

## Patients Rights and Responsibilities

➤ All information about our patients is treated as strictly confidential. Electronic data kept on computer by the practice complies with the Data Protection Act. For routine audit Purposes representatives of the health authorities will be required to look at patients records.

The auditors are not medically qualified but are bound by their contract of employment to respect confidentiality. However, if you do not wish your notes to be used in this way, please inform us at reception and your notes will be annotated accordingly.

➤ No member of the practice will discriminate against or treat unfairly another member of the practice, a patient or a member of public attending the surgery, on grounds of gender, race, nationality, ethnic origin, colour or creed, age, marital status, disability, medical condition, social background or sexual orientation.

➤ Violent or abusive behaviour to any member of the practice 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.

➤ If you change your phone number or address, please let the practice know immediately. Remember that we may need to contact you urgently.

➤ If you cannot attend an appointment for any reason please let us know as soon as possible to

enable the appointment to be offered to another patient. Failure to attend 3 appointments without letting us know may result in removal from our list.

## Complaints Procedure

We endeavour to provide the best possible service at all times, but there may be occasions when you feel the need to express your dissatisfaction. We offer an in-house complaints procedure and details of this are available from reception. We welcome constructive comments and suggestions and will respond to complaints quickly and efficiently. If you wish to discuss our complaints procedure, please contact the Practice Manager in the first instance.

## The Doctors

**Dr Agnes Ibrahim**  
**MB CHB Dobst RCOG**  
**Aberdeen 1973**

**Dr Jane Dempster**  
**MB BS DRCOG FFFP MRCGP**  
**London 1978**

**Dr David Brown**  
**MA(Oxon), BMBCh, MRCGP**  
**Oxford 1991**

**Dr Sharon Kefford**  
**BSc hons, MB BCH DCH DRCOG DFFP MRCGP**  
**Cardiff 1997**

**Dr Rebecca Reynolds**  
**BSc MBBS**  
**London 1995**

**Dr Antonia Taylor**  
**BM BS DCH DRCOG DFFP MRCG**  
**Nottingham 1991**

**Dr Clare O'Dowd MBBS DRCOG DFFP MRCGP** is a part-time GP retainer who works for the practice for two sessions per week at Farnham Centre for Health.

**Dr Aliaa Majeed** qualified in 1995 at Baghdad University and is a part-time GP retainer working for three sessions per week at the Bourne

## The Nursing Team

**Sister Jane Thurston**  
Senior Practice Nurse

**Sister Claire Ballard**  
Practice Nurse

**Sister Patricia Chapman**  
Practice Nurse

**Sister Helga Wright**  
Practice Nurse

**Sister Lynne Eliakopoulos**  
Treatment Room Nurse

## Phlebotomists

**Mrs Ruth Hicks**  
Farnham Centre for Health

**Mrs Jennifer Carter**  
The Bourne

**Mrs Alison Elton**  
Farnham Centre for Health

The Practice Nurses play an important role in the management of your care. When making an appointment with the Practice Nurse, please give the receptionist a brief indication of what it is for so that your appointment can be booked appropriately.

## GP Training

This practice has been accredited as being suitable for the training of those doctors intending to become General Practitioners. This means that the practice and doctors have had to achieve a number of standards which have been assessed by the GP deanery for Kent, Surrey and Sussex, acting on behalf of the national organisation (the joint committee for Postgraduate Training in General Practice). Here are some points for your information:

- Those doctors training to become GP's are called GP Registrars.
- The GP registrar is a fully qualified doctor who is likely to have a lot of experience in hospital medicine.
- If you are seeing this doctor, you can expect to receive the quality of service you would from your own GP. If you have any concerns please mention this to a member of staff.

Sometimes it may be necessary for the Registrar to video their Consultations as part of their training, and in this case your permission will always be requested beforehand.

The practice is also involved in the teaching of final year medical students from St George's Hospital Medical School, London, as well as doctors in their final year of rotation.

## 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.

## Out of Hours

Surrey PCT 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 number

**020 8390 9991**

It may be possible for Thamesdoc to deal with your problem over the telephone or a doctor may visit you or you may be advised to attend a Primary Care Centre in the area. If you request advice, this is also available from NHS Direct on:

**0845 4647** or

**[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)**

## Appointments

Appointments are available with the GP's throughout the day from 8.00am-6.30 pm. As many of our GP's work on a part-time basis we encourage patients to build a relationship with more than one doctor and do not therefore operate personal lists. Patients are free to see the GP of their choice and to be seen at either site.

The doctors and practice nurses are seen by appointment only and appointments can be made by telephone or at the surgery.

- ▶ **Urgent cases** will always be seen on the day.
- ▶ If your condition is non-urgent appointments will be available within 2 days, though you may have to wait longer to see a GP of your choice.
- ▶ You may also book appointments up to 4 weeks ahead

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

Appointments can also be booked, cancelled or changed via our **automated booking system**, which is available from 1.00-2.00pm and 6.30pm-8.00am on weekdays and on a 24 hour basis at weekends. Please see our website for updates as well as information about the telephone booking system itself.

To make an appointment please ring the following numbers:

*To use the automated system to make appointments at the FcFH during out of hours patients will need to ring the Bourne telephone number*

**Farnham Centre for Health  
01252 712572**

**The Bourne  
01252 730100**

## Home Visits

Home visits are for patients that are elderly or infirm and the housebound. We encourage patients to come to surgery where possible as they will be seen quicker and we also have the facilities for better examination and treatment. If you feel that a home visit is really necessary, please phone before 10.00am and the receptionists will arrange for a doctor to call you back to discuss your condition.

## Our Admin Team

### Practice Manager

Amanda Jones is our Practice Manager and is responsible for the day to day running of the practice. She will be happy to help with any non-clinical problems or general queries about the practice.

### Reception Manager

Mrs Tania Pyle is responsible for co-ordinating our reception team, and maintaining the appointment system. She is also a member of our secretarial team.

### The Secretarial Team

We have a team of 3 secretaries who provide secretarial and admin support to the doctors.

### Business Manager

Laurie Brown is our Business Manager and is responsible for IT, finance and the on-going development of the Practice

### Reception/Admin Team

The practice employs eight part-time receptionists. All have been fully trained and have a wealth of information at their fingertips. They are available to offer you help and advice as well as to answer as many of your queries as possible. Anything that you tell them will be treated in complete confidence.

If you are in doubt about anything please ask and if the receptionist does not know the answer she will find out for you. A brief explanation of your problem may enable them to suggest the right person for advice, or offer the most suitable appointment,. Please help them to help you.

## Our Services

### Phlebotomy

The practice has 3 phlebotomists and appointments are available at both surgeries throughout the week.

### Chronic Disease Management

Our practice nurses monitor and care for patients with the following chronic diseases:

- Diabetes
- Heart Disease
- Asthma
- Hypertension
- COPD

### Travel Health

Appointments are available with the practice nurse. Please make an appointment to discuss your requirements at least six weeks before travelling. Some vaccines are chargeable in advance, please bring a method of payment with you

### Minor Surgery

Minor surgery can be carried out in our treatment room. Please discuss this with the doctor and an appointment will be arranged for you.

### Family Planning

Sister Thurston is responsible for the Family Planning Clinic and will give advice on all methods of contraception. Appointments are available weekly.

### Child Immunisation

Childhood immunisations clinics are carried out at both surgeries by the Practice Nurses:

#### Farnham Centre for Health

Thursday 11.00-12.00

#### The Bourne

1st and 3rd Friday of each month

### Repeat Prescriptions

If you are on regular medication, you can request repeat prescriptions in the following ways:

- Email via our website at [www.farnhamdene.com](http://www.farnhamdene.com)
- Posting or bringing your repeat slip to the surgery
- Making arrangements for a local chemist to collect on your behalf
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**Please allow 48 hours for collection of your prescription**

## About the Practice

Farnham Dene Medical Practice was formed in April 2008 when Dr Ibrahim and Partners merged with The Bourne Medical Practice. The practice serves patients of Farnham and surrounding villages. It operates from two sites, one in Farnham at The Farnham Centre for Health and one in Lower Bourne. It is the aim of the practice to provide the best possible service utilising modern procedures and technology and to treat our patients promptly, courteously and in complete confidence.

This leaflet is for both existing patients and those considering registering with us. It gives you information about our services, how to access them and some general information about how the practice operates.

We intend to keep patients updated as much as possible about the services we offer and ongoing developments in the practice via our website:

[www.farnhamdene.com](http://www.farnhamdene.com)

## Registering with us

If you live in our practice area and would like to register with us, please complete one of our registration forms, which are available from reception or can be downloaded from our website [www.farnhamdene.com](http://www.farnhamdene.com)

Before we can register you we will need to see some form of identification and proof of residency eg driving licence, passport and a recent utility bill.

## Your Local PCT

The practice is in the area covered by The Surrey PCT. Surrey PCT is responsible for ensuring that you get all of the services that you need. For details of all primary care services in the area, look at your PCT guide to Primary Care Services at [www.surreypct.nhs.uk](http://www.surreypct.nhs.uk)