

Birchwood Medical Practice

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. The Practice has been a training practice for thirty years and the five GP Partners are trainers and the Senior practice nurses are student nurse mentors.

The Birchwood Medical Practice is registered with the Care Quality Commission under the Health and Social Care Act 2008. www.cqc.org.uk and in January 2016 received an overall ‘Good’ rating. It also received a Quality Practice Award from the Royal College of General Practitioners in 2011.

Birchwood Medical Practice is part of Optimus Healthcare Lincoln Limited. This is a federation of local medical practices.

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, part 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 MRCP
Languages spoken: Hindi, Urdu, Telegu, Tamil and Punjabi.

Clinical interests of the doctors

Dr Catherine Armstrong	Dermatology
Dr Rama Mark	Gynaecology female urology
Dr Richard Williams	Diabetes, Anti-coagulation

Practice Staff and Associated Clinicians

GP's in Training

There may be three to eight trainee doctors in the medical practice on placements of either four months or twelve months. Trainee doctors may be 2nd year foundation doctors or GP registrars from ST1/2 to ST3 (final year).

They are under the close clinical supervision of GP trainer, who will be one of the GP Partners and they are registered with the General Medical Council and on the National Performers List.

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.

Clinical Pharmacists

We have two clinical pharmacists we share with other medical practices within our federation. Mr Tapiwa Mukori and Mr Amjad Rehman.

They will be seeing patients in the practice, on a visit to their home or will have a telephone consultation regarding long term medication and reviews.

Practice Management

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

Mrs C Thorpe (Practice Manager) Full time 10.00am – 18.30pm
Mrs S Norman (Deputy Manager) Full time 08.00am - 16.00pm

Nursing Team

Nurse H Lilley	(female) RGN, Lead Snr. Nurse, prescriber
Nurse S Boothby	(female) RGN, Senior Nurse
Nurse H Graham	(female) RGN, Senior Nurse
Nurse K Reynard-Smith	(female) RGN, Senior Nurse
Nurse K Clitherow	(female) RGN, Practice Nurse
HCA Y Glenford	(female) Healthcare assistant

Trainee Nurse

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

Administration Staff

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

Practice staff participate in mandatory training on fire safety, H&S, infection control, information governance, customer care, equality and diversity, safeguarding and basic life support.

Midwives

Appointments for the midwife for antenatal care are held at the maternity hub in the Children Centre on Birchwood Avenue.

Chaperones

During your appointment with a doctor or nurse, you are welcome to ask for a chaperone, whether you are a male or female. 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.

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.

Acceptance on Practice Registered List

The practice has an open list and will accept any patient 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.

The practice will provide the same treatment and services to patients irrespective of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, medical condition, religion or belief.

New patients may have a new patient health check, in which we will evaluate your medical requirements, discuss any concerns and your medication requirements.

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.

Removal from Practice Registered List

When you move to a residence outside of our practice area you will receive a letter giving you're a period of notice to register with a new medical practice that covers your residential area. If you do not register you may risk being automatically removed and being without a GP.

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. Please be aware that this practice will have no access to your medical record – unless a prior sharing arrangement has been put in place.

Core Hours Only Registration Scheme

There is a type of registration for patients that spend the majority of a medical practice opening hours in a different location to their local residence and may wish to consider registering with a medical practice near that location for ‘core hours only’ without visiting. The application for this scheme will be considered on an individual’s need, and if it is clinically appropriate and practical in your individual case.

Carers

The Birchwood Medical Practice has adopted the Lincolnshire Carers Charter. We value the important role carer’s play and recognise that carers are an importance source of information about those they care for. We commit to working together in the context of the support we provide and by adopting the Carer’s Charter pledge to;

- Identify, Recognise and Value Carers
- Engage with and involve Carers
- Inform, Advise and Support Carers
- Respect and Enable Carers
- Support Carers in Education/Training/Employment

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 family members or friends.

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.

You may self- refer to Carers First or the health professional can refer you if you would like any advice or an assessment.

The Carers Champion in this practice is our receptionist: Carol Gage.

Patient & Practice Responsibilities/Obligations

We aim to maintain a high standard of care and ensure all our patients and visitors are treated with dignity and respect.

We will promote equality of opportunity between men and women and will not tolerate any discrimination or perceived discrimination against, or harassment of any visitor/patient for reason of age, sex, gender, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief.

All new and existing patients will be allocated a named responsible general practitioner to oversee your 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.

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.

Premises and Facilities

- Car parking and close to adjacent public car parks.
- Three disabled parking bays outside main entrance.
- Drop off point 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
- Five treatment rooms
- Isolation room (quiet room, isolation, baby changing)
- 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 at main entrance and corridor to rooms.
- Visual patient call system with audible beep- useful messages.
- Portable hearing loop for the hearing impaired.
- Self-check-in touch screens (easy and confidential).
- Air conditioning in the waiting room and the majority of consulting/treatment rooms.
- Emergency kit – defibrillator, oxygen, nebulisers
- On-line Services to book appointments and prescriptions, view medical records
- Electronic Prescription Services
- Answerphone service to order medication.
- Text Messaging services for confirming appointments, appointment reminders and notification of missed appointments.
- Access to routine appointments in the evenings and weekends.
- Daily Open Clinic – for children under 12 to see a doctor

Practice Services

Normal Opening Times 08:00am until 18:30pm Monday to Friday.

Outside Normal Opening Hours

We offer weekly appointments for doctors and nurses on:

Wednesday 07:00am – 08:00am

Thursday 18:30pm – 20:00pm

Optimus Healthcare Lincoln Limited – Out of Hours Appointments

Optimus offers appointments every weekday evening until 08:00pm and early morning appointments on weekends and Bank Holidays.

Patients should book through their own medical practice and be prepared to travel to the appropriate practice and willing to share their medical record with the clinician they see.

Practices included are: Birchwood Medical Practice, Woodland Medical Practice, Richmond Medical Practice, Boultham Park Medical Practice, Newark Road Surgery, Portland Medical Practice, University Medical Practice, Brayford Medical Practice and Crossroads Medical Practice.

Appointment System within normal hours

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 practice nurses are usually available on the following days:

PN Lilley	Mon, Tues, Weds, Thurs, Fri
PN Boothby	Tues, Thurs
PN Graham	Mon, Weds, Thurs, Fri
PN Reynard-Smith	Mon, Weds, Thurs
PN Clitherow	Tues, Weds, Fri

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

Home visits are available if the patient is unable to attend the medical practice, due to their medical condition. Home visits should be requests before 10am on the day requested or if urgent, as soon as possible.

Text Messages

Please sign a consent form and we will text you useful information such as Appointment confirmations, Appointment Reminders, Notification of Missed Appointments, Invites to book for Review or Screening appointments as they become due, and notification when clinics are ready for seasonal influenza vaccinations.

If you would like to cancel an appointment by text you may use the dedicated 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 practice appointment system, view and order your repeat medication details, view your Summary Care Record, view your medical record, receive results and immunisations.

Non-NHS Work

Non-NHS services may be requested for which there will a charge and expected deadline for collection – please speak to a receptionist for guidance. Advance payment will be required

- - Supporting letters to 'whom it may concern'
 - Certificates (holiday, gym, travel)
 - Insurance reports
 - Medicals (HGV,LGV, Employment)
 - Reports
 - Vaccinations (not covered under NHS)

Practice Services

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 & 24hr blood pressure monitoring.
- Ear syringing
- Family planning and contraception services
- Confidential C-card scheme.
- Men's health services.
- Minor surgery services.
- Phlebotomy services.
- Spirometry clinics.
- Travel advice and holiday vaccinations.
- Wound & leg ulcer management.

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 whilst we are closed.

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.

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 (Jan, Feb, March, May, June, Sept, Oct, Nov, Dec). If there is no staff training arranged the practice will remain open to book appointments, take prescription requests and assist with enquiries.

Patients that require urgent medical advice will be directed to an allocated telephone number providing 'GP Out of Hours' cover for that afternoon.

Self Care and Medicine Management

Pharmacies are able to provide advice and medication without the need to visit the GP for such conditions as:

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

We encourage our patients to make an appointment for a health check with the practice nurse, if you are:

- A new patient (health checks are available up to six months from registration).
- Aged 75 and over and have not had a GP or nurse appointment in the last twelve months.
- A man and over the age of 50.
- Baby health checks and post-natal.

We strongly encourage our patients to take advantage of the National Screening Opportunities offered to them including cervical, breast, bowel and AAA.

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 are pregnant, please make an early appointment with the doctor to discuss the management of your pregnancy.

Prescriptions

To avoid prescription errors and for patient safety we are unable to accept verbal requests for medication. The request can be made either using the repeat prescription form, on the dedicated prescription order line 01522 501111 (providing complete accurate details, written letter, or by using the On-line service.

The On-line service and dedicated answer phone are 24 hours a day/7 days a week.

There is an external post box for written requests when the practice is closed.

Collections or Electronic Discharge to a Pharmacy

Please allow at least 2 working days to process medication requests before it leaves the medical practice either by collection or electronically.

You can nominate a pharmacy to receive your prescription by electronic transfer 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 to provide written authorisation.

Patient Participation

Patient Participation Group

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

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 you can complete a form and post it in the suggestion box in the waiting room.

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 and post in the dedicated suggestion box or sign up on the practice website www.birchwoodmedicalpractice.com.

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 may also apply for on-line access to view your medical record. 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.

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. The complaint manager in respect of medication and clinical issues is Dr Rama Mark. 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.

Training Practice

Providing between four 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 wellbeing 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”

