

DECEMBER 2015

NEWSLETTER
FOR THE
PATIENTS OF

Birchwood

MEDICAL PRACTICE



Birchwood Medical Practice

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Partners

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Associates

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Nurse Practitioner

Sarah Cameron

Patient Support Group

Chair: Liz James
Vice Chair: Joan Robinson

In this issue...

- Medicine Waste
- Annual Flu Campaign
- Festive Season Opening Times
- Festive Season Medication
- What is NHS III?
- Kings Road Car Park
- Staff News

www.birchwoodmedicalpractice.co.uk

MEDICINE WASTE

The cost of medicines

The annual bill for medicines prescribed by the East Surrey GPs is £22.5m and the target is to reduce this by £2m in the current year.



What is the most costly NHS medicines?

An **unused medicine** is the most costly, and it is estimated that the cost of these in East Surrey could be around £860,000 each year. Studies have shown that up to half of all patients do not take their medicines as recommended.

What can patient and carers do to help?

- Make sure you attend regular medication reviews.
- Always take your medication as prescribed by your doctor.
- Discuss your medication with your GP regularly.
- Think before you tick! Order only the medicines you need.
- Return any unwanted medicines to your pharmacy for safe disposal.
- Take your medicines with you if you go into hospital.

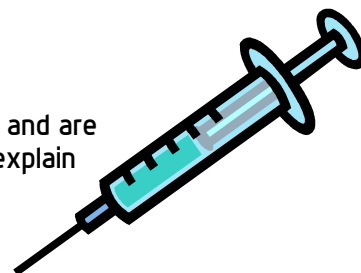
The importance of correct disposal

Unused medicines, even if unopened, cannot be reused by another patient and can pose a safety risk, particularly to children, if kept at home.

Incorrectly discarded medications have an impact on the environment. A recent audit has shown that 21% of patients dispose of waste medicines in the dustbin and 10% flush them down the toilet. Unused medicines returned to pharmacies are incinerated.

ANNUAL FLU CAMPAIGN

The annual flu campaign is well underway. If you have not had your annual flu vaccination and are in one of the 'at risk' groups, please book your appointment. Leaflets in the surgery will explain who is entitled to a free flu vaccination. To date 2,200 patients have been vaccinated.



**WE WISH ALL OUR PATIENTS A MERRY CHRISTMAS AND A PROSPEROUS NEW YEAR
FROM BIRCHWOOD MEDICAL PRACTICE AND SUPPORT GROUP**

FESTIVE SEASON OPENING TIMES

Monday 21st December 2015 - As Normal
Tuesday 22nd December 2015 - As Normal
Wednesday 23rd December 2015 - As Normal
Thursday 24th December 2015 - As Normal
Friday 25th December 2015 - CLOSED

Monday 28th December 2015 - CLOSED
Tuesday 29th December 2015 - As Normal
Wednesday 30th December 2015 - As Normal
Thursday 31st December 2015 - As Normal
Friday 1st January 2016 - CLOSED

Normal surgery opening times will resume from **Monday 4th January 2016**. If you require urgent medical attention when the surgery is closed please ring III.

FESTIVE SEASON MEDICATION

We are coming close to the festive period so please make sure you do not run out of your medication over the Christmas and New Year period.

WHAT IS NHS III?

If you need medical help fast but not a life-threatening situation, you can now call **NHS III**. When you call III, a trained adviser will ask you questions to find out what is wrong, give you medical advice and direct you to someone who can help you, like an out of hours doctor or a community nurse.

When to use III

Call III if you need medical help fast, but it's not life-threatening - for example, if you:

- think you need to go to hospital
- don't know who to call for medical help
- don't have a GP to call
- need medical advice or reassurance about what to do next.

For health needs that are not urgent, you should call your GP.

You should only call 999 in an emergency - for example, when someone's life is at risk or someone is seriously injured or critically ill.

KINGS ROAD CAR PARK

The Birchwood Patient Group were asked to make a statement by the Surrey Mirror re the development of the car park in Kings Road. The following statement was given:

"The Birchwood Patient Group is aware that the two busy GP surgeries, associated clinics and the pharmacy in Kings Road result in the existing car park on the library site being heavily used. The Council must also be aware of this from the revenue collected and would be expected to ensure that the facility is preserved, or even extended, as part of any proposed development."

STAFF NEWS

- Dr. Thiagamorthy left at the end of September to take a position nearer home.
- Dr. Bangalore left at the end of November to take up a position as a GP Partner.
- Dr. Rustom has completed his training and has accepted a permanent position at Birchwood.
- Dr. Kandi will be joining us in January 2016.

We wish them well in their new roles.

MISSED APPOINTMENTS

Total missed appointment for the last 3 months: 550 for doctors, nurses and phlebotomy. Not all appointments are 10 minutes, some nurses appointments are 20-30 minutes. This equates over a year to one full time clinical staff member.

CURRENT BIRCHWOOD LIST SIZE - 15,683 patients.

Useful Information...

East Surrey Hospital	01737 768511
Crawley Hospital	01293 600300
Family Planning	01293 772053
Midwives	01293 768511 ext 6822
Out of Hours	III

NEW

The "Health Help Now" Web App
www.healthhelpnow-nhs.net