

What about confidentiality?

We understand you may not feel comfortable telling the person at the other end of the phone about your health. Whilst you do not have to share any information you aren't comfortable with, all staff who work in the practices treat your personal information sensitively and in confidence. By sharing this information with the practice team, you can be seen by the right person more quickly.

We would like to use some of your information (but nothing which could identify you) to help us review the new same-day care centre and make it better. You can always ask to see the information which is being shared by contacting your GP to make a subject access request. You also have the right to ask us to stop sharing information about you. If you decide you want to opt-out, we will explain how it might impact the care you receive and give you a form to complete and return to your GP.

What about contacting my GP for other things?

For any routine request, such as test results or prescriptions, please contact your GP surgery in the normal way.

Who do I contact with questions or feedback?

This is a pilot scheme and your views are important. If you have any concerns or comments relating to this service, or would like to provide some feedback, please contact the Practice Manager at your GP surgery.

- Downing Street Group Practice: **01252 716 226**
- Farnham Dene Medical Practice: **01252 730 100**
- The Ferns Medical Practice: **01252 723 122**
- River Wey Medical Practice: **01252 737 387**



North East Hampshire
and Farnham
Clinical Commissioning Group

Farnham Integrated Care Centre

Patient information

Four Farnham GP Practices will soon be testing how we deliver same-day appointments in a different way and in a different place.

We are setting up a new integrated care centre which will provide access to same-day appointments for patients registered at:

- Downing Street Group Practice
- Farnham Dene Medical Practice
- The Ferns Medical Practice
- River Wey Medical Practice.

Only patients registered at these surgeries will be able to use the service.

The new care centre is based in Farnham Centre for Health. You will book your appointment through your normal practice reception team, and you will be seen the same day by a local GP, nurse practitioner or other relevant local health care provider such as a physio, who will ask for your consent to access to your patient health record.



Why are we undertaking this pilot?

In Farnham, we want to improve your experience as a patient, making sure you are provided with the most appropriate treatment, in the best place, in a timely manner.

We also have a responsibility to improve the quality of care provided to patients, as well as ensuring NHS resources are used appropriately. In joining together as GP practices in Farnham to provide same-day appointments, we are able to improve the service we offer for routine care.

What will change?

The steps below outline how you will access the new service:

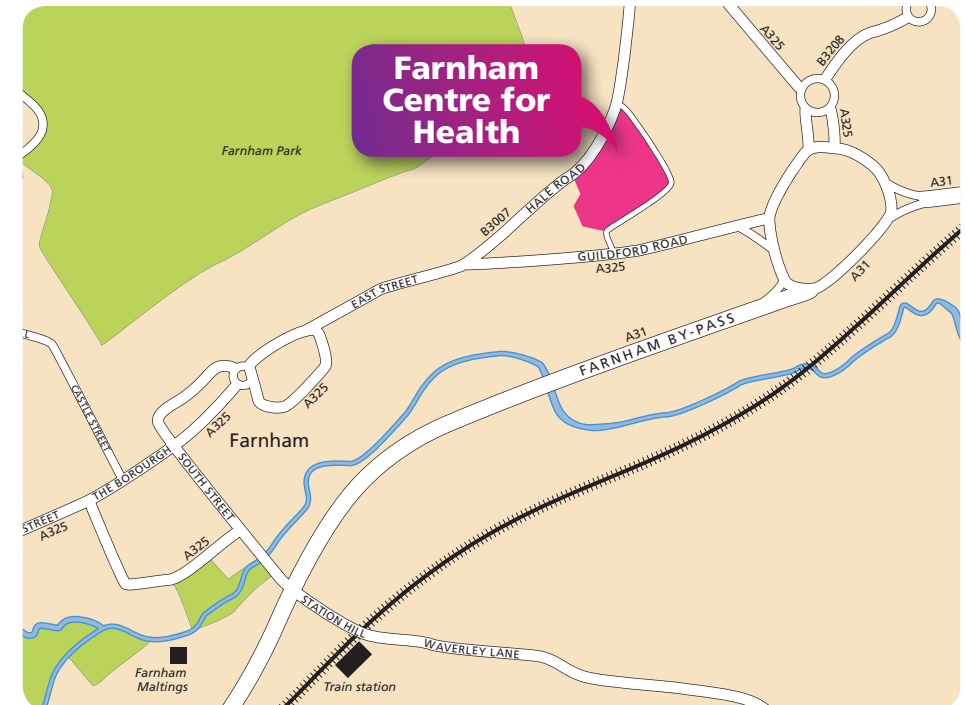
1. If you need a same-day appointment, phone your practice as normal.
2. The receptionist will ask for some information so we can provide the right care for you.
3. **If a same-day appointment is needed, you will be booked into an appointment at the new location within Farnham Centre for Health, or be booked a phone call for you to speak with a relevant health care professional.**

What about non-urgent appointments that I need to book?

This change will not have any impact on routine appointments. If you need an appointment for a problem that is non-urgent, please book your appointment in the usual way.

How do I get to Farnham Centre for Health?

The map below shows the location of Farnham Centre for Health. Onsite parking is available. There are disabled spaces near the entrance and wheelchairs are provided in the main reception.



Bus Services

Buses 5, 17, 18 and 19 stop at Hale Road, directly outside Farnham Centre for Health. Buses 16, 46 and 65 stop at Guildford Road.

For more information on bus times, contact Surrey County Council by phone on 03456 009 009, or visit www.surreycc.gov.uk/roads-andtransport/buses-and-trains/bus-services-to-hospitals-in-surrey/bus-services-to-farnham-hospital.