

Birchwood Medical Practice

Main number: 01522 699999 Prescription line: 01522 699995

Website: www.birchwoodmedicalpractice.com

Email: LJWCCG.C83082@nhs.net

MISSION STATEMENT

**“OUR AIM IS TO BE A PATIENT FRIENDLY
PRACTICE PROVIDING THE BEST OF HEALTH CARE
ON THE NHS”**

Practice Partnership

Dr Richard Nicholas Smith (Senior Partner) (male, full time)
MB ChB (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 Mohammed Hassan Rameez (male, part time)
MB ChB (2014 Leicester) MRCGP (2019)

Dr Katherine Emma Duffield (female, part time)
MB BS (2013 London), Bsc Hons, MRCGP (2020)

Dr Amanda Humphreys (female, part time)
MBBS (2013 Hull York Medical School)
(MRCGP 2021) BSc (Leeds University)

Practice Manager: Karrie Rodgers

Deputy Manager: Zoe Wood

Introduction

The Birchwood Medical Practice is a Partnership of seven General Practitioners and provide a full range of NHS medical services by General Medical Services (GMS) contract to 10,000 patients.

Registered and Rated 'Good' with the Care Quality Commission under the Health and Social Care Act 2008. www.cqc.org.uk

Quality Practice Award by the Royal College of General Practitioners 2011. Accredited for a Carers Quality Award 2020.

Formation History

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

It was founded by a single handed Practitioner on 30th June 1967 who started in a mobile near the airfield and when the Practice subsequently grew it became a partnership and moved into the new purpose built healthcare premises on 12th April 1983. Considerable expansion over the years to cope with the increasing population growth of the Birchwood area included a large extension being constructed in the early 1990's which is now the premises of the Woodland Medical Practice following the sub-division of the Practice into two Partnerships in 1993.

Nursing and Residential Homes

We provide all GP services to the following Care Homes:

St Clare's Care Home
Hartsholme House Care Home
White Gables Care Home

Primary Care Network (PCN)

Apex Primary Care Network was formed in 2019 covering the medical practices of Birchwood Medical Practice, Woodland Medical Practice, Boultham Park Medical Practice and Richmond Medical Practice.

Primary Care Networks form a key building block of the NHS long-term plan. Bringing general practices together to work at scale has been a policy priority for some years for a range of reasons, including improving the ability of practices to recruit and retain staff; to manage financial and estates pressures; to provide a wider range of services to patients and to more easily integrate with the wider health and care system.

This means the practice may share your information with other practices within the PCN to provide you with your care and treatment.

Additional professional roles employed and shared by the PCN:

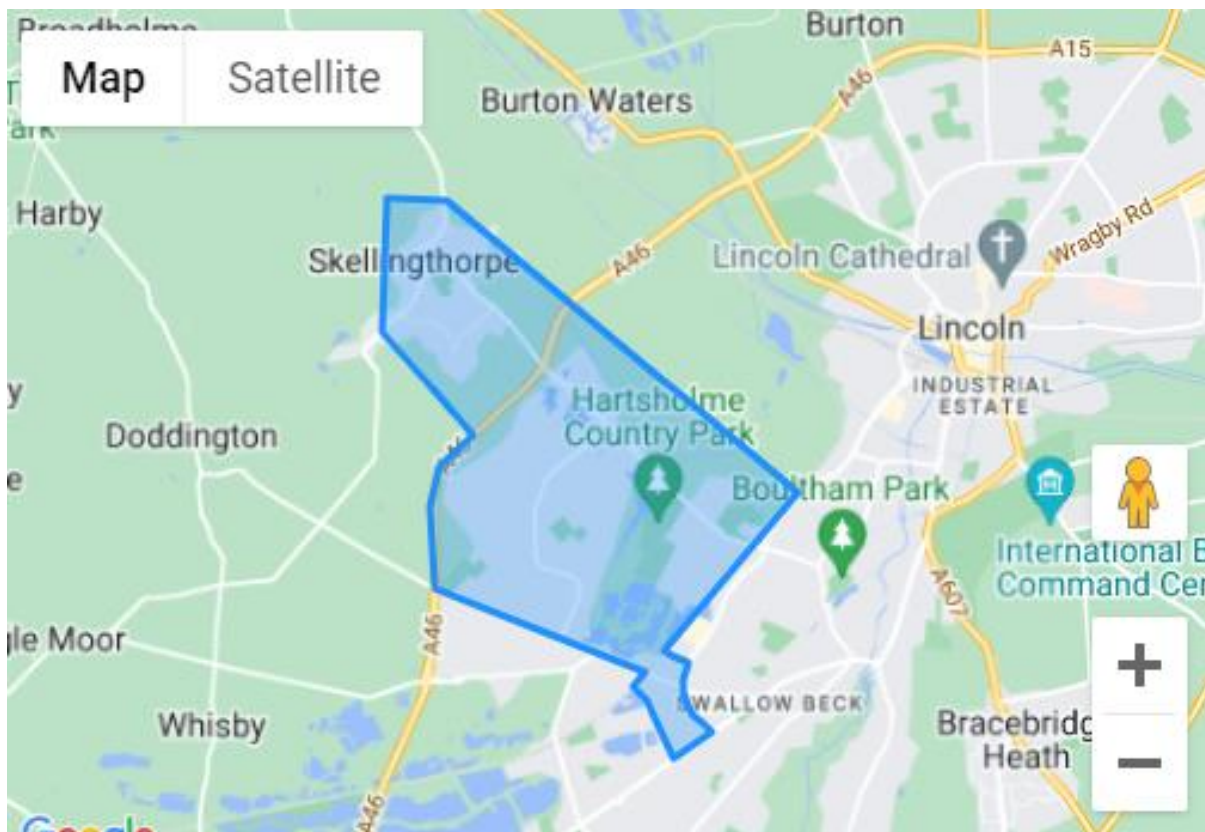
Clinical pharmacists and pharmacy technicians
First Contact Physiotherapists
Mental Health Practitioner
Social prescribers
Health Coach

Location and Practice Area

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 residential area that we provide registration services to:

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



Practice Staff

Training Practice and GP's in Training

The Birchwood Medical Practice has been a training practice for 30 years to 2nd year foundation doctors and GP registrars ST1/2 to ST3 (final year). They are graduated doctors registered with the General Medical Council and on the National Performers List and are appointed to the Lincoln Vocational Training Scheme for a three-year period alternating training placements between the hospital (twenty months) and general practice (sixteen months, first four month then twelve months).

We may have five to eight doctors in training at one time who are under close clinical supervision of a nominated GP trainer. They wish to pursue a career in general practice and gain valuable experience with us and we believe our practice and patients gain a lot as they bring with them to the practice up to date knowledge and techniques as well as a friendly enthusiasm.

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

Locum Doctor

In the event of a doctor being away because of illness, annual leave or on study leave, we may employ a qualified locum doctor for a period of cover.

Nursing Team

Nurse H Lilley	(female) RGN, Lead Snr. Nurse, prescriber
Nurse H Graham	(female) RGN, Senior Nurse
Nurse K Reynard-Smith	(female) RGN, Senior Nurse
Nurse K Sanderson	(female) RGN, Practice Nurse
Nurse A Willows	(female) RGN, Practice Nurse
Nurse J Old	(female) RGN, Practice Nurse
H Marklew	(female) Healthcare Assistant
N Oldridge	(female) Phlebotomist

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

We have a good team working alongside and supporting the clinical team which consist of patient care coordinator/receptionists, prescribing clerks, medical records administration clerks and medical secretaries.

Training

Practice staff participate in mandatory training on Health & Safety, Fire Awareness, infection and prevention control, information governance, customer care and complaints, equality and diversity, safeguarding of vulnerable adults and children and basic life support.

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.

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 Services

Normal opening times 08:00am until 18:30pm Monday to Friday.

Appointment System

Doctor and nurse appointments are available every morning and afternoon Monday to Friday.

Extended Access Hours – offered outside normal opening hours

We may offer you an appointment outside our opening hours or at one of the local medical practices within our primary Care Network.

We offer weekly appointments for doctors and nurses on:

Wednesday	07:00am – 08:00am
Thursday	18:30pm – 20:00pm

On a shared rota with other practices we will provide a Friday evening or Saturday clinic.

Telephone Consultations

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 the clinician will call you.

Online Consultations

Click the 'Contact Us' form on the practice website or if you have the NHS app or Airmid you can send a routine medical, medication or admin query to the practice. We will respond within 48 hours, not suitable for urgent attention.

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 requested before 10am, or if urgent as soon as possible.

Text Messages

The practice will assume 'implied consent' if patients provide a mobile telephone number to be used for calls and texting messages.

You may receive such texts as:

- Appointment confirmations
- Appointment Reminders
- Notification of Missed Appointments
- Links by texts to book your own appointment directly
- Invites to book for a review appointment at your convenience
- Encouragement to attend National Screening appointments
- Notification of planned clinics such as seasonal influenza
- Patient news or alerts

The clinicians can send links to recommended patient leaflets or Websites. Patients can be invited by text message and send a secure link to allow the receipt of patient images for the doctors to view and store in the patient record.

Patients that do not wish to receive any text messages can Opt-out by speaking to a receptionist.

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

On Line Services - NHS App or TPP Airmid UK

Patients can access from their computer or smartphone 24 hours/7 days a week the online services. 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 and immunisation history and receive pathology results.

You can find Online services on the practice website www.birchwoodmedicalpractice.com – such as questionnaires, electronic consultations and links to the NHS app and Airmid.

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)

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 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.

Practice 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.

Training session afternoons are held on a bi-monthly basis on set dates throughout the year. Notices will be displayed in advance so patients are aware.

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

Community Pharmacy Referrals

Pharmacies are able to provide advice and issue over the counter 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, athlete's foot, head lice, thrush, and unprotected sexual intercourse.

Speak to our receptionist and she will refer you to the pharmacy for a telephone call within 24 hours.

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 Screening (Smears), Breast Screening, Bowel Screening, Diabetic Retinopathy Screening (eyes) and Abdominal Aortic Aneurysm (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

The request can be made either using the repeat prescription form, on the dedicated prescription order line 01522 699995 (providing complete accurate details), ordering

online using Airmid or the NHS app, or posting in the practice letter box. For prescription safety we do not take requests on the main telephone number. Allow two working days for your order to be processed and another two for your nominated pharmacy to have ready for collection. There are a few items that are not able to be sent electronically e.g. dressings, creams.

Registrations & Removals

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 shown on page 3). The practice will 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, gender, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation or medical condition.

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 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.

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.

Patient Participation

Patient Participation Group

It is a member of the National Association of Patient Participation.

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.

Carers

The Birchwood Medical Practice has adopted the Lincolnshire Carers Charter. We value the important role carers play and recognise that carers are an important 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 practice was re-accredited for the Carers Quality Award by everyone in June 2021.

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.

If your personal information changes you should tell us so that we can update our records as soon as any of your details change, this is especially important for changes of address or contact details (such as your mobile phone number), the practice will from time to time ask you to confirm that the information we currently hold is accurate and up-to-date.

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.
- Disabled parking bays outside main entrance.
- Drop off point immediately outside main entrance
- Two independent pharmacies (Boots and Coop).
- Automatic electronic entrance doors.
- No steps or stairs in or outside building.
- Confidentiality area at reception desk.
- Disabled toilets with alarm for assistance
- Baby changing facilities.
- Wheelchairs for internal use
- Twelve consulting rooms
- Five treatment rooms
- Hydraulic couches to provide comfortable examination facilities.
- High back easy chairs & bariatric chairs available in the patient waiting room.
- Self-assessment blood pressure and BMI machines.
- 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 consulting/treatment rooms.
- Emergency equipment – defibrillator, oxygen, nebulisers
- On-line services for appointments, prescriptions, results, patient records, messages to the doctor and receiving images.
- Electronic Prescriptions to nominated pharmacy
- Prescription answerphone service
- Text messaging services for appointment invites, reminders, confirmations – and results and news.

Information Governance & GDPR

How we use your information and the law.

The Birchwood Medical Practice will be what's known as the 'Controller' of your personal data.

We collect basic personal data about you and location-based information. This does include name, address and contact details such as email and mobile number etc.

We will also collect sensitive confidential data known as “special category personal data”, in the form of health information, religious belief (if required in a healthcare setting) ethnicity and sex life information that are linked to your healthcare, we may also receive this information about you from other health providers or third parties.

Why do we need your information?

The health care professionals who provide you with care maintain records about your health and any treatment or care you have received previously. These records help to provide you with the best possible healthcare and treatment.

NHS health records may be electronic, paper-based or a mixture of both. We use a combination of working practices and technology to ensure that your information is kept confidential and secure.

Records about you may include the following information.

- Details about you, such as your address, your carer or legal representative and emergency contact details.
- Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments.
- Notes and reports about your health.
- Details about your treatment and care.
- Results of investigations such as laboratory tests, x-rays etc.
- Relevant information from other health professionals, relatives or those who care for you.
- Contact details (including email address, mobile telephone number and home telephone number)

To ensure you receive the best possible care, your records are used to facilitate the care you receive, including contacting you. Information held about you may be used to help protect the health of the public and to help us manage the NHS and the services we provide. Limited information may be used within the GP practice for clinical audit to monitor the quality of the service we provided.

How do we lawfully use your data?

We need your personal, sensitive and confidential data in order to provide you with healthcare services as a General Practice, under the General Data Protection Regulation we will be lawfully using your information in accordance with: -

Article 6, e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;”

Article 9, (h) processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems

This applies to the personal data of our patients and the data you have given us about your carers/family members.

How do we maintain the confidentiality of your records?

We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

- Data Protection Act 2018
- The General Data Protection Regulations 2016
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- Health and Social Care Act 2012
- NHS Codes of Confidentiality, Information Security and Records Management
- Information: To Share or Not to Share Review

Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential.

We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e. life or death situations), where the law requires information to be passed on and /or in accordance with the information sharing principle following Dame Fiona Caldicott's information sharing review (Information to share or not to share) where "The duty to share information can be as important as the duty to protect patient confidentiality." This means that health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by the Caldicott principles.

Our practice policy is to respect the privacy of our patients, their families and our staff and to maintain compliance with the General Data Protection Regulation (GDPR) and all UK specific Data Protection Requirements. Our policy is to ensure all personal data related to our patients will be protected.

All employees and sub-contractors engaged by our practice are asked to sign a confidentiality agreement. The practice will, if required, sign a separate confidentiality agreement if the client deems it necessary. If a sub-contractor acts as a data processor for The Birchwood Medical Practice an appropriate contract (art 24-28) will be established for the processing of your information.

In certain circumstances you may have the right to withdraw your consent to the processing of data. Please contact the Data Protection Officer in writing if you wish to withdraw your consent. In some circumstances we may need to store your data after your consent has been withdrawn to comply with a legislative requirement.

Some of this information will be held centrally and used for statistical purposes. Where we do this, we take strict measures to ensure that individual patients cannot be identified. Sometimes your information may be requested to be used for research purposes – the surgery will always gain your consent before releasing the information for this purpose in an identifiable format. In some circumstances you can Opt-out of the surgery sharing any of your information for research purposes.

Access to your personal information

Data Subject Access Requests (DSAR): You have a right under the Data Protection legislation to request access to view or to obtain copies of what information the surgery holds about you and to have it amended should it be inaccurate. To request this, you need to do the following:

- Your request should be made to the Practice. (For information from a hospital or other Trust/ NHS organisation you should write direct to them.
- There is no charge to have a copy of the information held about you
- We are required to provide you with information within one month
- You will need to give adequate information (for example full name, address, date of birth, NHS number and details of your request) so that your identity can be verified, and your records located information we hold about you at any time.

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 must 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.**

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 can make 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 Catherine Armstrong. 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, Reditch B97 9PT.