



St Lawrence Surgery
79 St Lawrence Avenue
Worthing
West Sussex BN14 7JL

www.stlawrencesurgery.com

Annual Report

April 2014 – March 2015



Executive Summary

We are a large training practice situated in Worthing, West Sussex on the South Coast of England. We currently have approximately 13,962 patients (as of 31/3/2015). We have a very high proportion of elderly patients.

Over one third of our patients have long term conditions including cardiovascular disease, hypertension, diabetes or respiratory conditions and over 1% of our patients are suffering with dementia.

This annual report seeks to inform external organisations of our general practice profile, location, patient services, communication methods, strengths and achievements in 2014/15.

Background

With the ever changing NHS environment and as we move into clinical commissioning, future changes to our GMS contract and CQC registration, St Lawrence Surgery partnership intends to report on an annual basis their current position in terms of premises, levels of staff and patient services in order to continually reflect on their achievements and areas of development.

Profile

We are a large GMS GP training practice on the South Coast of England. We are situated in Worthing, West Sussex and currently have 13,962 patients registered with us. Worthing has proved a popular place sandwiched in a three mile deep plain between the South Downs and the English Channel. Worthing is a large seaside town with a large shopping area, beaches and theatres to visit.

We manage a large number of long term conditions within our patient population. About 1,270 of these patients have respiratory conditions, 3,000 have cardiovascular problems or hypertension and 670 patients have diabetes.

Our patient promise is that we aim to give our patients the care that we ourselves would like to receive.

We open from 7.30 a.m. – 6.30 p.m. Monday – Friday and we also hold a late surgery on a Monday evening until 7.00 p.m. and a Saturday morning clinic from 9.00 a.m. – 12 noon.

We have a website www.stlawrencesurgery.com which is easily accessible and has up-to-date information on opening times, services and news to reflect any change within the practice. This website has recently been modernized to include more detailed information and staff photographs.

We use EMIS Web to store all our patient records on securely. All communication received from external organisations are attached or scanned into our computerised system.

Who We Are Philosophy

The philosophy of the practice is to provide a high standard of patient care in an efficient and well organised, but friendly environment. Patient interests are kept to the fore with a strong emphasis on ease of access and high quality delivery. Training and education is also a key priority for the practice.

GP Partners

Dr Jenny Hathaway (was Duckering) MB. BS MRCP
Dr Marian English MB. ChB DCH MRCP
Dr David S. Clarke MB. ChB MRCP
Dr Catherine Joslin MB. ChB DCH MRCP FDFPP
Dr Purvisha Patel MB. ChB, MRCP
Dr James Read MBBs, BSc (Hons), MRCP, MRCP, DRCOG
Dr David Stokes MB BChir, PhD. MRCP
Dr Alison Corney MBBS, MRCP

Management Team

Practice Business Manager – Josiane Wadey MSc
Deputy Practice Manager – Fran Kittle

Salaried GPs

Dr Katie Bird MB. BS.BSc.MRCP

Nursing Team

Julie Clements (SRN 1974)

Specialist Areas:

Marie Curie Breast and Cervical Screening; Family Planning and Sexual Health; Triage; Extended and Supplementary Nurse Prescriber; Smoking Cessation Adviser

Michelle Wilson (RGN 1994)

Specialist Areas:

Family Planning; Asthma Diploma; COPD Diploma; Diabetes; Extended and Supplementary Nurse Prescriber; Smoking Cessation Adviser

Tessa Sopp (RGN 1984)

Specialist Areas:

Diabetes Diploma; Marie Curie Breast and Cervical Screening; Smoking cessation adviser

Nursing Team cont'd

Karen Jacobs (RGN 1989)

Specialist Areas:

Asthma and COPD Breast and cervical screening, and wound care.

Debbie Stabler (RGN 1982)

Specialist Areas:

Asthma and COPD. Diabetes, Breast and cervical screening.

Natalie Chamberlain (RGN)

Specialist Areas:

Diabetes, wound care and travel.

Tracy Burrows (RGN 2013)

Specialist Areas:

Cervical screening and Wound Care

Lynda Knight (RGN 1994)

Specialist Areas:

Asthma and COPD. Diabetes, Breast and cervical screening.

Health Care Assistants/Phlebotomists

Pauline Wilton

Sharon Hawker

Josie Ross

Claire Fennell

Sarah Jago

Administration Team

Sarah Rippin

Andrea Giles

Becky Davey

Jill Bolden

Debbie Elcome

Receptionist Staff

Liz Beer

Viv Ayres

Claire Fennell

Helen Cross

Lisa Lawrence

Aimee Lawrence

Natalie Lane

Samantha Cooper

Carolyn Jones

Sarah Jago

Laura Carlisle

Maria Olivares

Cathy Elliott

Patient Participation Group Volunteers

Bob Barden (Chair)
Alan Hardwick (Vice Chair)
Lucy Toghill (Secretary)
Judith Skitt (Treasurer)
Christine Moon-Willems
Mike Burton-Dowsett
Christine Osborn
Ian Leedham
Patsy Newton
Sue Pickering
Barbara Neil

Private Services (Based in the Practice)

Chiropodist
Physiotherapist
Exercise Classes
Pilates

Maintenance and Cleaning

Caterina Cocchiarella – House Keeper
Harry Marsden – Caretaker
Vinicio Cocchiarella – Gardener

Additional Services

Echotech
Time to Talk counselling service
Cognitive Behavioural Therapy Service
Teenage counsellor (YMCA)
St Lawrence Strollers (Patient Participation Group event)
St Lawrence Singing for Fun Group (Patient Participation Group event)
Weight management
Advocacy Service
Musculo Assessment Triage Team
Sussex Dermatology Service
Samaritans

Premises

The premises are owned by the GP Partners.

It has a total gross internal area of 1,159 m² and has 20 parking spaces plus an ambulance bay and is fully compliant for disabled patients.

It is situated on the southern side of St Lawrence Avenue at its junction with Rectory Road (A2031) within a good quality residential area some 550 yards north of West Worthing station and just under a mile north of and west of Worthing town centre. There are no parking restrictions to either road except at the junction.

Staff accommodation

It has a total of one reception, six offices, one kitchen, one staff room, one first floor meeting room, and three staff toilets.

Patient accommodation

The clinical space comprises of 14 consulting rooms and 7 treatment/clinic rooms for the team of nurses, GPs that undertake minor surgery, health care assistants, physiotherapist and chiropodist. There are three disabled patient toilets and one large ground floor education room with kitchenette and separate toilet and access/exit

Dispensary

Tarring Community Pharmacy opened in July 2011 with an adjacent consulting/office space for the pharmacist

Information Technology

We consider ourselves to be mainly paper light currently using a computerised EMIS Web clinical system. All communication received from external organisations are scanned into our computerised system.

We have a website www.stlawrencesurgery.com which is easily accessible and has up to date information on opening times, services and news to reflect any changes within the practice

The practice has also developed protocols and templates to ensure consistency and quality in the management of chronic diseases, to achieve high levels of care.

The computer terminals are networked throughout the practice and there is shared access to protocols, guidelines and documents for all staff.

Patient Services

We have a range of appointments that we offer to our patients. On average 520 face to face GP consultations per week, these are a variety of 'on the day' appointments and pre-bookable appointments. There is general telephone triage advice available daily led by a GP, GP Registrar, Nurse Prescriber and Paramedic Practitioner.

We also have telephone consultations with the patient's preferred GP and minor illness clinics led by the Nurse Prescribers.

We have a texting service to our patients to remind them of their appointments.

Clinics

Minor Surgery
Travel Health
Childhood Immunisations
Minor illness
Diabetes
Respiratory including asthma and COPD
Female Health
Family Planning
Stop Smoking
Teenage Health

Enhanced Care

Proactive Care – this is a weekly meeting held on a Wednesday where a GP, District Nurse, Community Matron, Practice Nurse, Social Worker and a mental health nurse attends and discusses the needs of frail elderly people with complex needs.

Palliative Care Meetings – these are held monthly with the GPs, District Nurses and the St Barnabas Hospice palliative care nurse.

Child Protection/Safeguarding meetings – these are held monthly with the GPs and Health Visitors.

Advocacy Service – we have an independent Advocacy Service that holds a clinic within the surgery once per week. They are part of the Independent Living Association. Anyone can refer to this free service.

Enhanced Services

Enhanced Services – we provide a comprehensive range of enhanced services available through the NHS West Sussex and these include:

- Phlebotomy (Venepuncture)
- Dementia screening
- Nursing Home care
- Smoking Cessation
- 24 hour Blood Pressure Testing
- Depression Screening
- Nursing Home Care
- Chronic Obstructive Pulmonary Disease clinics and spirometry testing

- Drug Monitoring
- HPV (Vaccination against Cervical Cancer)
- Mental Health
- Leg Ulcers
- PSA Monitoring for prostate cancer
- Neo-Natal Care
- Proactive Care
- Diabetes Management
- Influenza Immunizations
- Enhanced Access/Extended Hours
- Pneumococcal Vaccinations
- Minor Surgery
- Childhood Immunisations
- Pre-school Boosters
- Alcohol Misuse
- Information Governance
- IUCD and Implant Fitting
- Patient Participation (patient survey and development of services)
- NHS Health Checks

Friends of St Lawrence Surgery Patient Participation Group

The surgery is greatly supported by the members of the patient participation group and in particular:

Bob Barden – Chair
 Alan Hardwick – Vice Chair
 Judith Skitt - Treasurer
 Chris Moon Willems – External Affairs/Self-Care Champion

Our major initiatives have focused on the formation of a regular walking group (St Lawrence Strollers), the launch of our Singing Group (St Lawrence Singers) and the importance of Self-Care.

The Patient Group has continued with its usual fund-raising activities and this income has been supplemented by generous donations and legacies. Among the items purchased during the course of the year were: BP monitors(x6), 1 large BP cuff, medical couches and a Phlebotomy Chair, In addition a digital camera was recently purchased to monitor healing processes.

Patient Education

- Carers Event
- Bi monthly patient education evening sessions, e.g. hypertension, COPD, anxiety and depression, back pain etc.

Patient Communication

We have a website with the facility to email the practice, send feedback via an online form. We also have an email database with currently 2466 patients registered on this to send general emails.

We have screens in the waiting room showing all services offered and any current information.

We produce a joint newsletter with the patient participation group and have a practice booklet for all patients.

Complaints/Compliments

We have had 15 complaints this year, all resolved in-house. These have been discussed at practice meetings as significant event issues to obtain learning outcomes from them.

We also had 17 compliments about the practice team, premises and customer care that patients received.

Training and Development

Education has always been an important part of our practice. We feel a responsibility to training future doctors and GPs who often go on to work in the local area. In the last year we have significantly increased our capacity. All of the GPs in the practice are involved in training.

We have two GP trainers and 3 clinical supervisors involved in training and supervising junior doctors (ST1, 2 & 3 and F2 doctors).

Two of our GPs are also involved in teaching and supervising medical students from Brighton and Sussex Medical School and Kings College in London.

Currently we usually have 4 GP trainees of different levels in our practice at any one time and their supervision and workload varies according to need

Overall these trainees bring talents and benefits to the surgery with their skills and enthusiasm. The learning environment created is an advantage to all the clinical staff at the practice.

We have now expanded our training placements to student nurses, administration apprenticeships and we also provide work experience to students from local schools and colleges.

We plan quarterly in-house project sessions for training include both clinical and other aspects of the practice, including access to the surgery, appointments, working SMARTER, etc.

Other training events have included:

- Adult Safeguarding
- Child Protection
- Hand Hygiene
- Emergency Procedures
- Clinical Computer System Training
- Quality Outcomes Framework training.
- Practice planning afternoon to discuss as a whole practice team our plans for 2013/2014 – taking into consideration the patient survey that was undertaken with the help of the patient reference group.

We have regular clinical education meetings every two weeks in addition to protected afternoon training on a quarterly basis.

Staff Communication

All GPs meet every morning at 10.30 a.m. for a coffee break and to discuss any visits or referrals that may need to be made.

There are also weekly lunchtime meetings to which all GPs, Nurses and administrative staff are invited.

We have a briefing put onto our organisational notepad every morning on our clinical system.

We aim to meet at least yearly (all staff together to discuss how to improve the practice). Issues discussed previously as a practice are how to improve continuity, how to work together more effectively etc.

We have a shared drive where all documents can be accessed.

Recruitment and Retention

We have lost one head receptionist due to retirement this year.

We have recruited another Practice Nurse (Lynda Knight) and a Paramedic Practitioner (Jon Akehurst)

Achievements

- We achieved maximum Clinical Quality and Outcome Framework points again this year.
- We were rated one of the top three practices in Coastal West Sussex for our premises when scoring, suitability, sufficiency and value for money.
- We are now the third largest GP Practice in Coastal West Sussex Clinical Commissioning Group and have been rated number 1 on the NHS England primary care tool for clinical achievements and patient experience combined.
- The patient participation group continues to grow from strength to strength with their vast array of services for the patients of St Lawrence Surgery.

Areas of Development/Gaps in Service

Midwives, District Nurses and Health Visitors are now based outside of the practice which can make communication very difficult however we continue to meet with them on a monthly basis and the District Nurses call into the practice on a daily basis.

Work Undertaken Outside the Practice

Clinical Commissioning

- Regular commitment to clinical commissioning.
- Dr James Read is on the Cissbury Clinical Commissioning (CCG) Board.
- Dr David Stokes is Diabetes Lead for the CCG
- Dr Hathaway sits on the low priority procedures group at the CCG.
- Practice Manager is the Vice Chair of the Clinical Commissioning Group (CCG)
- Patient and Public Involvement both internally and across Coastal West Sussex Federation.

External Representation/Involvement

- Heavily involved with the Surrey and Sussex Deanery who ensures new GPs are highly trained and supported to start their career in primary care.
- Brighton Medical School – medical students from years 2 and 5 regularly attend the practice to learn clinical skills and primary care experience.
- National Practice Manager Steering Group
- Representation on the Local Medical Committee
- Practice Manager chairs the West Sussex Practice Managers Association
- Dr James Read works at Worthing Hospital on a weekly basis in the Respiratory Clinic with Dr Jo Congleton
- Practice Manager is a Specialist Adviser to the Care Quality Commission