

## BIRCHWOOD PATIENT GROUP CAMPAIGN – LATEST UPDATE

In December 2014 Mr. Sam Gyimah visited Birchwood and was handed our 1811 signatures. Since December three more local patient groups were keen to support the Birchwood group. A letter has now been sent to Simon Stevens (CEO NHS England), signed by all four patient groups in East Surrey requesting the ESCCG deficit be eliminated.



## 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

# Birchwood Medical Practice

The Health Centre • Kings Road • Horley • Surrey • RH6 7DG  
Tel: 01293 771200 • [www.birchwoodmedicalpractice.co.uk](http://www.birchwoodmedicalpractice.co.uk)

## PATIENT NEWSLETTER May 2015



### Partners:

Dr. Vijaykumar • Dr. Nelstrop • Dr. Baur • Dr. Prageshan

### Associates:

Dr. Mearns • Dr. Bangalore • Dr Tyagi • Dr Zietal • Dr Mann • Dr Thiagamorthy

**Nurse Practitioner:** Sarah Camerson

**Patient Support Group:** Liz James (Chair) • Joan Robinson (Vice Chair)

## PATIENT GROUP UPDATE – ELECTION OF THE PPG COMMITTEE

Elections for the Committee took place at the April meeting. We are pleased to announce that Liz James is the new chair and Joan Robinson is the new vice chair. Stella Price was asked to continue as Secretary. Richard Willcox and Mike Walshaw will continue in their present roles.

## ANNOUNCEMENT - DR. E. VIJAYKUMAR

### (New Clinical Chair of East Surrey Clinical Commissioning Group)

Dr. Vijaykumar is now the new Clinical Chair of East Surrey Commission Group. Dr. Kumar was appointed following a robust recruitment process involving senior members of East Surrey CCG and Camden CCG, NHS England and Tandridge District Council.

The Practices Commissioning Committee provides a forum for representatives from all member practices to have an input to the long term strategic direction of the CCG, shaping operations programmes and clinical projects that will affect how healthcare is delivered in the future. As a clinical leader he is keen to support GP practice development and has a passion for improving the care of patients with long term conditions. Dr. Kumar has already taken a lead in respiratory care, community services and in redesigning services for proactive care for people with long term conditions. Well done Dr. Kumar and every good wish in your additional new role.

Don't worry we will still have Dr. Kumar at Birchwood.

*Liz James (chair)*

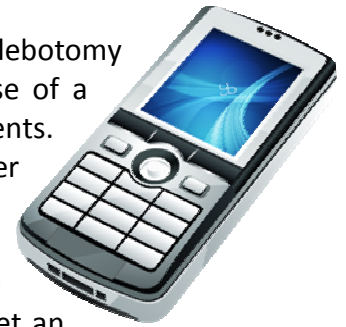
## NEW TELEPHONE SYSTEM

Following the patient survey and patient group involvement with Birchwood, the surgery moved from an 0844 to a landline number in December. Unfortunately we are surprised and disappointed to learn from the Partners at Birchwood that many more complaints have been received from patients regarding the change to a landline number than were ever received regarding the 0844 number. The Patient Group will continue to work with the Practice in achieving the best value out of the system. Perhaps the following saying is appropriate: ***"You can please some of the people all of the time, you can please all the people some of the time, but you can't please all the people all of the time"*** John Lydgate (1370-1451)



## TEXT MESSAGING

There were 236 missed doctors, nurse and phlebotomy appointments in November 2014. Over the course of a year this equates to nearly 3000 missed appointments. The amount of hours missed would allow for another 100 asthma clinics to run or to employ an extra GP for a whole month. The total cost to the surgery over a calendar year was nearly £28,000. More importantly it makes it more difficult for **YOU** to get an appointment. We are currently considering introducing text message reminders as a way of helping you to remember your appointments and to make it easier for you to cancel them if you cannot attend. We will update you with any future developments



*Dr. Tom Rustom*

*(GP Trainee at Birchwood)*

## PATIENT ACCESS TO THEIR ELECTRONIC RECORD

Birchwood Medical Practice now offer patients the facility to view parts of their GP medical records on line. Patients will be able to view this information by logging onto an on line account. This will be the same on line account which some patients already use to book appointments and order repeat medication.

If you are not yet registered to use our online services please come into the practice with photo ID and instructions will be provided.

*Christine Earwaker*

*(Practice Manager)*



## DOCTOR NEWS

Dr. Zietal will be returning to Birchwood from maternity leave in July.

Dr. Mann will commence maternity leave in July and we all wish her well.

**REGISTERED PATIENT NUMBERS – 15,384**