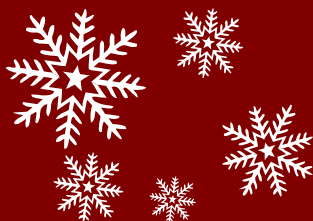


ISSUE
10
DECEMBER
2014



NEWSLETTER
FOR THE
PATIENTS OF

Birchwood

MEDICAL PRACTICE

Birchwood Medical Practice

The Health Centre
Kings Road
Horley
Surrey
RH6 7DG
Tel: 0844 815 1990
(new number from
17th Dec 14
01293 771200)

Partners

Dr. E. Vijaykumar
Dr. S. Nelstrop
Dr. R. Baur
Dr. T Prageshan

Associates

Dr. E. Mearns
Dr. S. Bangalore
Dr. E. Tyagi
Dr. A. Zietal
Dr. F Mann
Dr. V. Thiagamoorthy

Nurse Practitioner

Sarah Cameron

Patient Support Group

Chair: Jack Costelloe
Vice Chair: Liz James



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www.birchwoodmedicalpractice.co.uk

TELEPHONE SYSTEM

Following the Birchwood Patient Group survey we are pleased to announce that Birchwood will be moving to a geographical telephone number.

The new telephone number from 17th December 2014 is



01293 771200

While we anticipate a smooth transition there could be some unexpected disruption. We apologise in advance for any disruption.

Christine Earwaker - Executive Manager

CQC - TOP OF THE CHARTS

People in England can now compare the GP surgeries in their area thanks to an interactive map published for the first time by the health service watchdog CQC - Care Quality Commission.

Each general practice has been categorised into one of six priority bands, with band one representing the highest perceived risk and band six the lowest risk. The bands have been assigned based on the proportion of indicators that have been identified as 'risk' or 'elevated risk'.

The data sources include:

- Quality and Outcomes Framework (QOF)
- GP Patient Survey
- Electronic Prescribing Analysis
- Costs Hospital Episode Statistics

You can view the full report on:

<http://www.cqc.org.uk/content/our-intelligent-monitoring-gp-practices>

The patient group is delighted to announce that Birchwood medical practice has been awarded the highest score of Six.

The practice has had an inspection and excellent feedback in September 2013.

www.birchwoodmedicalpractice.co.uk/website/H81037/files/care_quality_Birchwood_Medical_Practice.pdf

The banding of six by CQC is another credit to the hard working staff at Birchwood.

Jack Costelloe - Chair & Liz James - Vice Chair

**WE WISH ALL OUR PATIENTS A MERRY CHRISTMAS AND A PROSPEROUS NEW YEAR
FROM BIRCHWOOD MEDICAL PRACTICE AND SUPPORT GROUP**

FESTIVE SEASON OPENING TIMES

Monday 22nd December 2014 - As Normal
Tuesday 23rd December 2014 - As Normal
Wednesday 24th December 2014 - As Normal
Thursday 25th December 2014 - CLOSED
Friday 26th December 2014 - CLOSED

Monday 29th December 2014 - As Normal
Tuesday 30th December 2014 - As Normal
Wednesday 31st December 2014 - As Normal
Thursday 1st January 2015 - CLOSED
Friday 2nd January 2015 - As Normal

If you require urgent medical attention when the surgery is closed please ring 111

MEDICATION

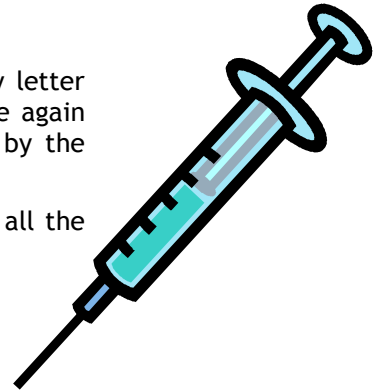
We are coming close to the festive period so please make sure you do not run out of your medication for over the Christmas and New Year period.

FLU UPDATE

The practice took on it's largest challenge with this year's flu campaign. We invited by letter 4955 eligible patients and so far we vaccinated 2790 patients. The Saturday clinics once again proved to be very popular and hugely successful. We were delighted to be supported by the members of our Patient group who were present during the Saturday clinics.

I want to thank the members of the patient group for their enormous support, but also all the doctors, nurses and reception staff who made such an onerous task a seamless operation.

Dr E Vijaykumar - Senior Partner



BIRCHWOOD PATIENT GROUP CAMPAIGN

The Patient Group ran a campaign to highlight the lack of funding to GP practices. The Group would like to say a thank you to all the patients who signed the campaign letter. To date nearly 2000 signature have been collated. The Group are in the process of arranging delivery to Mr. Sam Gyimah.

WOULD YOU RECOMMEND THE PRACTICE TO FRIENDS & FAMILY?

The NHS friends and family test (FFT) is an important opportunity for you to provide feedback on the care and treatment you receive and to improve services.

It was introduced in 2013 and asks patients whether they would recommend hospital wards, A&E departments and maternity services to their friends and family if they needed similar care or treatment.

From 1st December 2014, the FFT will be available in GP practices, from January 2015 in mental health and community services and from 1st April 2015, it will be expanded to NHS dental practices, ambulance services, patient transport services, acute hospitals outpatients and day cases.

Please feel free to give your valuable feedback - www.iwantgreatcare.org

You can also give feedback about individual doctors on the same website.



STAFF NEWS

We are delighted to announce that Dr Anna Zietal is expecting a baby and will be on maternity leave from beginning of January 2015. We wish her the very best of luck.

CURRENT BIRCHWOOD LIST SIZE - 15239 patients

Useful Telephone Numbers

Medical

East Surrey Hospital	01737 768511
Crawley Hospital	01293 600300
Family Planning	01293 772053
Midwives	01293 768511 ext 6822
Out of Hours	111

Local Chemists

Boots	01293 782497
Lloyds (Victoria Road)	01293 773665
Lloyds Kings Road	01293 782052
Park Parade	01293 783315
Smallfield	01342 844424
Horley 24hr Chemist	01293 776616
Mediwise	01737 887771
Tesco	01293 727449

