



Birchwood Medical Practice
The Health Centre
Kings Road
Horley, Surrey, RH6 7DG
Tel: 01293 771200
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Partners:

Dr E. Vijaykumar
Dr S. Nelstrop
Dr R. Baur
Dr E. Tyagi
Dr T. Rustom
Dr M. Fegan

Associates:

Dr J. Kandi
Dr T. Goozee
Dr S. Rowlands
Dr B. Vijaykumar

Practice Manager:

Mrs Sue Adcock

Adv Nurse

Practitioners:

Sarah Cameron
Sarah Crawford

Paramedic

Practitioners:

Andy Jackson
Scott Seymour



Statement of purpose for Birchwood Medical Practice
CQC ID: 1-572556946

Provider: Birchwood Medical Practice

The practice history dates back to the beginning of the 20th century when one of the former senior partners followed a family tradition of doctoring in Horley. As the growth of Horley led to an increased list of patients, so too did the number of doctors, eventually moving into the Health Centre building in the centre of Horley town, (which is on the Surrey Sussex border) in 1976.

The population of Horley is approximately 30,000 and is very close to Gatwick Airport. The town surrounded by pleasant countryside and despite the close proximity of the airport, Horley still has a 'village' feel. The practice has a mixed semi – rural population.

Due to its location, Horley has an excellent rail links to London and Brighton and good road links to the M23&M25. We moved from our original 1970's building to the current Modern Purpose 2 storey premises with car park built in 2005 and then adopted the name "*Birchwood Medical Practice*". The new premise is leased from Health Investments Ltd.

The same ethos applies to the practice as it did back in 1970's, providing our patients a high quality local service that reflects their needs of the local practice population. The practice has always been forward thinking and is not afraid to take on board new



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ideas and developments which will improve the service to our patients or the development of our practice team.

Birchwood Medical Practice is now part of the Modality Partnership. Modality Partnership represents a new and innovative model for providing and organising general practice. Modality Partnership is a 'Super Partnership', and moves away from the traditional small business approach to creating a larger GP led organisations and individual divisions. This creates an opportunity to expand the range of primary and secondary care services delivered by the Partnership and provide many more benefits for patients and staff. Modality Partnership is not a Clinical Commissioning Group. The Modality Partnership is a *provider* of primary care services within North & West Yorkshire, East Yorkshire & Humber, West Midlands, South East of England.

Vision and Mission statement (which was led by the patient group and involved the entire practice team)

Our Vision

To be recognized as a Centre of Excellence that provides the highest quality of NHS care, which is equitable, family orientated and evidence based.

Our Mission

We will consistently strive to provide comprehensive health care that fully reflects and addresses the needs of the community we serve. Key to this will be evidence based patient centered care. Respect and courtesy towards our patients and their carers will be a hallmark of our efforts. We will at all times respond adequately and appropriately to the needs of our patients, within the scope of The NHS. We will continue to provide the highest standards in teaching and training to future generations of health care professionals

Responsible Individual

The responsible individual is Dr Elango Vijaykumar. Qualifications: MBBS 1994, MRCP 2005 FRCGP 2013

Dr Vijaykumar qualified from Karnataka in India. He moved to UK in 1997 and after finishing his VTS training was a partner for 2 years in Scotland before he moved to Horley. He has been a Partner in Birchwood Medical Practice since 2004. He is a GP trainer.

He became the Senior Partner in 2009 and He also achieved his Fellowship of the Royal College of GPs by assessment (FRCGP) in 2012.

He worked for several years as a Clinical Lead and Associate Medical Director for Out Of Hours (OOH) particularly supporting the registrars training and for this contribution he received an Educational Award from the KSS Deanery.

He has been involved as a Clinical Director in the East Surrey Clinical Commissioning Group (ESCCG) and since April 2015 he became the Clinical Chair of the ESCCG.



He is now the Executive Partner for the East Surrey division of the Modality Partnership.

He is the practice Adult Safe Guarding and End of Life Lead for the CCG

Practice Manager

Mrs Sue Adcock , Sue has worked for Birchwood Medical Practice since 2001 and started as a data in-putter working 4 hours per day. Over the years she was able to increase her hours undertaking roles of increased responsibility. She introduced scanning in 2003 and helped navigated the installation of a new clinical system in 2011.

Sue became the senior receptionist in 2008 and secured a well-earned promotion to Operations Manager in 2013.

Sue undertook Practice Managers diploma in 2012 becoming Practice Manager for Birchwood in 2016.

Sue played an instrumental role during the merger into Modality East Surrey Division in 2017/18.

The practice is operated from one site at the headed address on page 1

The practice is open as follows:

Monday	08:00 – 20:00* Extended hours
Tuesday	08:00 – 20:00*
Wednesday	08:00 – 20:00*
Thursday	08:00 – 20:00*
Friday	08:00 – 20:00*
Saturday	08:00 – 12:00* Extended hours

Improved access via the Hub is provided on site by ABC Federation during the following timings

16:00 – 20:00 Mon-Friday
08:00 – 1200 on Saturdays

Contact Details:

The Registered Manager: Dr Elango Vijaykumar Telephone 01293 771200 email e.vijaykumar@nhs.net

Practice Manager: Sue Adcock – Telephone 01293 787301 email sue.adcock@nhs.net

Aims and Objectives:



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We believe that good quality care is a partnership between you, the patient, our Primary Health Care Team and that the success of that partnership depends on an understanding of each other's needs and co-operation between all involved in health care.

We aim to provide the best possible service to our patients to improve the health, well-being and lives of those we care for by:

- Providing high quality, safe, professional Primary Care General Practice services to our patients
- Focussing on prevention of disease by promoting health and wellbeing and offering care and advice to our patients
- Working in partnership with our patients, their families and carers towards a positive experience and understanding, involving them in decisions making about their treatment and care
- Treating patients as individuals and with the same respect we would want for ourselves or a member of our families, listening and supporting people to express their needs and wants and enabling people to maintain the maximum possible level of independence, choice and control.
- Working in partnership with other agencies to tackle the cause of, as well as provide the treatment for ill health and where appropriate involve other professionals in the care of our patients.
- Encouraging our patients to communicate with us by joining our Patient Support Group, talking to us, participating in surveys, and feeding back on the services we offer.
- Ensuring all staff have the competency and motivation to deliver the required standards of care, ensuring that all members of the team have the right skills and training to carry out their duties competently
- Taking care of our staff offering them support to do their jobs and protect them against abuse
- Having a zero tolerance of all forms of abuse towards our staff
- Providing our patients and staff with an environment which is safe and friendly
- Operating on a financially sound basis
- Being prepared for future Primary Care models addressing the NHS long term plan

Status as a Training Practice

The practice has been involved in training since 1988, the current four partners are all trainers, in addition we have 5 practice nurse mentors. Our training record to date and on-going includes:

- GP Registrars
- Foundation Year Training
- Medical Students
- Nurse practitioner mentorship
- Trainee nurse placements
- Practice Manager Training
- Non-medical prescribers over the years

We have a strong commitment to training and development; we have in the last 3 years enabled practice employed staff to undergo:



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- Phlebotomy
- Practice management diploma
- Prescribing qualification for our nurses and nurse practitioner
- HCAs
- 3 x members of staff enrolled on the Modality Apprenticeship Scheme

Our Services

The GMS services provided by our GPs are defined under the General Medical Services Contract.

User bands

Capturing the whole population:

- Learning Disabilities or autistic spectrum disorder
- Older People (65+)
- Younger Adults
- Children 0-3 years
- Children 4-12 years
- Children 13-18 years
- Mental Health
- Physical Disability
- Sensory Impairment
- Dementia
- People detained under the Mental Health Act
- People with an eating disorder

Regulated Activities

- Diagnostic and screening procedures
- Family Planning
- Maternity and Midwifery
- Surgical procedures (Minor)
- Treatment of disease, disorder of injury

Essential Services

We provide essential services for people who have health conditions from which they are expected to recover, Chronic Disease Management and general management of terminally ill patients.

Our Core Services include:

- GP consultations
- Chronic Disease management, including Chronic Obstructive Airways Clinics, Asthma Clinics, Hypertension Monitoring, Coronary Heart Disease, Diabetes Clinics
- Epilepsy Monitoring
- Mental Health



- Cryotherapy
- Home visits for patients unable to attend surgery
- Palliative Care including end of life
- Minor wound/post op care
- Telephone Advice from GP
- Smoking Cessation in partnership with Quit 51

Additional Services

Our additional services include:

- Cervical Cytology
- Contraceptive services
- Child Health Surveillance and Immunisation
- Maternity Services
- Certain Minor Surgery procedures
- Vaccinations Basic Adult
- Bereavement service
- Social prescribing

Enhanced Services:

Our enhanced services include:

- Contraceptive Coil Fittings (IUD)
- LARC (long acting reversible contraception)
- Diabetes Management
- Prostate Cancer Injection Therapy
- Minor surgery
- Joint injections
- Learning Disability Health Checks
- Flu vaccination
- Phlebotomy
- 24 Blood Pressure Monitoring
- Homeless patient services
- Nursing Home care
- Near Patient INR Testing
- HPV Vaccination
- Shared Care Services for Rheumatology and Inflammatory Bowel Disease
- Timely diagnosis and support for patients suffering from dementia.

Other services

The practice also offers services including:

- Ante Natal, Child Health and development
- ECGs (Electrical heart trace)
- Lung function testing (spirometry)



- Ring Pessary replacement
- Women's health

Non – NHS Services

Our practice also provides services which are not funded by the NHS and thus paid for by the patient, these include:

- Insurance reports
- Private medical reports
- Non NHS Vaccinations
- Private prescriptions
- Private sick notes
- Private medical Examination (HGV, PSV, Taxi, Racing Driver etc.)
- Completion of Certificates /Forms or letters.

Facilities

- 12 Consulting Rooms
- 2 Nurse Consulting Rooms
- Phlebotomy Room
- Treatment Room
- Minor Surgery Suite
- Sluice
- Ultrasound
- 2 waiting rooms
- Disabled Toilet facilities
- Baby change facilities
- Access to interpreter
- Ability to provide large print patient leaflets
- Practice website – NB information can be translated for the patients by selecting language
- Hearing Loop
- Patients Disabled Parking on site (other patient parking is available close by)
- Self-Check in Service/ Patient Call system
- Board Room / Library for our staff
- Conference/Training room

Listening and Learning

We obtain patient feedback in many ways including Patient Support Group periodic surveys, "I want Great Care" Survey (a service that collects and collates practice feedback and Friends and family test) along with NHS Choices Website. The practice welcomes this both positive and negative feedback and seeks to learn and improve services as a result. We have also carried out satisfaction surveys for specific clinics. Duty GPs also carry out patient satisfaction surveys which includes feedback about the practice.

Staff address patients in the manner that the patients request, using appropriate titles, unless told by the patients not to do so. All staff will have empathy and will be mindful of patient's religious/cultural beliefs.



Confidentiality

All patient held data is held in a secure manner and use of non-identifiable data will be adhered to at all times. Patient's explicit consent is required to release any information to a third party. All Staff have been trained on the importance of patient confidentiality.

Patient involvement

The practice encourages patient feedback and has a very active Patient Participation Group called the Birchwood Support Group which was re-established over 5 years ago. We currently have about 25 Members. The patient group is very proactive in holding not only the practice to account but also involved in wider agenda relevant to local health care such a campaign for appropriate CCG funding to NHS England chief Executive Mr Simon Stevens involving the Local MP's.

The practice team is represented by Senior Partner and Executive Manager and any other interested parties. The group has a varied age range and come from different backgrounds and ethnicity. We are very lucky that our group is very enthusiastic and have organised many educational events, open to our patients (hiring a local hall, for bigger events) i.e.

- Living with diabetes
- Hypertension
- Men's Health
- Women's Health
- Mental health.

Our Group as mentioned above carried out a survey of patient toward the end of last year, highlighting telephone system as a key area of discontent – the practice not only welcomed this feedback but invited the practice to be part of the selection panel of a new telephone system.

Not all patients are able to attend these regular meetings, but the group keeps them up to date and seeks to keep them engaged by regular email communication.

Complaints

Patients can raise a concern in the first instance by speaking to a member of staff at the surgery, in person by telephone, letter. The staff are trained to handle concerns in a sympathetic, non-judgemental understanding manner.

The Practice follows the NHS Complaints Procedure, with Dr Mel Fegan being our practice lead for dealing with clinical complaints and Sue Adcock non clinical. Information about how to complain is published in our practice leaflet and website (which is available in any language at the press of a button).

Complaints are discussed by the team at our regular Clinical Governance and staff meetings to ensure that learning points are shared and systems/services and procedures improved





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