



Birchwood Medical Practice
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PATIENTS NEWSLETTER ISSUE 3 APRIL 2012

WELCOME TO THE BIRCHWOOD SUPPORT GROUP

The Support Group has been busy and we had a successful evening "for men's health issues" talk which was given by Dr Baur. It was good to have so many men along, thank you. We have also been discussing our next event in May which is now shaping up nicely! See details here today. On-line prescriptions have been discussed at length. The Practice carried out a small but representative survey and many of you expressed a positive response towards this service so we will have on-going discussions on how this can be implemented effectively. Watch this space.... We meet every two months and as you will see in this newsletter members have been attending other groups meetings in our area this broadens our group's understanding of how other practices and their respective patient groups are functioning. If you have any suggestions please do contact the group either by the forms in the waiting rooms or on gmail.

birchwoodpatientgroup@gmail.com

BIRCHWOOD STAFF NEWS

We are pleased to report that Dr. Elizabeth Mearns and Dr. Carole Campbell have returned to the Practice following their maternity leave.

Dr. Priya Manickavasagar has now joined us as a registrar working with Dr. Baur.

Dr. Anna Zietal has now finished all her GP training and will be joining the team of doctors from 10 May 2012.

STAFF 'DRESS-DOWN' DAY

Since January, 'dress-down day' charity donations have totaled approximately £150 and have been given to the following charities: The Anthony Nolan Trust, Lennox Children's Cancer Fund and Sport Relief Mile – run by Natalie.

BIRCHWOOD EDUCATIONAL EVENTS

The Birchwood Support Group continues to expand its education division. To date we have held two seminars – the first on Hypertension and the second on Men's Health. These educational events were well attended and have provided the opportunity for patients to learn more on the topics and engage in useful (and lively) question and answer sessions around the topics.

As this is Olympic Year, our next Educational Event will focus on **Healthy Living**. It will be given by Dr. Sian Nelstrop and is scheduled to take place at **6.15pm on Monday 14 May 2012**. As numbers are limited, we would appreciate it if you could let us know if you are interested in attending, either by email birchwoodpatientgroup@gmail.com or by signing the attendance sheet at Reception.

Partners: Dr. E. Vijaykumar | Dr. S. Nelstrop | Dr. R. Baur | Dr. T. Prageshan

Associates: Dr. E. Mearns | Dr. C. Campbell | Dr. S. Bangalore | Dr. E. Tyagi

ONLINE PRESCRIPTION SERVICE – PATIENT SURVEY – MARCH 2012

We carried out a survey regarding online requests for repeat prescriptions. The survey was carried out in March with great success. 208 patients participated in the survey and 146 of those participating said they would benefit from an online repeat prescription service. Whilst 62 said they would not benefit from such a service this was either due to lack of access to a computer, or because their repeat prescription needs are already being met through other local resources.

As a result of the survey, Birchwood Medical Practice is sourcing the availability of providing this service with an aim to launch Online Repeat Prescriptions by end of June 2012.

INFORMATION MANAGEMENT AND TECHNOLOGY (IM&T)

Birchwood Medical Practice has been inspected by the local Primary Care Trust (PCT) and has been reaccredited for IM&T. The PCT was so impressed when they assessed Birchwood that they wanted to use us as a benchmark for other practices to aspire to! To this end, our Practice Manager was asked and is consequently working with the PCT to develop a more streamlined approach to these assessments. This particular achievement is very relevant for such a large surgery as Birchwood Medical Practice.

QUALITY AND OUTCOMES FRAMEWORK (QOF)

This is often mentioned in the national newspapers and TV news. QOF points are awarded at the end of each financial year. This is the process of how some aspect of care against the national agreed standards are measured and awarded to an individual GP Surgery.

We are pleased to say Birchwood Medical Practice has yet again, achieved all the quality indicators and has received the maximum allocated points. This is due to the hard work and dedication of the entire Birchwood Team.

USEFUL TELEPHONE NUMBERS

MEDICAL		LOCAL CHEMISTS	
East Surrey Hospital	01737 768511	Boots	01293 782497
Crawley Hospital	01293 600300	Lloyds Victoria Road	01293 773665
Family Planning	01293 772053	Lloyds Kings Rd	01293 782052
Midwives	01737 768511 ext 6179	Park Parade	01293 783315
NHS Direct	0845 4647	Smallfield	01342 844424
		Horley 24hr chemist	01293 776616
		Mediwise	01737 887771
		Tesco	01293 727449