

**Birchwood
Medical Practice**
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www.birchwoodmedicalpractice.co.uk

Partners

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Dr. S. Nelstrop
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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

INVESTORS IN PEOPLE

I am delighted to report that the practice has again achieved "Investors In People" status.

We are well versed in being judged against other NHS practice organisation, but find it really useful to be measured against an industry standard in how we engage with and involve our staff in providing a service to you the patients.

It was especially useful this year to have an opportunity to have had Liz, one of our Patient Support Group contribute in that process.

I hope you will join me in thanking the Staff, Nurses, Employed doctors (Our Team) and of course Liz for their contribution to this process.

Christine Earwaker



**INVESTORS
IN PEOPLE**

APODI PROJECT

Along with several other GP practices in East Surrey, Birchwood has taken part in a project entitled Stroke Prevention in Atrial Fibrillation (irregular heartbeat). Integrated Care Clinics have been held and are a new way of providing specialist led care to patients in a community setting. A team of clinicians led by Dr. John Howard saw 120 Birchwood patients for education and review. From feed back it would appear that this project was extremely well received by all our patients.

FLU VACCINE

It is difficult to believe in this hot weather but the Influenza season is nearly upon us. Please watch in the surgery for notices when the flu clinics will start. We anticipate this to be around the beginning of October.



CHILDREN'S FLU VACCINE

NHS England has introduced a new vaccine for children this year. This child vaccine will eventually be made available to all children up to age 16. All the parents of the children for this year will be written to with invitations to come in during clinics in October.

SHINGLES VACCINE

The Department of Health are introducing a shingles vaccine as from September 2013 for patients aged 70 and 79. Shingles is debilitating condition which occurs more frequently and tends to be more severe in older people. It is planned to offer a phased programme for these vaccinations to all those patients. The efficacy of the vaccination declines with age so it is not recommended for those patients aged 80 or over. Birchwood will be writing to the patients who are eligible for this vaccine and invite them to attend for immunisation.

PATIENT UPDATES

It is very important for us to have your up to date contact details. There is now a letter in reception for you to fill in. Please help us to help you by updating your contact details.

WHAT IS MENTAL HEALTH?

This was the subject of a talk introduced by Dr. Michael Bosch hosted by the support group of the Birchwood Medical Practice and Smallfield Surgery at the Regency Hall in Smallfield held recently.

Dr. Bosch highlighted the various conditions pertaining to mental health such Mixed and Generalised Anxiety disorders, Phobias, Obsessive Compulsive disorders (OCD) together with the less common disorders such as Anorexia, Post Traumatic Stress etc.

The talk was very well attended and Dr. Bosch outlined the means of treatment for various mental health conditions ie. treatment by the NHS provisions, medication, and talking to patients. Dr. Bosch then asked the audience for questions and a short question and answer session followed. Dr Bosch provided a very helpful take home leaflet.

Dr. Bosch then introduced Anita Campbell, a “Dementia Navigator” who explained the role that she and her team played when visiting Patients with a view to giving them guidance in various areas such as Council Tax assistance.

Anita then described her involvement in the local Alzheimer’s Society and the support that she is able to offer to Patients in the area. Anita concluded that there are many forms of Dementia which is not universally appreciated.

A vote of thanks was given to the speakers by Dr. E Vijaykumar senior partner at Birchwood as another successful evening was brought to a conclusion.

Michael Walshaw



NHS EAST SURREY CLINICAL COMMISSIONING GROUP (ESCCG)

On 1st April this year the ESCCG became responsible for commissioning the medical services provided by Birchwood and seventeen other practices in our area. The Governing Board is made up of eight clinicians (ie. doctors or nurses), including our own Dr. Kumar, five executive directors and two lay members (ie. patients). Information on the aims and values of the ESCCG can be seen on the website www.eastsurreyccg.nhs.uk along with details of the Board members and the GP practices that are included which currently look after approximately 170,000 registered patients. Funding is a crucial issue and for the first year, 2013/14, the budget has been set at just over £188m.

The Board meetings are open to the public. The first two were held at Reigate Town Hall on 30th May and 25th July, the next meeting is on 26th September. Details of the agendas, meeting reports and minutes are published on the website and a newsletter, entitled “**Communicate**” has been introduced. Representatives from each of the practices’ patients groups meet regularly as the “**Patients Reference Group**”, under the chairmanship of one of the lay members of the Board. The purpose is to consider particular issues and provide feedback to help the Board fulfil its commitment to take account of patients’ expectations.

Accountability and openness are key requirements throughout the new NHS culture. Each practice is encouraged to inform and involve its own patients through a website, a **Patients Group** and, if possible, a newsletter. At the group level the ESCCG has also introduced several ways to let patients know what it is doing and ensure they can interact directly with the CCG, if they wish to. On its website there is a section on “**Latest News**”, and questions can be asked, and complaints made, through the “**Ask Carol**” and “**Have Your Say**” links. Also, there is a facility, inspired by the recent unfortunate problems revealed in the NHS, which enables patients to submit details of their experiences of treatment, good or bad, to help the CCG monitor the performance of service providers.

Richard Willcox

STAFF DRESS DOWN DAY

This month the amount of £123 was given to the NSPCC.



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 - New Service 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