



BIRCHWOOD SUPPORT GROUP

Birchwood Medical Practice
 The Health Centre, Kings Road
 Horley.
 RH6 7DG

MINUTES OF THE MEETING HELD ON 23.1.2017

Present: **Birchwood Representatives** :Dr. Vijay Kumar (Partner),
 Mrs. Sue Adcock (Practice Manager)

Patient Representatives: Liz James, Joan Robinson, Mike Walshaw, ,
 Denise Stronell, Liz Morris, Ralph O’Dartey, Jean Marsden, Denise
 Stronell, Lisa White, Alma Gough, Stella Price

WELCOME AND APOLOGIES	A welcome was extended to new member Alma Gough. Apologies received from Robin Grant, Stephen Harnett, Raji Raman, TW and MW, Trisha Lyons, Rita Cusack, Terry Scott	ACTION
APPROVAL OF LAST MINUTES	Agreed	
REPORT FROM DR. KUMAR	<p>Registered numbers: 16, 128</p> <p>Dr. Kumar confirmed to the Group that the list size was still capped (capping started September 2016). All three surgeries in Horley had now capped their lists. Dr. Kumar felt that without capping the Birchwood list size would be nearer 17,000. NHS England had now spoken to all three surgeries and are working with them to help resolve this issue but did appreciate the pressure Horley GP surgeries were under. Dr. Kumar has informed NHS England that Birchwood had no scope to expand due to lack of space within the surgery building. At least four of the rooms at Birchwood were used by community providers which did not allow for Birchwood to expand. Birchwood was also engaging with Reigate and Banstead re health care within Horley. For information the local council has/had no discussion with NHS England before giving planning permission for housing. Dr. Kumar mentioned that house calls had increased by about 50% in the last 3 years which adds a huge pressure on the service.</p> <p>Birchwood have bi-monthly communication meetings and recently had the Carers Association from Luton speak to the staff. Birchwood is now deemed a Dementia Friendly practice. Alma G mentioned that the deaf also need hearing loops to be promoted.</p> <p>The Wellbeing advisors at Birchwood had proved very successful and Sue confirmed there is now a two month waiting list.</p>	

<p>UPDATE ON KINGS ROAD CAR PARK</p> <p>UPDATE ON POSSIBLE 7 DAY OPENING/ UPDATE ON ESH A and E</p>	<p>Staff: Four members of staff had left for various personal reasons ie relocation and three new staff had been recruited. Sue Adcock confirmed that she was involved in training the new staff and working smarter. Dr. Kumar confirmed there had been a smooth transition to Sue becoming practice manager.</p> <p>Appointments: At the present time there were no problems with appointments – there was surplus. Several questions were raised re appointments:</p> <p>It was confirmed by Sue that letters were sent to patients who ‘did not attend’ appointments and this was proving successful. Several members of the group were surprised that patients ‘did not attend’ appointments made on the same day and even when given emergency appointments did not attend.</p> <p>Dr. Kumar explained the system followed in the surgery if all appointments were exhausted. Sue confirmed that the staff would ask the patient if their appointment was urgent for that day, but stated the receptionist did not make the final decision re an appointment it was the doctor.</p> <p>Following the letter by the Group to Reigate and Banstead no reply had been received. It was agreed that a further letter will be sent requesting a response. The Group agreed it was important to retain use of this car park.</p> <p>GPs are now based in ESH A and E 7 days a week from 2-10pm and Saturday and Sunday morning. There is positive feedback on this service. Patients are assessed on arrival and referred to a GP if appropriate which allowed emergencies to be dealt with as quickly and smoothly as possible. This should enable ESH to establish who is attending A and E</p> <p>Dr. Kumar confirmed as far as he was aware 7 day opening at GP surgeries was not likely to happen at the moment.</p> <p>Dr. Kumar said that a doctor in London thought that approximately 47-50% of GP appointments could be dealt with in another way. i.e. in a community setting of groups of people with the same condition i.e. diabetes talking to one another re diet, exercise etc. Jean M said she thought that radical changes were needed to be thought of to improve the service within the NHS.</p>	<p>SP</p>
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