**Welcome to Farnham Medical Centre, we are pleased you have chosen to register with us. Please see below for some information you may find useful while you are registered with us.**

**Vision Statement**

“The Practice aims to serve our patients by delivering a quality service to enable them to receive best practice care and treatment. Furthermore we strive to promote the good health of all of our patients. We commit to treating our patients with courtesy and to respect their privacy and dignity at all times. We will always deal with them in a confidential way and they will be afforded privacy. There will be no discrimination on the grounds of age, race, beliefs, gender, social class, disability or any other factor. Team members will not abuse the trust that patients have in them.”

We also expect our patients to help us provide an efficient service by attending on time for their appointments, cancelling in good time if no longer needed or able

to attend and being responsible for ordering their own medications in time. We also expect our staff and GPs to be treated with respect.

**GDPR**

GDPR replaces the Data Protection Directive 95/46/EC and is designed to harmonise data privacy laws across Europe. The GDPR came into effect on 25 May 2018. Please see the privacy notices in Reception or ask for more information about what this means for you.

**The Practice Team**

We have 9 GPs, 2 Nurse Practitioners, 3 Practice Nurses and 3 Healthcare Assistants. We also have a substantial administrative team supporting them. We offer all primary care services as well as minor surgery and microsuction and a host of nursing services including travel, long term condition management and well person checks.

**Our GPs**

Dr C S Sandbach, MB BS, MRCGP

Dr R J Curtis, MB BS,

Dr D E Power, MB BS, MRCGP

Dr M Evans, MB BS, DRCOG, MRCGP

Dr R Gill, MB BS, DRCOG, MRCGP

Dr F R Brettell, MB BS, MRCGP

Dr S Batson, MB ChB

Dr P Tatnall, MB BS, MRCGP

Dr P Crozier, MB BS

**New Registrations**

New patients must fall within our catchment area, which is mainly NE33 and NE34 areas. Please ask Reception staff if your address falls into our area. You will be required to complete some forms, and hand in your medical card if you have it. All patients will be allocated to a named GP although this does not affect who you are able to see. Please ask for more information.

**Appointments**

All clinics are by appointment and can be made either online, in person or by ringing 0191 4554748. Please ring **after 9am** for routine matters. Appointments are available across both sites. You may not be able to choose which site you attend if you are making an **urgent same day** appointment. Urgent appointments are **NOT** for repeat prescriptions, fitness to work certificates or for signing forms. If you are unable to attend your appointment please let us know in good time so we can offer it to another patient – you can also cancel your appointments online. Appointments are also available outside of normal surgery times – see below for details

**South Tyneside Health Collaboration (STHC)**

We are one of the practices which make up STHC, a federation of local practices which work together to deliver effective primary care services. One of the main services STHC offer is access to appointments at various locations across the borough which are outside of normal surgery times. Appointments are available for all South Tyneside residents to see GPs, Nurse Practitioners, Practice Nurses and Healthcare Assistants as well as a physiotherapist between 7am and 8am and 6.30pm and 8pm Monday to Friday and typically between 10am and 2pm Saturday and Sunday. Please ask at Reception for more details.

**Prescriptions**

Please order online wherever possible. **Please speak to one of our reception team to register for online access. We will not be taking prescription requests over the phone from 1st April 2019.** Please allow up to 2 working days for repeat items and up to 3 working days for non-repeat items. **We do not issue medication on the same day which has been lost or ordered late.** Your medication is your responsibility.

**Home Visits**

These can only be requested for patients who cannot attend the surgery because of serious illness and infirmity. Please request your visit before 10am wherever possible.

**Telephone Advice**

Doctors are available daily for medical advice. Ring to book a same day call back from the GP from 8am.

**Chaperones**

All patients are entitled to have a chaperone present for any consultation. All of our trained staff are DBS checked.

**Out of Hours**

If we are closed and you need medical help fast but it is not an emergency, ring **111.** For life-threatening emergencies, ring **999.** Visit [www.nhs.uk](http://www.nhs.uk) for advice or information.

**Teaching and Research**

As a teaching practice, medical students spend part of their training with us. We value your cooperation with this.

**Complaints, Comments and Suggestions**

If you would like to make a complaint or offer some feedback, please ask at Reception for a form to complete, or write to the Deputy Practice Manager. Suggestions can also be made by joining our Patient Forum – simply leave your details with Reception staff.

**Opening Times**

Monday: 8am – 8pm (branch until 6pm)

Tuesday: 8am – 6pm

Wednesday: 8am – 6pm

Thursday: 8am – 8pm (branch until 1pm)

Friday: 8am – 6pm

**Disabled Access**

All consulting rooms across both sites are situated on the ground floor with ramped access where necessary. There are designated disabled parking bays at both sites as well as disabled toilet facilities. Please ask at Reception if you require any further information.

**Website Address**

[www.farnhammedicalcentre.nhs.uk](http://www.farnhammedicalcentre.nhs.uk)

or follow us on Facebook



**FARNHAM MEDICAL CENTRE OPERATES A ZERO TOLERANCE POLICY – VIOLENCE, AGGRESSION OR INTIMIDATING BEHAVIOUR WILL NOT BE TOLERATED AND WILL RESULT IN IMMEDIATE REMOVAL FROM OUR LIST**