

**Birchwood
Medical Practice**
The Health Centre
Kings Road
Horley
Surrey
RH6 7DG
Tel: 0844 815 1990



In this issue...

- Staff News
- Patient Survey
- Online Facilities
- Changes to Telephone System
- Medication Review
- Shingles Vaccine
- Flu Campaign

www.birchwoodmedicalpractice.co.uk

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. Thiagamorthy

Nurse Practitioner

Sarah Cameron

Patient Support Group

Chair: Jack Costelloe
Vice Chair: Liz James

STAFF NEWS

We are pleased to welcome Dr Thigamoorthy who is back from her maternity leave. Dr Rustom and Dr Sat are our 2 new GP Trainees who started working with us in August 2014.

After several years of working with the NHS, Jeff our phlebotomist will be retiring in September. We would like to wish him well. He will be greatly missed by everyone.

PATIENT SURVEY



Patients can now rate and review the care they receive from their surgery. If you have received good care from the surgery and want to tell about it then please do so. For more details or to rate and review your surgery please use the following link:

www.iwantgreatcare.org

ONLINE PRESCRIPTION REQUESTS

This facility has been available for repeat prescription for the past 2 years. Please ask at reception for details.

ONLINE FACILITY TO BOOK APPOINTMENTS

Birchwood medical practice is currently working to offer an online booking facility. A percentage of appointments will be available to book online.



CHANGES TO TELEPHONE SYSTEM



Birchwood Patient group conducted a survey which highlighted dissatisfaction with the 0844 number. The practice has made a commitment to change to a local 01293 number. The patient group strongly canvassed your views to the practice and discussed this issue with the Birchwood Partners and staff.

Representatives from the group were invited for the selection of the new telephone system. The new system we anticipate will be installed before the end of 2014. This highlights the voice of the patient group.

CHANGE OF ADDRESS / TELEPHONE NUMBER

If you change your address or telephone number please inform the surgery by completing a form at Reception.

MEDICATION REVIEWS

Please inform your doctor at the next appointment if you have medication on your repeat form that you no longer use.

A report by the department of health estimates that unused medicines costs the NHS around £300 million every year with an estimated £110 million worth of medicines returned to the pharmacies and £90 million worth of unused prescriptions being stored in homes and £50 millions worth of medicines disposed by care homes.

These startling figures don't even take into account the costs to the patient's health if medicines are not being correctly taken. If medicine is left unused, this could lead to worsening symptoms and extra treatments that could have been avoided.

Read more on this using: www.bbc.co.uk/news/health-23374000

SHINGLES VACCINE

The Department of Health introduced a shingles vaccine as from September 2013 and this year Public Health England recommends the vaccine for patients aged 70, 78 and 79 years (before the 1st of September 2014). 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.

FLU CAMPAIGN

Stella Price writes after speaking to Dr Vijaykumar about the flu campaign...

Flu vaccination clinics will be held at the Birchwood Medical Practice on 4th, 11th and 25th of October 2014. About 3200 patients are expected to be vaccinated then as part of the national immunisation programme. Reminder letters are to be sent from September.

Flu is spread from person to person through the droplets produced during coughing or sneezing. The risk of serious illness or death from 'flu is highest amongst children under six months, older people and those with underlying health conditions such as diabetes, respiratory diseases like asthma, and cardiac disease as well as patients with suppressed or compromised immune systems and pregnant women.

In the autumn/winter of 2014/2015 the annual nasal spray flu vaccine will be available for all children aged two, three and four years old as part of the NHS childhood vaccination programme.

Do you qualify for a flu jab? The list includes the following:

- All patients aged 65 and over
- Asthma which requires the use of steroid (brown) inhalers
- Chronic obstructive pulmonary disease including chronic bronchitis and emphysema; bronchiectasis; cystic fibrosis, interstitial lung fibrosis, pneumoconiosis and broncho-pulmonary dysplasia (BPD)
- Chronic heart disease
- Chronic kidney disease
- Chronic liver disease
- Chronic neurological disease including stroke, transient ischaemic attack (TIA)
- Diabetes - All type 1 and type 2 patients
- Immunosuppression due to disease or treatment, including chemotherapy and HIV infection.
- All pregnant women at any stage of their pregnancy
- People in long-stay residential care homes
- Registered carers of an elderly or disabled person

If you are in any of these groups and would like to receive the vaccine, do contact the Reception Staff on 0844 8151990 after 11:00am.

STAFF DRESS DOWN DAY

This month the amount of £95 was given to the Save the Children.



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