

June  
2020

# River Wey Medical Practice Newsletter

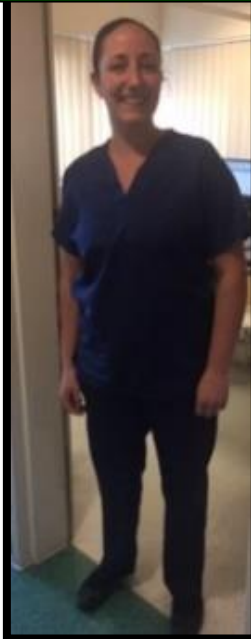
Farnham Centre for Health Hale Road, Farnham, GU9 9QS Phone 01252 737387

## HAPPY RETIREMENT DR EVANS

We wish Dr Evans a fond farewell and Happy Retirement following 33 years of dedication to Farnham and River Wey Medical Practice as a GP. I am sure you will join us in thanking him for his care and wish him and his family well. Dr Evans was thrilled with the patient's gifts, cards and messages left



## THANK YOU



We would like to express our thanks to all those Patients who kindly donated PPE to the practice in the form of scrubs, masks and visors.

A big thank you to all our patients during these unprecedented times who have adapted to the changes implemented to the services we deliver, including online triage, video consultations and electronic prescriptions.

Thank you also for the gifts of delicious cakes and biscuits to our dedicated team.



Local Restaurants and Talented Chefs; we thank you for delivering food to the teams working hard to continue caring for our patients.

Huge support has been received from local businesses, supplying and erecting tents, marquees, generators and more for the Covid-19 Hot Site at Farnham Centre for Health.

askmyGP



We use a system called askmyGP to triage all patient requests with the Clinical Team. You can choose to be contacted by the surgery by telephone, secure message or video call. If we need to see you, we will usually give you a face-to-face or video appointment the same day.

Video consultations are provided by our own doctors through a secure link to your mobile, tablet or laptop and are the safest way for our Clinicians to conduct a consultation with you.

You can register for askmyGP now, through our website.

## NEW WEBSITE

Visit our recently launched new website

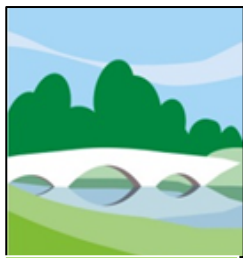
[www.farnhamgps.com](http://www.farnhamgps.com)

We welcome early feedback on our new askmyGP, telephone triage, video consultation



## RIVER WEY EASTER MONDAY BAKE OFF!





## STAFF PRESENTATIONS DURING COVID



Dr Arthur Barrow, GP trainee, joined the River Wey team in December 2019.

Last month Dr Barrow hosted a very beneficial Mindfulness Session for the staff

# mindful

healthy mind, healthy life

Visit [www.mindful.org](http://www.mindful.org) to start your own Mindful journey



## PRACTICE SERVICES

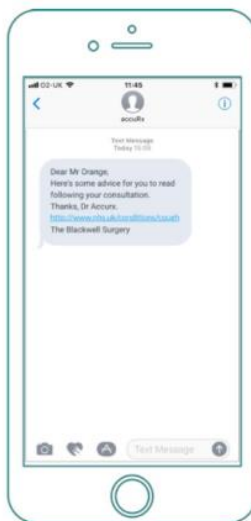
### We are Here to Help

Our door is closed but we are still open and very much here for you.

The practice has introduced an intercom. Patients are seen by request of the clinician for face to face appointments.

Our Nurses are seeing some patients in the surgery, the car park and travelling to the homes of our housebound patients.

### We are now using SMS messages to contact patients!



#### Chain SMS is...

A system which allows us to easily send text messages to patients. It means we can be much more proactive about some communications, messaging you quickly and securely, so you are not waiting around to hear from us!

#### Some examples of how we might use it...

- Reminders or notifications (e.g. prescription ready)
- Responding to simple queries (e.g. if you had a quick question about your medication)
- Letting you know we tried to call
- Sending you advice at the end of a consultation

The practice name will always be at the bottom of the message. You won't be able to reply to them. Please help us to help you by keeping your number up to date.

**If you don't want us to contact you in this way please let us know.**



Your practice PPG needs you. Find out more on our website



## TEAM NEWS

The Team are working to ensure they are well prepared to deliver essential vaccinations to all patients

Good Wishes and Goodbye's to Dr Caroline Lindsay and Beth Bramley. Beth has joined the HCA team in FICS

We welcome Claire Harrison to the administrative team  
Hannah King and Sarah Russell are back from University for the summer helping reception out with key tasks and patient prescriptions.



Earlier in the year Dr Becky Bell and Anne Green, Practice Manager attended a training session as we work toward becoming a Veteran Friendly practice

