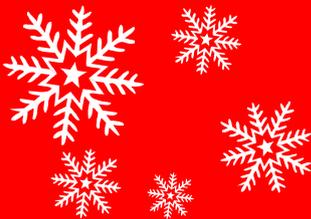


ISSUE  
**07**  
DECEMBER  
2013



NEWSLETTER  
FOR THE  
PATIENTS OF

# Birchwood

MEDICAL PRACTICE

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

## 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



## in this issue...

- CQC Visit
- "The NHS belongs to the people"
- Patient Survey
- Ultrasound at Birchwood
- Influenza Update

[www.birchwoodmedicalpractice.co.uk](http://www.birchwoodmedicalpractice.co.uk)

## OPENING HOURS OVER CHRISTMAS PERIOD

Monday 23<sup>rd</sup> December 2013 - As Normal  
Tuesday 24<sup>th</sup> December 2013 - As Normal  
Wednesday 25<sup>th</sup> December 2013 - **CLOSED**  
Thursday 26<sup>th</sup> December 2013 - **CLOSED**  
Friday 27<sup>th</sup> December 2013 - As Normal

Monday 30<sup>th</sup> December 2013 - As Normal  
Tuesday 31<sup>st</sup> December 2013 - As Normal  
Wednesday 1<sup>st</sup> January 2014 - **CLOSED**  
Thursday 2<sup>nd</sup> January 2014 - As Normal  
Friday 3<sup>rd</sup> January 2014 - As Normal

## DON'T FORGET TO ORDER YOUR REPEAT MEDICATION FOR THE XMAS PERIOD

## CQC (Care Quality Commission)

Birchwood were one of the first practices to be visited in East Surrey by the CQC inspectors. This inspection takes place with little prior notice to check that all surgery procedures are meeting essential standards (ie clinical care and hygiene). The CQC inspectors spent a day at the surgery looking at all procedures, talking to staff, patient group representatives and interviewing patients in the waiting room. I am delighted to announce that we have met all standards without conditions. A full report can be found on the Birchwood website at [www.birchwoodmedicalpractice.co.uk](http://www.birchwoodmedicalpractice.co.uk) or alternatively on the CQC website. I would like to extend thanks to the patient Support Group for their assistance on the day. I would also like to say a huge thank you to the patients and all the staff that were interviewed.

*Dr. Elango Vijaykumar*

## "THE NHS BELONGS TO THE PEOPLE"

This was the subject of an educational event held at Methodist Church on November 20th and which was organised by the Birchwood Medical Practice and the Birchwood Patients Support Group.

The event started with a brief introduction by Dr. Vijaykumar, the Senior Partner of the practice, and the first speaker was Carol Rowley representing the East Surrey Commissioning Group. Carol outlined how the ESCG works together with local patients and the community.

Joe Gilligan, Chairman of the local NHS Trust then explained the value for money concept that Patients expect bearing in mind that it is Taxpayers money that is being spent. He outlined how care is provided to the local community via the Clinical Commissioning Group (CCG) especially as people are getting older.

Dr. Bosch then discussed the priorities of the GP and the associated cost of the various treatments emphasising the importance of using the right service at the right time.

The Audience was invited to ask questions and after a fairly lively session the event was brought to a successful conclusion with thanks to all the speakers.

The next Birchwood event will be promulgated in due course.

*Michael Walshaw*

## PATIENT SURVEY

Among the current commitments for GP practices there is a requirement to communicate with patients and ensure that their reasonable expectations for primary medical services are being met. One method of achieving this is to carry out Patient Surveys and these can be done in various ways although the Care Quality Commission expect that the method used must produce valid and meaningful results.



At Birchwood the last survey carried out used a professional survey, GPAQ Version 3 which was developed at the university of Cambridge and marketed by Patient Dynamics, a research company specialising in patient experience and approved by the NHS.

When the Birchwood Patients Support Group (PSG) studied the results of the GPAQ survey it was felt that it was not sufficiently relevant to Birchwood's particular services and procedures. It therefore failed to give patients a real opportunity to adequately indicate their opinions and consequently the results failed to give the PSG and GPs an accurate indication of where changes or improvements were needed.

It was agreed that the PSG would take on the responsibility for designing and carrying out the next patient Survey and this was done during October using the high attendance at the Flu vaccination sessions to issue the questionnaires. The response from patients was very good and 351 completed questionnaires were handed in. These have been analysed and a report is being prepared which will be discussed with the practice GPs, and action where appropriate will be planned. The final report will be posted on the Birchwood website.

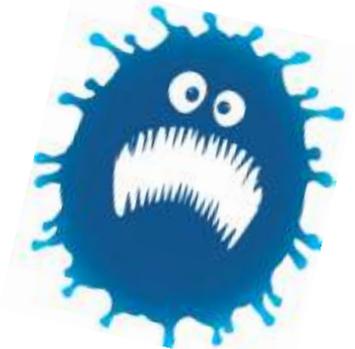
*Richard Willcox*

## ULTRASOUND SERVICE AT BIRCHWOOD

Oxted Ultrasound are now running a clinic at Birchwood for all Horley and Smallfield patients. This service has received positive feedback from the patients who are finding this local service beneficial.

## INFLUENZA UPDATE

Every year the flu campaign is a daunting task for all our staff. We wrote to all eligible patients (approximately 4,400). This year's campaign started in October and to date we have vaccinated approximately 3,000. Birchwood would like to thank all the patients for their attendance at our busy Saturday clinics which makes the effort by our staff worthwhile.



## STAFF DRESS DOWN DAYS

£60.00 has been donated to Breast Cancer Research



**The Partners and staff would like to wish everyone a very Happy Christmas and peaceful New Year.**

## 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

