com/nhs-health-and-care-data/

The Young@FPHG- here to listen not to tell.

We provide a confidential service to all our patients, including under 16s. This means that you can tell others about a visit, but we won't. The only reason why we might have to consider passing on confidential information without your permission, would be to protect you or someone else from serious harm. We would always try to discuss this with you first.

Freedom of Information Act 2000

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the practice manager.

Interpreters/Signing

The Primary Care Trust has arranged a telephone translation service for those patients unable to speak English. Most languages are covered. Signing interpreters are also available by prior arrangement for those patients with hearing difficulties.

Patient Participation Group and Suggestions

The Practice welcomes suggestions on how we can further improve our services. Please e-mail, write to us or drop a note in the suggestions box. We actively seek new members of our patient participation group. If you are interested in joining, please complete the form which can be found under PPG link on our website or ask reception.

Complaints

We strive to always provide the highest standards of care and service. If you are unhappy about any aspect of your care, then please do let us know. We have a published complaints policy which is displayed in our waiting room, is available from our website www.farnhamgps.com or you can obtain a copy by asking at reception. This details how we will handle your complaint, the time in which we will try to respond, and the recourses open to you should you be unhappy about the outcome. In the first instance, please email frimleyicb.adminfphg@nhs.net and it will be passed directly to the Practice Liaison Lead.

Advocacy Service

Health Complaints Advocacy Service 01483 310 500 http://www.surreyilc.org.uk/

NHS Frimley Integrated Care Board

Frimley ICB is responsible for the Farnham locality and the commissioning of out of hours as well as a range of other clinical services.

The ICB https://www.frimley.icb.nhs.uk/ may be contacted by telephone on 01753 860441 or via email at frimleyicb.public@nhs.net

Supported Mobile Applications








Better Health
Let's do this
NHS
Quit Smoking
Start Saving
Join the thousands of people who are quitting smoking.
Download on the App Store
GET IT ON Google Play
Progress
£128
£11.99
£0.60
£15
£0.50


GET U BETTER
get U better
One app for many conditions
Lower back pain
Back and leg pain
Neck pain
Shoulder pain
Ankle pain
Knee pain
Request Access
Recovery
Prevention &
Support

Accreditations





