

Partners

Dr E. Vijaykumar  
Dr S. Nelstrop  
Dr R. Baur  
Dr T. Prageshan

Nurse Practitioner  
Sarah Cameron

Executive Manager  
Christine Earwaker

**BIRCHWOOD MEDICAL PRACTICE**  
**THE HEALTH CENTRE**  
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## Statement of purpose for Birchwood Medical Practice

**CQC ID: 1-572556946**

### **Provider: Birchwood Medical Practice**

The practice's 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 increase and eventually the practice moved into the Health Centre building in the centre of Horley town (which is on the Surrey Sussex border) in 1976 when it was formally opened by Sir George Sinclair in 1977.

The population of Horley is around 23,000 and is very close to Gatwick Airport. The town enjoys the pleasant countryside and despite the close proximity of the airport, Horley still has a 'village' feel. The practice has a mixed urban – rural population.

Due to its location, Horley has excellent rail links to London and Brighton and good road links to the M23 & M25. Our practice moved from its original 1970s building to the current



modern, purpose built premises in 2005 and was then renamed “*Birchwood Medical Practice*”. The new premises are leased from Health Investments Ltd.

The same ethos applies to the current practice as it did back in the 1970s; providing our patients with a high quality local service that reflects the needs of the local practice population. The practice has always been forward thinking and is not afraid to take on board new ideas and developments which will improve the service we offer our patients or the development of our practice team.

## **Vision and Mission Statement**

**(Output from discussion led by the patient group and involving the entire practice team)**

### **Our Vision**

To be recognised 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 constantly 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 centred care. Respect and courtesy towards patients and their carers will be the 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, MRCGP 2005 FRCGP 2013



INVESTOR IN PEOPLE

Dr Vijaykumar qualified from Karnataka in India. He moved to the UK in 1997 and, after finishing his VTS training, was a partner for two 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, he also achieved his Fellowship by assessment (FRCGP) in 2012.

He worked for several years as a Clinical Lead and Associate Medical Director for the Out Of Hours (OOH) service particularly supporting the registrar's 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) for some time and since April 2015 he has been the Clinical Chair of the ESCCG.

He is the practice Adult Safeguarding GP and End of Life Lead for the CCG

### **Practice Manager**

Mrs Christine Earwaker

Qualifications: AHCPA AMGP MIHM

Mrs Earwaker has worked in the NHS since 1977 when she joined a practice in Hertfordshire as a filing clerk however, the practice needs were changing and the partnership recommended that she train as a practice manager. She completed this in 1985 and her first task was to establish a well women clinic for women run by women – this was a first for primary care in Hertfordshire and at the time resulted in an increased uptake of cytology screening in the practice.

When she moved to Horley in 1989, she again started as a receptionist, but she then took the AMGP diploma and moved swiftly to take up the position of practice manager, just in time to support the practice in getting systems in place for the then new 1990 NHS contract. She has



seen the practice through many more reorganisations of the NHS and always looks to ensure that the practice and its staff were ready for any required changes. Patient responsive care is the driver for her and she attends our quarterly Patient Support Group meetings providing a strong link between the patients and the practice.

One of the major quality markers she supported the practice to achieve, again ground breaking in primary care, was achieving the “Investors in People Award” first in 2007 followed by re-accreditation in 2010 and 2013.

**The practice operates from one site at the above address**

The practice is open as follows:

Monday	08:00 – 20:30 – incl extended hours
Tuesday	08:00 – 18:30
Wednesday	08:00 – 18:30
Thursday	08:00 – 18:30
Friday	08:00 – 18:30
Saturday	08:00 – 11:30 - Extended hours

**Contact Details:**

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**Executive Manager:**

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## **Aims and Objectives:**

We believe that good quality care is a partnership between the patient and our Primary Healthcare Team and that the success of that partnership depends on an understanding of each other's needs and co-operation between all involved in healthcare. 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 the decision 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 protecting 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.



## **Status as a Training Practice**

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

- GP Registrars
- Medical students
- Nurse practitioner mentorship
- Trainee nurse placements

We have a strong commitment to training and development. We have, in the last three years, enabled practice employed staff to undergo training as follows:

- Phlebotomy
- Practice management diploma
- Prescribing qualification for our nurse practitioner

## **Our Services**

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

## **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
- Maternity services
- Certain Minor Surgery procedures
- Vaccinations basic adult

### **Enhanced Services:**

Our enhanced services include:

- Contraceptive Coil Fittings (IUD)
- LARC (long acting reversible contraception)
- Diabetes management
- Prostate Cancer injection therapy
- Minor surgery incisions
- Minor Surgery joint injections
- Learning Disability health checks
- Flu vaccinations
- Phlebotomy
- 24 Blood pressure monitoring
- Homeless patient services
- Nursing Home project



- Near patient testing
- HPV vaccinations
- 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:

- Antenatal, child health and development
- Ear wax syringing
- 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 (information can be translated for patients by selecting language)
- Hearing Loop
- Disabled Patients' 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 from Patient Support Group periodic surveys, regular "I want Great Care" Surveys (a service that collects and collates practice feedback and Friends and Family Test) along with NHS Choices website. The practice welcomes both positive and negative feedback and seeks to learn and improve services as a result.

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

### **Confidentiality**

All patient data is held in a secure manner and rules around the use of non-identifiable data will be adhered to at all times. A 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 around 25 Members. The patient group is very proactive in holding not only the practice to account but are also involved, where relevant, in the wider healthcare agenda such a campaign for appropriate CCG funding submitted to the NHS England Chief Executive, Mr Simon Stevens, and involving the Local MPs.

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

- Living with Diabetes
- Hypertension
- Men's Health
- Women's Health
- Mental Health.

Our Group, as mentioned above, carried out a survey of patients toward the end of last year which highlighted the telephone system as a key area of discontent – the practice not only welcomed this feedback, but invited the members of the group to be part of the selection panel for 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. We are also fortunate that our PPG provides regular newsletters which are circulated within the practice and on our website.



## Complaints

Patients can raise a concern in the first instance by speaking to a member of staff at the surgery, in person, by telephone or by letter. Staff members are trained to handle concerns in a sympathetic, non-judgemental understanding manner. The Practice follows the NHS Complaints Procedure with Dr Nelstrop being our practice lead for dealing with complaints. Information about how to complain is published in our practice leaflet and on our website (which is available in any language at the press of a button). Complaints are discussed by the team at our Significant Event Meetings to ensure that learning points are shared and systems/services and procedures improved.

