



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

MB 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

Dr Laura Clark MB BS London 1989 works 2 sessions a week for the practice, normally on Wednesday and Thursday mornings.

The Ferns Medical Practice, Farnham (Dr Robinson and Partners) forms a partnership in which all the doctors listed below are general 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, but particularly in women's and children's health issues. She is married with 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.





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.

Hours the Surgery is open

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

Saturday 9.00 a.m. to 12.00 noon (Pre-booked appointments only)

Telephone

The surgery telephone number is FARNHAM (01252) 723122 and should be used whenever you need to contact us.

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

Hours the telephone lines are open

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

Outside Surgery Hours

Surrey Primary Care Trust is responsible for the out-of-hours service, which is provided by Thamesdoc. When the surgery is closed, a recorded message will give you the Thamesdoc telephone number, which is 020 8390 9991. It may be possible for Thamesdoc 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; NHS Direct Online is at: www.nhsdirect.nhs.uk

Telephoning the Surgery

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 or 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 between 10.30 a.m. and 5.00 p.m. This includes booking future appointments which can normally be made up to a month ahead.

Registering with the Practice

To register as a patient, 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 load at the time. When registering, you will be asked to provide identification.

Disabled Access

Access is possible for disabled patients.

Appointments

For more detailed information on the times of surgeries, please see the Timetable sheet.

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.

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 partner 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 the back page of the Practice Patient's Charter.

Home Visits

Home visits can be arranged by contacting Reception.

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 feel that 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.

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 data (ie not identifiable to a patient) 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. He 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 that 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



Practice Manager

Mr John de la Perrelle Practice Manager
Miss Lorraine Hunt Deputy Practice Manager

Mr de la Perrelle, assisted by Miss Hunt, 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. He likes to meet all newcomers to the practice and welcomes the opportunity to discuss any suggestions, problems or complaints that patients may have.

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

The practice nurses run the treatments rooms. In addition to the clinics (see 'About our clinics and services' sheet), their duties include:

Blood pressure monitoring	Ear syringing
Cervical smears	Travel health advice and vaccinations
Childhood immunisations	Wound care and dressings

Sisters Chapman and Ballard can also give advice on stopping smoking.

The doctors and practice nurses are supported by our health care assistant, Mrs Felicity George. 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.

Receptionists

Mrs Margaret Nicholls (Senior Receptionist)

Mrs Dianne Bradley

Mrs Donna Fry

Mrs Carolynne Jennings

Mrs Jackie Skinner

Mrs Lynne Curtis

Mrs Moira Goulding

Mrs Jackie Parlett

Mrs Janet Whitehouse

Mrs Elizabeth Durrant

Mrs Janet Hudson

Mrs Alison Sauzé

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 the 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 Elizabeth Durrant

Mrs Alison Sauzé

Mrs Laura Copeland

Mrs Donna Fry

Mrs Debra Silvester

Mrs Myra Darbyshire

Mrs June Jasper

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 and computers is a key function, co-ordinated by the Deputy 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, **please do not telephone** (because mistakes can occur) but 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. 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 please allow a week. Alternatively, the local chemists can collect your prescription direct from the surgery. Review of your medication with your doctor will be 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

Or in surgery time with your doctor.

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

Family Planning Services

Family Planning 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 family planning 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 child 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 of the partners. Dr Al-Assadi carries out minor surgery alternate Tuesday afternoons (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 Sister Aylwin.

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.

Appointments are also available with the other practice nurses. This clinic is run for patients with known heart/stroke/vascular problems and for those at risk of coronary heart disease.

Diabetes Clinic

Every Friday morning by appointment with Dr Luscombe, Sister Ede or Sister Ballard.

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.

Health Promotion Services

By appointment with your doctor or a practice nurse.

When you join the practice, we like to take the opportunity to discuss your general health and lifestyle and carry out a blood pressure and urine check. If you are on repeat medication, you will need to see a doctor before a prescription can be issued.

We can provide advice and assistance to help you give up smoking. We participate in NHS screening programmes and all our practice nurses are qualified to take cervical smears.

In-House Services

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

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.

Community Services supporting the Practice

District Nurses

The Farnham District Nurses Team is based in Farnham Hospital and Centre for Health. The practice team comprises 3 nurses and a health care assistant.

Our district nurses' 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 (Farnham Hospital).

Health Visitors

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

Our 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, women's health groups and health promotion.

The Health Visitors can be contacted on 01483 782000 (Farnham Hospital).

Community Mental Health Team

The Community Mental Health Team (CMHT) is based in Farnham Hospital and 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.

Community Midwives

Frimley Park Hospital Midwifery Team
Royal Surrey County Hospital Midwifery Team

The midwives look forward to welcoming you to the maternity care offered by their respective midwifery teams. The service includes antenatal clinics, parentcraft 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. The Frimley Park Hospital team also aims to be with the majority of mothers when they deliver their babies there.

More details on this can be found under Maternity Services.

The midwives can be contacted through reception on 01252 723122 or through their respective hospitals.



Surgery Times

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Dr Robinson	8.30 – 11.50am 3.30 – 6.00pm	8.30 – 11.20am 5.00 – 6.20pm	8.30 – 11.20am 3.30 – 6.00pm 6.30 – 7.00pm	8.30 – 11.20am 3.30 – 6.00pm	No Surgeries
Dr Luscombe	9.00 – 12.30pm 3.30 – 6.20pm	9.00am – 12.40pm 3.30 – 6.00pm	No Surgeries	9.00am – 12.30pm 3.30 – 6.00pm 6.30pm – 7.00pm	9.00am – 12.40pm AM Diabetic Clinic 3.30 – 5.40pm
Dr Blundell	8.30am – 12.10pm 3.30 – 6.00 pm	No Surgeries	8.30am – 12.10pm 3.30 – 6.00pm 6.30 – 7.00pm	No Surgeries	3.30 – 6.00pm
Dr Spink	9.00am – 12.40pm 3.30 – 5.20pm 5.30pm Family Planning Clinic	No Surgeries	8.30am – 12.00pm	4.10 – 6.00pm 6.30 – 7.00pm	8.50am – 12.30pm
Dr Koh	No Surgeries	8.30am – 12.00pm AM Asthma Clinic 4.00 – 6.00pm	8.30am – 12.00pm 3.30 – 6.00pm	8.30am – 12.00pm 3.30 – 6.00pm 6.30 – 7.00pm	8.30am – 12.00pm 3.30 – 6.00pm
Dr Ardagh	9.30am – 1.00pm	9.30am – 1.00pm	No Surgeries	9.30am – 1.00pm	9.30am – 1.00pm 3.30 – 6.00pm
Dr Al-Assadi	8.30am – 12.00pm 4.00 – 6.00pm	8.30am – 12.00pm 3.30 – 6.00pm	8.30am – 12.10pm 3.30 – 6.00pm 6.30 – 7.00pm	No Surgeries	8.30am – 12.00pm 3.30 – 6.00pm
Duty Doctor	One doctor will act as Duty Doctor each day and will run the Duty Doctor's surgery (for urgent cases only), instead of his/her normal evening surgery.				
Practice Nurses	Our practice nurses run surgeries by appointment each weekday morning from 8.50 – 12.30 and afternoon from 2.20 – 6.30 pm.				
Saturday Surgery	The surgery is open on Saturday mornings from 9.00 to 12.00 for pre-booked routine appointments only. No other services are available.				

The times of our surgeries and clinics are correct at the time of printing. Please check with Reception for any alterations.

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 in 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 find another practice.

Our commitment to you

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

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

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

We will 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.

Patients will normally be seen within 20 minutes of their appointment time.

Where delay is unavoidable we will keep you informed.

What we ask in return

Please read our practice leaflet carefully.

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

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

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 the back page.

Appointments are normally for 5 or 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.

Our commitment to you

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

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

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

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

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

We will be courteous to our patients.

What we ask in return

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

Home visits require travelling time which could 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.

Please allow sufficient time in case of delays. Please allow a week for postal requests (and enclose an SAE).

Please ask for the leaflet explaining our complaints procedure.

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

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.



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.