Important Telephone Numbers

Ambulance (Emergency) - 999

The Surgery – (01252) 723122

Hospitals
Farnham Hospital – 01483 782000
Frimley Park Hospital, Frimley – 01276 604604
Royal Surrey County Hospital, Guildford – 01483 571122

Out-of-hours service
Harmoni – 0300 130 1305

Chemists
Boots, The Borough – (01252) 715121
Bourne Pharmacy, The Bourne – (01252) 715626
Heath End Pharmacy, Farnborough Road (01252) 323289
Lalys Chemists, Downing Street – (01252) 723326
Rowlands, Farnham Hospital – (01252) 715662
Sainsbury’s, Water Lane – (01252) 721957
Vaughan James, West Street – (01252) 716274

Farnham Police – 0845 125 22 22 (Surrey Police Switchboard)

Emergency Dental Service – 01276 692777
(Sunday morning only, Frimley Park Hospital)

Social Services – 08456 009 009

Samaritans – (01252) 513222

This practice is part of the Surrey Primary Care Trust

Staff and Lay Members of the Primary Care Trust Board may be contacted through the PCT Offices on 01372 201700 (Address: Cedar Court, Guildford road, Fetcham, Leatherhead, Surrey, KT22 9RX)

Farnham Centre for Health
Hale Road, Farnham, Surrey GU9 9QS
Tel: (01252) 723122
www.fernsmedical.co.uk

The Ferns Medical Practice
Farnham
If you are looking for a practice to join, we hope you will find the enclosed information helpful; and if you have just registered with us, the leaflet tells you about how to contact us, who we are, what we do and the services we have to offer.

The information in this leaflet is updated at regular intervals for the benefit of existing patients.

The information is also available on our website:

www.fernsmedical.co.uk

Medical Cards
Medical cards are no longer issued routinely to new patients by the Primary Care Support Service (PCSS). If you need confirmation of your NHS number, the practice can tell you on production of a form of identity. If you require written confirmation of registration or your NHS number, please phone the PCSS on: 020 8335 1400; or visit the PCSS web site www.pcss.nhs.uk/your-information/medical-card-requests where there is advice on how to request a medical card/NHS number.

Due to information security the PCSS is unable to give out NHS numbers over the telephone, but they will send confirmation of a patient’s NHS number to their home address as held on the PCSS system.

In early Saxon times a small settlement was established at the meeting place of ancient track ways, reliable springs, simple potteries and a river flowing between fern covered banks and water meadows. It was called FEARNHAMME, and is the source of our practice name and symbol.
Confidentiality of Patient Information

Doctors, nurses and staff have access to your medical records for their work, and all are obliged to keep them confidential at all times. If you are referred elsewhere for treatment, the relevant data will be passed to the provider of that treatment. Other organisations, such as solicitors or life assurance companies acting on your behalf, may be granted access to your records only with your written consent. Anonymised patient data (i.e. not identifiable) may be made available to other parts of the NHS or health organisations as appropriate for audit or statistical purposes.

Complaints Procedure

We endeavour to give you the best service possible at all times, but there may be occasions when you feel you wish to express dissatisfaction.

We offer an in-house procedure to deal with your concerns. This will give us the opportunity of investigating any problems which may have arisen.

If you wish to make a complaint about the services the practice provides for you, please contact our Practice Manager in the first instance, either in person, or by telephone or letter if you prefer. She will take full details of your complaint and decide, with you, how best to undertake the investigation.

Please note that we have to respect our duty of confidentiality to patients, and a patient’s consent will be necessary if a complaint is not made by the patient directly.

We hope to address your concerns fully, provide you with an explanation and discuss any action that may be taken. We trust that, at the end of the informal meeting, you will feel satisfied the matter has been resolved. However, if this is not possible, we can suggest avenues of further action with appropriate authorities. Please ask for a copy of the Practice Complaints Procedure.

The Patient Advice and Liaison Service (PALS)

PALS can provide confidential help with:
- Concerns or queries you may have about your care or the care of someone close to you
- Any issue that you have been unable to resolve with the surgery staff
- Information about health matters and local health services
- Contact details of local and national voluntary agencies and support groups
- Information on the NHS complaints procedure and the independent advocacy support available to help you through the procedure

PALS can be contacted through the PALS Manager at Surrey Primary Care Trust on 01372 201723 or email to: pals@surreypct.nhs.uk

The Doctors

Dr Peter Robinson
MB BS DRCOG FPCert
St George’s, London, 1981

Dr David Luscombe
BDS MB BS DRCOG FPCert
King’s College, London, 1986

Dr Fiona Blundell
BM ChB DCH DRCOG FPCert
Bristol, 1984

Dr Malini Spink
MB ChB MRCGP DRCOG DA DFFP
Bristol, 1981

Dr Vincent Koh
MB ChB
Liverpool, 1993

Dr Margaret Ardagh
MB BS DCH FPCert
St Thomas’, London, 1985

Dr Sarmad Al-Assadi
MB ChB MRCGP DFFP
Baghdad, 1992
The Ferns Medical Practice (Dr Robinson and Partners) forms a partnership in which all the doctors listed below are partners.

Dr Peter Robinson has been with the practice since 1985. His clinical interests include sexual health and substance misuse, in which he works as a GP specialist for the Primary Care Trust. He is also a hospital practitioner in genito-urinary medicine. As senior partner, he plays a leading role in co-ordinating practice activities.

Dr David Luscombe joined the practice in 1991. He is interested in all aspects of family medicine. He takes a special interest in diabetes, running the regular diabetic clinics for the practice. He is married with two children.

Dr Fiona Blundell joined the practice in 1993. She is interested in all aspects of general practice and takes the lead for the practice on prescribing issues. She is married with three children.

Dr Malini Spink joined the practice in 1994. She is interested in all areas of family medicine, particularly women’s health and coronary heart disease, and runs the family planning clinic. She is married with three children.

Dr Vincent Koh joined the practice in 1999 after completing his GP training in Chelmsford. He has a special interest in care of the elderly and he also runs the respiratory clinic.

Dr Margaret Ardagh joined the practice in March 2002. She is interested in all areas of family medicine, particularly in women’s and children’s health issues. She has two children.

Dr Sarmad Al-Assadi joined the practice in April 2003. Dr Assadi qualified in Baghdad and practised in Iraq before moving to Britain. He joined the NHS in 1998 and completed his GP training in England. He is interested in all aspects of medicine, but particularly in sports injuries and minor surgery. He is also the trainer for qualified doctors undergoing GP training with the practice. He is married with two children.

Our commitment to you and what we ask in return

Arrangements will be made to respond promptly to emergencies at all times.

Please remember that we are dependent on your making it clear that the problem is very urgent. Outside surgery hours Harmoni provides an out-of-hours service.

We will visit you at home whenever necessary in agreement with yourself.

Home visits require travelling time which can reduce time spent with patients. Please telephone before 10.30 a.m. if possible, but only request this service when you are too ill or infirm to come to the surgery.

Repeat prescriptions will normally be available within two working days of receiving a request.

Please allow sufficient time in case of delays. Please allow a week for postal requests (and enclose a stamped addressed envelope.).

We welcome constructive comments and suggestions and will respond to complaints quickly and efficiently.

Please ask for the leaflet explaining our complaints procedure.

We aim to give the best possible service to our patients.

Please remember this is your practice as well as ours, and work with us to achieve this aim.

We will be courteous to our patients.

Please be polite and courteous to all members of the practice. Please realise that we will not tolerate bad behaviour towards our staff or anybody else in the Centre for Health.
Our commitment to you and what we ask in return

We will give you full information on how to contact us, what we can offer you and the names of our practice staff.

Please read our practice leaflet carefully

We are committed to the highest levels of confidentiality. Arrangements can be made to speak privately to doctors or staff.

If you can, please indicate the nature and urgency of your problem so we can help you as efficiently as possible.

We aim to answer the telephone promptly and to ensure that there is sufficient staff available to do this.

Please appreciate that there may be occasions when other patients’ needs are being attended to at the reception desk.

We will try to offer you:
- An appointment with your own doctor (except when he or she is away) or the practice nurse within 3 working days, whenever possible.
- An appointment with any doctor within 2 working days.
- A consultation (not necessarily a booked appointment) within one day if you feel it is medically urgent.

Please keep your appointment and arrive on time. If you are late other patients could be inconvenienced and we may ask you to rebook another time.

Please cancel (as early as possible) any appointment you are unable to keep, so that the time can be re-allocated to another patient. Please see our Missed Appointments Policy on page 15.

Patients will normally be seen within 20 minutes of their appointment time. Where delay is unavoidable we will keep you informed.

Appointments are normally for 5-10 minutes. Some consultations take longer so delays can occur. If you feel you will need longer, please indicate this when your appointment is made.

Important Information

Emergency

If for any reason you are unable to make contact with the doctor on call do not hesitate to dial 999 for an ambulance.

Surgery Opening:

Monday to Friday: 8.30 a.m. to 7.00 p.m.

Telephone: 01252 723122

Monday to Friday: 8.30 a.m. to 7.00 p.m.

When telephoning for an appointment or a home visit please try to give our receptionists a clear idea of the urgency of the problem.

Outside Surgery Hours: 0300 130 1305

Surrey Primary Care Trust is responsible for the out-of-hours service, which is provided by Harmoni. When the surgery is closed, a recorded message will give you the Harmoni telephone number, 0300 130 1305. It may be possible for Harmoni to deal with your problem over the telephone, or a doctor may visit, or you may be invited to attend a Primary Care Centre, either at Farnham Hospital or elsewhere in the area.

The telephone number for NHS Direct is 0845 4647; or can be found at: www.nhsdirect.nhs.uk
If you would observe the information and guidance set out below, it could greatly ease the pressure on the lines during peak periods, enabling those who are telephoning about urgent matters to make contact more quickly.

**Peak Periods:** The lines are busiest between 8.30 and 10.30 a.m. Please avoid this time of day for routine and non-urgent matters. **Monday** is normally the busiest day for the practice. It would be appreciated if non-urgent matters could be left until later in the week.

**To request an appointment the same day or home visit:** Please telephone before 10.30 a.m.

**To speak to a doctor:** Generally after morning surgery or before evening surgery. For more specific information, please ring reception after 11.00 a.m. The doctors have allocated appointments for telephone consultations; these can be booked in advance through reception.

**To request results of blood tests or other investigations:** Please try to avoid the peak periods.

**For routine or non-urgent matters:** It would be appreciated if you would telephone after 10.30 a.m. This includes booking future appointments which can normally be made up to a month ahead.

**Registering with the Practice**

To register at the practice, please complete a registration form, obtainable from reception or downloadable from our website. Although you are registering with the practice, you may request to be looked after by a specific doctor. Your preference will be met if possible, but it will depend on the individual doctor’s practice list at the time. When registering, you will be asked to provide identification, and proof of your address.

If you are on repeat medication, you will need to see a doctor before a prescription can be issued.

**Disabled Access**

Access is possible for disabled patients.

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**Missed Appointments Policy**

A significant number of appointments per month are missed appointments where the patient does not attend (‘DNA;’) for a booked appointment, and does not contact the surgery in advance to cancel/change the appointment. The effects of these missed appointments are:

- An increase in the waiting time for appointments.
- Frustration for both staff and patients.
- A waste of resources.

Therefore the practice has the following policy on missed appointments:

- If you fail to attend appointments without informing us, we will write to you asking if there are any specific problems preventing you from letting us know.
- If you repeatedly fail to attend for appointments, you may be removed from the practice list and have to find an alternative GP practice.

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**The Ferns Medical Practice Farnham**

**Patients Charter**

This practice has an equal opportunities policy. It is our policy not to be judgmental regarding the lifestyle or sexual orientation of our patients. We are happy to help patients from all groups of society and will try to give the best care to everyone equally.

**Behaviour**

Violent or abusive behaviour to any member of the practice (GP, nurse or staff) or to anyone else on the practice premises will not be tolerated, and patients behaving in such a manner will be required to register at another practice.

**Please read pages 16 & 17.**
Appointments
For more detailed information on the times of surgeries, please see the timetable page.

All consultations with the doctors and practice nurses are by appointment and can be made by telephoning the surgery or calling in at reception. Appointments with the doctors can also be booked on the internet through our website. (You must register for this service – please ask at reception).

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

Although you may consult any doctor in the practice, we prefer you to remain with one doctor as much as possible since we feel that this allows for better continuity and more personal care. This may not be the doctor with whom you originally registered.

To help us, please:
- cancel (as early as possible) any appointment you are unable to keep
- advise us of any change of name, address or telephone number

Please note our Missed Appointments Policy, which is on page 15.

Home Visits
Home visits can be arranged by contacting Reception: 01252 723122

Visit requests should be made before 10.30 a.m. whenever possible because delay can occur in contacting the doctor once he or she has left the surgery.

We ask that home visits are only requested for patients who are too ill or infirm to attend the surgery (where facilities often allow for better examination and treatment). If you are unsure, then ask to speak to one of the doctors who, if you agree, may arrange for you to be seen at the surgery without delay.

Chaperones
This practice respects the privacy and dignity and the cultural and religious beliefs of our patients. If you would like a chaperone to be present during a physical examination by a doctor or nurse at the surgery, please let us know and we will do our best to comply.
Practice Team

Practice Manager
Mrs Gaynor Hardy, Practice Manager
Mrs Elizabeth Nurse, Assistant Practice Manager

Gaynor Hardy assisted by Liz Nurse, co-ordinates the administrative support for the doctors and nurses and plays an essential role in directing Practice staff and resources to ensure that all services are provided to a high standard.

Practice Nurses

Sister Oonagh Aylwin, RGN (Practice Nurse Manager)
Specialist Practitioner - General Practice, Dip. Asthma Care, Dip COPD, CHD Dip, Family Planning (ENBR71)

Sister Lucia Ede, RGN, RSCN
Specialist Practitioner - General Practice, Cert Diabetes Care, Family Planning (ENB901)

Sister Trish Chapman, RGN
CHD Dip, Smoking Cessation Specialist, A&E (ENB211)

Sister Claire Ballard, RGN
Cert Diabetes Care, Smoking Cessation Advisor, Hypertension Advisor

The practice nurses run the treatment rooms. In addition to the clinics (see ‘About our clinics and services’ on pages 10, 11, 12), their duties include:
- Blood pressure monitoring
- Ear syringing
- Cervical smears
- Travel health advice and vaccinations
- Childhood immunisations
- Wound care and dressings

The doctors and practice nurses are supported by our health care assistant, Gill Gilliam. Her responsibilities include blood tests, blood pressure checks and electrocardiographs. She co-ordinates the home loan blood pressure monitors and also assists Dr Al-Assadi in his minor surgery clinic.

Training of Doctors and Medical Students

The practice assists with the training of qualified doctors gaining experience of working in General Practice and of medical students, who are attached to the practice for a period during the final year of their course.

Community Services supporting the Practice

District Nurses: 01483 782000 (Farnham Hospital)

The Farnham District Nurses Team is based in Farnham Centre for Health.

District Nurse duties are many and varied, but their priority is to provide skilled nursing care for acute, chronically sick and terminally ill people in the familiar environment of their own homes, and to advise and support families caring for sick and elderly relatives.

Referral to a District Nurse may be either through your doctor, or direct on 01483 782000.

Health Visitors: 01483 782000 (Farnham Hospital)

The Farnham Health Visitors Team is based in Farnham Centre for Health.

Health Visitors are Registered General Nurses with additional qualifications to advise on health matters for the whole community with an emphasis on health advice for the Under 5s.

Their work includes child surveillance at home and in their clinics, immunisation advice, well baby clinics, developmental assessments, exercise and relaxation classes, antenatal and postnatal groups, and women’s health groups and health promotion.

Community Mental Health Team (CMHT)

The CMHT hold clinics in Farnham Centre for Health, and includes clinical psychologists, community mental health nurses and social workers.

The role of the CMHT practitioner is directed towards providing care and support for those experiencing a wide range of psychiatric disorders and psychological problems. These may be in the form of short term mental health needs, or the longer term debilitating disorders. It also includes advice and support for families caring for the mentally ill. Separate sections of the CMHT look after patients under and over 65 years of age.

Referral to the CMHT practitioner is through your doctor.
Diabetes Clinic

By appointment with Dr Luscombe & Sister Ede on Thursday mornings, or Dr Luscombe & Sister Ballard on Monday mornings.

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 Sister Ballard.

The purpose of the clinic is to help and support patients with hypertension. Sister Ballard provides Hypertension Clinic appointments during her normal surgery times.

Stop Smoking Service

Sisters Chapman and Ballard can give advice and assistance to help you give up smoking.

In-House Services

Following consultation with your doctor, we have access to Clinical Psychology and Counselling services within the practice.

Other Services in Farnham Hospital

Many other services are available within Farnham Hospital and Centre for Health. The Outpatients Department provides a phlebotomy service Monday-Friday and facilities for Frimley Park consultants to hold specialist clinics. There are a Physiotherapy Department, Dietetics and various other specialist units within the building.

Waverley Social Care has an office providing services to the Farnham area. Its role is to meet the needs of people aged over 18 with physical and sensory disabilities and older people with any disability, including mental health needs. The Waverley Care Management, Occupational Therapy and Home Based Care Teams are based here. Please contact the teams through Surrey County Council Contact Centre on 08456 009 009.

Receptionists

Mrs Margaret Nicholls (Senior Receptionist)

Mrs Dianne Bradley  Mrs Lynn Chadwick  Mrs Laura Copeland
Mrs Lynne Curtis  Mrs Elizabeth Durrant  Mrs Donna Fry
Mrs Jan Hudson  Mrs Carolyne Jennings  Mrs Jackie Parlett
Mrs Barbara Pickett  Mrs Cheryl Savage  Ms Lisa Smith

Our receptionists are there to welcome you, make appointments, arrange visits and help you make the best use of the services the practice offers. They are fully trained and act according to doctors’ instructions.

During surgery hours they are much in demand, but will always try to help you with any queries as sympathetically and efficiently as possible. Any information entrusted to the receptionists will be treated in complete confidence. If however you would like to speak to someone in private, please mention this at the reception desk.

Administrative Support Staff

Mrs Lesley Swan (Practice Secretary)

Mrs Diane Allen  Mrs Laura Copeland  Mrs Myra Darbyshire
Mrs Elizabeth Durrant  Mrs Donna Fry  Mrs June Jasper
Mrs Nicola Priaulx

Our secretarial, clerical and computer staff, supported by members of the reception team, undertake a wide range of essential support tasks. These include patient registrations, management of patient medical records, processing of referral letters and medical reports, preparation of repeat prescriptions (about 20,000 per year), issuing invitations for health screening, vaccination programmes and clinics, and liaison with local hospitals, community services and other agencies.

Computers are an essential part of the surgery operation and the management of the practice’s clinical system (EMIS), website, intranet is a key function, co-ordinated by the Assistant Practice Manager, who also provides support and training for the practice staff.
About our clinics and services

For more detailed information please telephone Reception on 01252 723122

Repeat Prescriptions

If you require long-term medication you will receive a repeat prescription slip. When you need a new prescription, tick the items that you require and place the slip in the box at reception. You can also request your prescription online through the practice website. **We are unable to accept telephone requests for repeat prescriptions.** Your prescription will normally be ready to collect after 2 working days, along with a new slip. If you leave, or send us, a stamped addressed envelope, it will be posted back to you but in this case allow at least a week. Alternatively, the local chemists can collect your prescription direct from the surgery. Review of your medication with your doctor is necessary at appropriate intervals.

Maternity Services

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

**Antenatal Clinics:** Having seen your doctor, arrangements will be made for one of the following antenatal clinics:-
- Frimley Park Hospital; by appointment with the midwives at the Farnham Centre for Health – Thursday 12.15 – 3.00 p.m. Tel 723122
- The Royal surrey County Hospital; by appointment with the midwife at Farnham Hospital – Friday 2.00 – 5.00 p.m. Mobile Tel: 07879 425156

**Postnatal checks:** By appointment with your doctor 6 weeks after your baby is born.

Contraception Clinics

Contraception Clinics are held every Monday evening 5.30-6.50 p.m. (walk-in) and every Wednesday evening 5.30 – 6.20 p.m. (by appointment only). The clinics are run by specialist staff and offer the full range of contraceptive services. Alternatively, you may wish to make an appointment with your own doctor.

Child Health

Together with our Health Visitors we provide a comprehensive development programme including a full course of immunisation for the under fives. Please register your child at reception for these services, and contact your Health Visitor on 01483 782000 for information and advice.

Minor Surgery

When appropriate, minor operations can be carried out in the surgery by all the doctors. Patients can also be seen in Dr Al-Assadi’s minor surgery clinic by appointment.

Immunisations

**By appointment with the Practice Nurses.**

**Children’s immunisations:** The practice nurses are responsible for immunising all pre-school and older children in accordance with the Government’s immunisation policy and programmes. They will be able to advise you on the latest information.

**Adult immunisations:** We recommend full tetanus and polio immunisation. For those at special risk we offer Hepatitis B, pneumonia vaccine and an annual flu vaccine. Over 65s should have the pneumonia vaccine and an annual influenza vaccine.

Travel Clinic

We can provide vaccinations for your foreign travel, and are a designated Yellow Fever Vaccination Centre. Please contact us well in advance of your trip, ideally 6-8 weeks, to enable the practice nurse to offer general advice and plan an appropriate vaccination programme for you. There will be a charge for some travel vaccinations, which are not funded by the NHS. Details of charges can be obtained from reception or from the practice website.

Asthma and COPD Clinic

Every Tuesday morning by appointment with Dr Koh, or by appointment with Sister Aylwin in her clinics.

The purpose of the clinic is to help and support all patients with asthma and COPD. Our aim is for patients to achieve control of their symptoms and become confident in managing their condition.

Cardiovascular Clinic

Every Wednesday afternoon by appointment with Sister Chapman, or on Monday and Thursday mornings with Sister Aylwin.

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