



Birchwood
Medical Practice
The Health Centre
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www.birchwoodmedicalpractice.co.uk

Partners

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

Associates

Dr. E. Mearns
Dr. E. Tyagi
Dr. A. Zietal
Dr. F. Mann
Dr. T. Rustom
Dr. J. Kandi
Dr. M. Fegan

Nurse Practitioner

Sarah Cameron

Patient Support Group

Chair: Liz James
Vice Chair: Joan Robinson

Staff News – Mrs. Christine Earwaker

It is with great sadness that after 27 years of service with Birchwood Medical Practice, Mrs. Christine Earwaker has tendered her resignation as Executive Practice Manager. Christine has made this very difficult decision after carefully considering her options in the rapidly changing NHS. She is going to be working on a new venture as Business Manager in Smallfield Surgery. This is an opportunity for Christine to take her skills and reduce her hours prior to planning her retirement. The Partners and staff are thankful to Christine for her strength, support and leadership she has brought to Birchwood. She will be greatly missed.

Mrs. Sue Adcock will be the acting Practice Manager while the Partnership explore further options and review staffing and structure.

Dr. E Vijaykumar (Senior Partner)

The Care Quality Commission



The Care Quality Commission is the independent regulator for all health and social care services in England. It makes sure that the services such as GP surgeries, dentists, hospitals and care homes provide people with safe, effective, compassionate and high quality care, and encourages these services to improve.

The practice was visited by the CQC on 4th February 2016 and the outcome of the visit is as follows:

Overall rating for this service.

Good

Are the services safe?

Good

Are the services effective?

Good

Are the services caring?

Good

Are the services responsive to people's needs?

Good

Are the services well-led?

Good

The partners are delighted with the outcome and would like to thank all the staff, nurses, and doctors, for the hard work and support. We now have to focus to get better to become an outstanding practice.

Dr. E Vijaykumar (Senior Partner)

Educational Event on Stroke and Emergency Services

Birchwood Medical Practice and Birchwood Patient Group would like to invite our patients to their next educational event. This will take place on Wednesday 29th June 2016 (6.15pm) at the Horley Methodist Church (opposite the surgery). The guest speakers are experts in their field.



Dr. Mel Fegan

We would like to welcome Dr. Mel Fegan who joined Birchwood in January 2016.

Seeing the same GP

Our Doctors are keen that patients try, wherever possible, to see the same GP every time as this helps in providing continuity of care. Do not overlook a telephone consultation with your usual GP if this helps. You can pre-book appointments with your GP two weeks ahead.

Every patient now has a named accountable doctor. It is your registered doctor. If you are uncertain please ask on your next visit to the surgery.

Well Being Advisor

We are excited to announce the arrival of the services of a Wellbeing advisor here at Birchwood Medical Practice. A Wellbeing Prescription/Advisor service means GPs and other providers can refer our Patients to a Wellbeing Advisor, who can signpost them to a wide range of activities and services across the district. This is a great opportunity for adults to improve their health by getting active, lose weight, eat well, meet new people, get out and about, which in return will reduce pressure on health services and join up health and wellbeing activities in our local area. This is a Reigate and Banstead Borough Council and East Surrey CCG joint initiative.



Bereavement Service

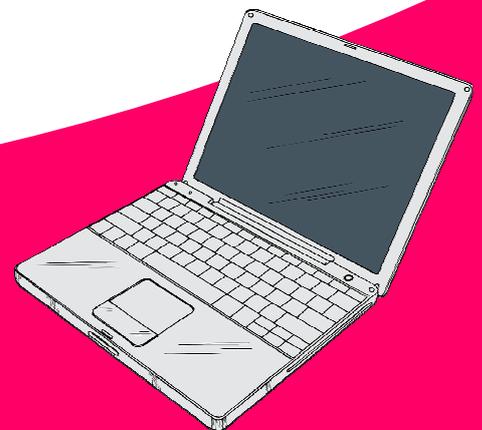
We all experience loss and grief throughout our lives and here at Birchwood Medical Practice, we have enlisted the support of St. Catherine's Hospice in order to offer a new bereavement counselling services for our patients. The service is open to all patients.

Missed Appointments

The total number of missed appointments for the last 3 months is 574 for doctors, nurses and phlebotomy. Not all appointments are 10 minutes, some nurses appointments are 20-30 minutes. This equates over a year to one full time clinical staff member.

Dress down Day - £145 for Dementia UK.

Current Birchwood List Size – 16,018 patients.



Useful Information...

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

The "Health Help Now" Web App

www.healthhelpnow-nhs.net

Disclaimer

This newsletter is published by Birchwood Patient Participation Group with the support of practice staff. Whilst every attempt has been made to ensure accuracy and validity of information and opinions provided in this newsletter. Neither the Practice nor the PPG accept responsibility for events arising from the use of the information provided.