

Birchwood Medical Practice **Practice Leaflet**

Mission Statement

“Our aim is to be a patient friendly practice providing the best of health care on the NHS”

Introduction

The Birchwood Medical Practice is a five partner practice holding a General Medical Services (GMS) contract; offering a full range of medical services for NHS patients and has an Open List for new patients to register. It has been a training practice for over twenty five years. All five GP Partners are trainees, four in trainers of GP Registrars.

The Birchwood Medical Practice is registered with the Care Quality Commission under the Health and Social Care Act 2008. www.cqc.org.uk.

The practice holds a Quality Practice Award from the Royal College of General Practitioners, obtained in 2011.

Birchwood Medical Practice is one of six local medical practices that form a federation called Optimus Healthcare Lincoln Limited.

Formation History

The Practice was founded by a single handed Practitioner on 30th June 1967. The Practice subsequently grew and became a partnership and moved into the current health centre on 12th April 1983. Considerable expansion has taken place over the years in order to cope with the increasing population growth of the area including a large extension was constructed in the early 1990's which subsequently became the premises of the neighbouring Woodland Medical Practice following the sub-division of the Practice into two Partnerships in 1993.

Practice Location

The surgery is approximately 4 miles from the City Centre and 15 minutes from the Lincoln County Hospital. It is close to the Lincoln Bypass A46 being linked by Doddington Road and Skellingthorpe Road.

The Birchwood Medical Practice is in the centre of Birchwood, named as one of the largest housing estates in England and is made up of a mixture of council owned and privately owned properties. The Birchwood estate was built up on a pre-World War II airfield called RAF Skellingthorpe, which housed No. 50 Squadron and No. 61 Squadron.

Practice Partnership

Dr Richard Nicholas Smith (Senior Partner) (male, full time)
MBChB (1988 Leeds) BSc Hons, DRCOG MSc

Dr Richard Paul Williams (male, full time)
MB ChB (1993 Sheffield)

Dr Catherine Ann Armstrong (female, part time)
MB BS (1994 London) DCH Dipl Derm PGC ME

Dr Susan Vivien Gough (female, part time)
MB BS (1987 London) DRCOG DCH MSc

Dr Rama Mark (female, part time)
MB BS (1984 Delhi) MRCOG MRCGP
Languages spoken: Hindi, Urdu, Telegu, Tamil and Punjabi.

Clinical interests of the doctors

Dr Catherine Armstrong	Dermatology
Dr Rama Mark	Gynaecology, Obstetrics
Dr Nicholas Smith	Men's Urology
Dr Richard Williams	Diabetes, Anti-coagulation

Practice Staff and Associated Clinicians

GP's in Training

At one time there could be three to six trainee doctors seeing patients at the medical practice. They may be a 5th year medical student, a year 2 foundation doctor, or a GP registrar from ST1 to ST3 (final year).

Each trainee doctors is under the close clinical supervision of one of their trainer, who will be one of the GP Partners and they are registered with the General Medical Council.

Locum Doctor

In the event of a doctor being away because of illness, annual leave or on study leave, either one of the other doctors in the Practice or a qualified locum doctor will take over their duties.

Practice Management

Mrs C Thorpe (Practice Manager) Full time 10.30am – 18.30pm

Mrs S Norman (Deputy Manager) Full time 8.00am to 4.00pm

Ensure the smooth running of the practice meeting with high standards of safety, patient care and good quality of services.

Nursing Team

Nurse H Lilley (female) RGN, Senior Nurse, prescriber

Nurse S Boothby (female) RGN

Nurse H Graham (female) RGN

Nurse K Reynard-Smith (female) RGN

Nurse K Clitherow (female) RGN

Nurse Y Glenford (female) Healthcare ass/phlebotomist

Trainee Nurse

Student nurses work under the supervision of their mentor, one of the practice nurses whilst undertaking their RGN training with Nottingham University.

Administration Staff

The management and clinical staff are supported by the hard work of the administration team consisting of three medical secretaries, three administration clerks, eight receptionists and a modern apprentice.

Our practice staff annual mandatory training on fire safety, H&S, infection control, information governance, customer care, equality and diversity, safeguarding and CPR.

Visiting Consultants holding Clinics

Occasionally consultants may hold clinics at the practice for patients within the locality, not all patients are registered with the medical practice. This may be a psychiatrist, community psychiatric nurse, Ear, Nose, Throat consultant.

Community Midwife

The midwife holds clinics on Monday and Wednesday mornings. Appointments can be made with the medical practice. Patients should use the telephone contacts given to contact a midwife at the antenatal department at the maternity wing at Lincoln County Hospital.

Community Staff based in the Health Centre

Within the health centre community staff consist of physiotherapist, podiatrist, breast feeding advice team, speech and language therapist and respiratory nurses.

There is a reception office where patients can direct queries, book appointments and leave messages.

District Nursing & Health Visiting Teams

They are based at North Hykeham but have good contacts with the medical practice and the reception desk can help with any queries or messages.

Registrations & Removals

The residential area that we cover:

Birchwood, Doddington Park, Forest Park, Hampton Park, Hartsholme, Shearwater, Stone Manor Park, Swanpool, Whitebridge Park, Wetherby Crescent and the village of Skellingthorpe.

How to Register

The practice has an open list and will accept patients that are living within the practice boundary (map is available in the waiting room). The practice may refuse an application to join its list if you do not reside in our area. There is an option to register without the provision of home visits (see below).

We will not refuse to accept you on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

Bring in your medical card and photo identification and complete a registration form, including a health questionnaire. Once you have completed the forms you will be registered with the practice and we shall apply for your full medical records. This may take up to two weeks to receive from your previous medical practice and up to eight weeks to update our computer system with your health record.

New patients may have a new patient health check, in which we will evaluate your medical requirements, discuss any concerns and your medication requirements. You will be allocated a named responsible general practitioner to oversee your healthcare but you may see any of the doctors at the practice.

If you have difficulties with reading, writing, hearing or language – let the practice know so we may assist you with either aids or additional support.

Registering as a 'Patient Out of Area'.

Patients may approach a GP practice, even if they live outside their practice catchment area, to see if they can be accepted on the patient list on a new scheme introduced in 2015, without the obligation for home visits. Out of area registration without visits is voluntary for GP Practices meaning patients may be refused because they live out of the area.

Your application will be considered on an individual's need and you may be accepted without home visits **if it is clinically appropriate and practical in your individual case**. If accepted, patients will attend the practice receive the full range of services provided as normal at the surgery. If you have an urgent care need and surgery cannot help you at home we may ask you to call NHS 111 and they will put you in touch with a local service (this may be a face to face appointment with a local healthcare professional or a home visit where necessary).

Patients registered under this scheme will be reviewed regularly and if it is deemed inappropriate to continue to register you this way due to a change of circumstances you will be asked to register with your local medical practice.

Registering as a Temporary Patient

Visitors in the area that cannot get to their own medical practice due to distance can be seen as a temporary resident. The practice will have limited or no access to the patients' medical record.

Removal from the practice

When you move out of our practice area you need to register with a medical practice in your new locality. This ensures that you have cover in case a home visit is required. If you do not register elsewhere we will write to you and inform you that you need to re-register. If you still do not register with a local GP you will be removed from our list and could find yourself without a GP.

Premises and Facilities

- Ample car parking and also free adjacent public car parks.
- Disabled parking bays immediately outside main entrance.
- Two independent pharmacies (one within premises).
- Automatic electronic entrance doors.
- No steps or stairs in the building.
- Confidentiality area at reception desk.
- Disabled toilets with alarm for assistance.
- Wheelchairs available for patient use.
- Twelve consulting rooms and three treatment rooms.
- Hydraulic couches to provide comfortable examination facilities.
- High back easy chairs & bariatric chairs available in the patient waiting room.
- Self-assessment waiting room facilities - Blood pressure machine and BMI machine.
- Hand rails provided in the corridors.
- Visual patient call system with audible beep- useful messages.
- Portable loop for the hearing impaired.
- Baby changing table.
- Two self-check-in touch screens (easy and confidential).
- Air conditioning in the waiting room and the majority of consulting/treatment rooms.
- CCTV is installed externally for security. Recordings are used entirely at the discretion of the partners including provision of images to the police or other official bodies, and will otherwise comply with the Practice's Data Protection registration.

Patient Responsibility /Obligations

We aim to maintain a high standard of care and with over 9600 patients registered at the practice it is necessary for all patients to work with us.

We will allocate a named responsible general practitioner to each registered patient to oversee their healthcare. This does not restrict patients from consulting with any GP at the practice.

You should always notify the surgery should you need to cancel or re-arrange your appointment as soon as you are aware you cannot attend to allow re-booking for our other patients. If a doctor or

nurse has asked you to return for another appointment or to be reviewed it is important that you make a new appointment and remember to attend. Remember an appointment is for one person only.

We expect patients to extend to staff the same courtesy that is given to them. The practice has a zero tolerance to verbal and physical abuse.

Practice Services

Opening Times

The medical practice and telephones are open at 08:00am until 18:30pm Monday to Friday.

The Practice also offers doctor and nurse appointments outside the normal core hours by appointment only.

Monday 18:30pm – 20:00pm

Wednesday 07:00am – 08:00am

Appointment System

Doctor and nurse appointments are available every morning and afternoon Monday to Friday. We aim to provide you with an appointment within seven working days and patients are able to book up to one month in advance.

The doctors' usually work the following days:

Dr Smith Monday, Tuesday, Wednesday, Thursday, Friday

Dr Williams Monday, Wednesday, Thursday, Friday

Dr Armstrong Monday, Tuesday, Wednesday, Thursday

Dr Gough Monday, Wednesday, Thursday, Friday

Dr Mark Tuesday, Wednesday, Thursday, Friday

The individual practice nurses are usually available on the following days:

Nurse H Lilley Monday, Tuesday, Wednesday, Friday

Nurse Boothby Tuesday, Thursday and Friday

Nurse Graham Monday, Wednesday, Thursday, Friday

Nurse Reynard-Smith
Nurse Kirsty Clitherow

Monday, Wednesday, Thursday
Tuesday, Wednesday, Friday

Children's Open Appointments

Children 12 years old and under can be seen for minor ailments in an 'open' clinic between 11:00am-11:30am daily – this can be booked in advance or you can turn up without an appointment.

Telephone Advice

If you would like to obtain advice by telephone or speak to either a doctor or a nurse, please provide brief details, and your contact information with the receptionist and they will ring you back at a convenient time for both the clinician and the patient, with priority for urgent calls.

Home Visits

Most medical problems are better dealt with at the surgery, but if patients are too ill, or physically incapable of travelling to the practice they may request a home visit. If possible requests should be made before 10am.

Text Messages

If you would like to be reminded of your appointment or to receive text messages from the practice on clinics or results, please sign a consent form with your mobile number at the reception desk.

If you would like to cancel an appointment by text you may use the mobile number 07501 679717.

SystemOne TPP Internet Access

You may access this service through the internet from any computer or smart phone 24 hours a day (seven days a week).

This will allow you to view, book and cancel appointments direct into the appointment book, view your repeat medication details and place an order, view test results and view your Summary Care Record

The practice offers a complete range of medical services including:

- Anticoagulation therapy (warfarin monitoring).
- Cardiovascular health assessment.
- Women's health and cervical cytology.
- Child health surveillance and immunisations.
- Chronic disease management clinics including diabetes, asthma, COPD, hypertension, dementia screening.
- ECG's & 24 hour blood pressure monitoring.
- Family planning and contraception services, confidential C-card scheme.
- Pregnancy testing.
- Men's health services.
- Minor surgery services.
- Phlebotomy services.
- Smoking Cessation clinics.
- Spirometry clinics.
- Travel advice and holiday vaccinations.
- Wound & leg ulcer management.

Private Services

There are private services available in which there will be a charge as these services are not available on the NHS. These include medicals (HGV, employment, insurance), DNA testing, Yellow fever vaccinations.

Chaperones

During your appointment with a doctor or nurse, you are welcome to ask for a chaperone. This will usually be one of the nursing team, however if a nurse is unavailable and with your agreement, another staff member trained to chaperone can do this.

Chaperoning is available both for men and women.

Urgent Care Services When We Are Closed

We are closed between the hours of 18:30pm and 08:00am weekdays and on weekends and public holidays.

There is an emergency doctor service available commissioned by NHS Lincolnshire West Commissioning Group and located at Primary Care 'Out of Hours' Emergency Service at Lincoln County Hospital.

The telephone number to ring is the non-emergency number **111** for patients to ring for urgent medical problems that cannot wait until the next day to be treated. If you need a doctor in an emergency dial 999 without delay.

NHS Direct (24 hours a day) 08 45 46 47 or www.nhsdirect.nhs.uk

Closed during training

To receive a high standard of care, patients can be confident that all members of the practice team receive regular appropriate training. Clinical staff will attend training between 13:00pm and 18:30pm on the third Tuesday of most months – the practice will remain open to book appointments, take prescription requests and enquiries. Patients that require urgent medical advice will be directed to the 'GP Out of Hours' cover service.

NHS Walk-in centres. *The nearest to this practice is 3 miles away. Lincolnshire Community Health Services NHS Walk- In Centre 63 Monks Road. Lincoln LN2 5HP*

Offering fast convenient access to a range of NHS services, including health information, advice and treatment for a range of minor illnesses (coughs, colds, infections) and minor injuries (strains, sprains, cuts). They are open from 08:00am – 20:00pm, seven days a week.

Medicines Management Scheme

Available at Morrison's and Sainsbury's pharmacies.

Under this scheme the pharmacy works with our GP's to provide you with advice and medication without the need to visit the GP. Take ID with you for any of these conditions: indigestion, heart burn, stomach upset, diarrhoea, constipation, sore throat, headache, earache, temperature, nasal congestion, hay fever, head lice, thrush, and unprotected sexual intercourse.

Health checks & Screening

New patient health checks are offered at registration.

If you are 75 and over and have not had an appointment at the medical practice for 12 months you are encouraged to request a health check with a practice nurse.

We will offer health checks to men over the age of 50. If you have not had one, please make an appointment.

All women are routinely offered a health screening including cervical, breast and blood pressure checks, as well as general health advice.

We encourage patients to take up the offer of bowel screening when offered.

Cervical Cytology

Women are recommended to have regular cervical smears to check the neck of the womb (the cervix) is healthy and that there are no changes that could develop into cancer. We recommend that these checks be carried out at three yearly intervals between the ages of 25–50 years and five yearly between 50–65 years. For older women, advice is available on the menopause and the prevention of osteoporosis (thinning of the bones)

Ante Natal Services

Are you planning to have a baby? Care begins before you get pregnant. Make sure that your immunisations are up to date and

you have had your routine smear test. Have you been screened for Rubella (German measles)? Take extra folic acid to try to prevent Spinal Bifida. If you smoke you should stop, or at least try to cut down, for the sake of your baby's health. If you think you are pregnant, please make an early appointment with the doctor to discuss the management of your pregnancy.

Prescriptions

Orders are accepted in person, by post, fax, telephone or through the On-line service which is 24 hrs/7days a week.

Telephone the main number 01522 699999 after 09:30am each day or order on the answer phone number 01522 501111 (24hrs).

Collections or Electronic Discharge to a Pharmacy

Please allow at least 2 working days before collection for your prescription from the medical practice. You may nominate a pharmacy to have your repeat prescription sent electronically direct to them, saving you a journey to the medical practice to collect it.

Identification is required to collect prescriptions for controlled drug items. If you would like a third party (family or pharmacy) to collect for you, you will need provide written authorisation.

Patient Participation

Patient Participation Group

The patient participation group meet on a quarterly basis with the practice.

The main aims of the group are:

- To act as a voice on behalf of all patients
- To contribute to future decisions being made by the practice
- Make suggestions and comments to improve the services and facilities of the practice

If you would like to leave a message or talk to a member of the participation group speak with the receptionist.

It is a member of the National Association of Patient Participation (NAPP).

The patient participation group is also part of the Optimus patient participation group representing and being a 'voice' the 55,000 patients for the six practices.

Patient Reference Group

If you do not want to attend meetings but would like to give feedback and contribute to practice improvement, complete a form at the reception desk with your email for contact or sign up on the practice website www.birchwoodmedicalpractice.com.

Carers

The practice would like to know if you are a carer, especially those people who, whatever their age, may be caring without help or support. Carers are often "hidden" looking after a family member or helping a friend or neighbour with day to day tasks and may not see themselves as a carer.

Caring for someone is an important and valuable role in the community, which is often a 24-hour job that can be very demanding and isolating for the carer. Carers should receive appropriate support by way of access to accurate information on a range of topics such as entitlement to benefits and respite care and not least, a listening ear when things get too much.

As a Carer, you are also entitled to have your needs assessed by Social Services. A Carer's Assessment is a chance to talk about your needs as a carer and the possible ways help could be given. It also looks at the needs of the person you care for. There is no charge for an assessment.

Information Governance

Computer Records

All patient information is considered to be confidential and we comply fully with the Data Protection Act. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Information may be shared, in confidence, with other NHS organisations in the interests of patient care.

The practice takes confidentiality very seriously and maintains strict controls over access to information. Please contact the Practice Manager if you have any concerns over the management of your confidential information.

Access to your Medical Record

All patients have the right to see what is kept on their medical record. If you want to view your record, please make a request with the receptionist. You are also entitled to receive a copy of the information you have seen, please note that a small charge may be made for the administration and time involved. Should your doctor decide that seeing your records might put your health at risk, you may only be shown part of your records or your request may be declined. You are entitled to request a copy of any referral letters sent by the practice.

Sharing your Medical Record

Anyone who receives confidential information about you from us is under a legal duty of confidence. In certain circumstances we are required by law to report information; however our guiding principle is that we are holding your records in strict confidence. We will only give your relatives, friends and carers information if you want us to. You may ask us to share your health record with agencies e.g. solicitors, insurance companies, we will only do this with your written consent, and you may ask to view this information before it is provided.

It is now much easier for healthcare organisations to share information with each other with computers, and we now electronically move patient correspondence between the hospital and general practice (discharge letters, results, outpatient letters), we share a computer system with community services and when patients move medical practice can even send you medical record electronically to the new practice.

The following are recent sharing models available for the benefit of improvement healthcare information, which patients should be aware of and have the right to choice that they do not wish their information to be used in this way by Opting Out:

Summary Care Records

NHS healthcare staff caring for you will be able to obtain your summary care record, this may benefit you if the practice is closed and you have to attend a hospital in the UK. This ONLY contains your current medication, allergies and any sensitivity you have had to medications.

You need to opt out if you do not wish to have a Summary Care Record.

Care.Data

NHS England has commissioned a programme of work managed by the Health and Social Care Information Centre (HSCIC) to help improve patient care and address gaps in provision, by providing joined-up information about the care received from all the different parts of the health service, including hospitals and GP practices. They will extract patient data from GP practices which will include patient dates of birth, postcode, NHS number and gender.

You need to opt out if you do not wish to be involved in Care.Data.

Enhanced Data Sharing

You can choose to share or not share your electronic medical record with other care services (health visitors, district nurses, out of hours etc).

Within Lincolnshire West Clinical Commissioning Group all patient records within GP practices and Community Services who use the SystemOne computer system will be upgraded to the enhanced data sharing model (eDSM). This new sharing model enables patients to make decisions about sharing their record at their medical practice and also at each community service they are under the care of. Patients will be able to choose whether to 'share out' their medical information i.e. make their record with that care service provider available to be viewed by those care service providers that they have also consented to share-in (to view the medical information). This new sharing model is being implemented to bring SystemOne record sharing in line with the National Care Record Guarantee, by enabling patient's to make choices regarding the sharing of their records.

You need to complete a form with your wishes to Share Out (by the medical practice) and Share In (by other healthcare providers) on Enhanced Data Sharing.

Confidentiality for the under 16's

Teenagers are entitled to the same confidentiality as adults; this includes children over thirteen years of age providing the doctor or nurse feels they are capable of making decisions about their own health. All practice staff including receptionists follow strict guidelines to ensure patient confidentiality.

Patients over thirteen are entitled to visit any doctor that is willing to provide contraceptive services without having to register with that practice.

Complaints, Compliments & Suggestions

We want to hear from our patients if you have had poor service or have any concern with any aspect of your care or treatment. To ensure privacy and accurate recording we would prefer complaints were in writing either using a complaint form in reception or by writing or emailing the practice manager. If you prefer to speak to the manager a telephone call or a meeting can be conveniently arranged.

Complaints will be fully investigated and you will receive a response. If you would like a copy of the complaint procedure please ask at the reception desk.

You may also seek assistance from the NHS Complaints Advocacy Service – POhWER. Telephone 0300 200 0084 (local rate) or by post to POhWER, PO Box 14043, Birmingham, B69BL.

If you are unable to resolve your complaint through the practice complaint procedures, you may contact the NHS England Complaints Team at PO Box 16738, Redditch B97 9PT.

Violence and Aggression

The Partners at the Birchwood Medical Practice re-affirm their commitment to do everything possible to protect staff, patients and visitors from unacceptable behaviour and have zero tolerance of any incident that causes hurt, alarm damage or distress.

Appropriate action will be taken by the practice which may involve removal from the practice list and/or involvement of the police.

Training Practice

Providing between three months and one year training placements for GP Registrars, foundation doctors, medical students and student nurses.

GP Registrars have graduated as doctors and wish to pursue a career in general practice. They are appointed to Lincoln Vocational Training Scheme for a three year period and spend twenty months in hospital and sixteen months in general practice.

They receive appropriate training and gain valuable experience with us and we believe our practice and our patients gain a lot from them as they bring with them to the practice up to date knowledge and techniques as well as a friendly enthusiasm.

Each trainee doctor is linked to an allocated GP trainer and they work closely together.

Occasionally you may be asked for your consent in taking a video of your consultation in order to assist them with training.

Research Practice

This means we may use information you give us to research into clinical conditions. Our research is anonymous and does not reveal personal information about our patients, but if you do not wish medical data you provide to be used in research for the benefit of others please inform the practice manager.

Practice Philosophy

“We believe in a National Health Service in which we, your family doctors, nurses and staff play a key role in caring for the well being of the individual and the community.

We will value our patients dignity and be respectful – their consultations will be in a safe, comfortable, friendly and private environment.

We value our patients time – we aim that they will not have to wait too long before we answer the telephone or give them an appointment with a clinician. We will aim not to keep you waiting too long to see the doctor and if we can solve the problem without an appointment we will.

We listen to our patients and value their choice in decision making.

We value our staff – we are careful with recruitment and we know that when our staff feel happy and valued they give the best service to our patients”

