



Surgery Newsletter 2016 No.4

This is produced in partnership with the Surgery and the Patient Participation Group.



Article from the Worthing Herald

(by kind permission of the Worthing Herald)



Staff at a Worthing medical practice are thrilled after it was rated 'outstanding' by the health watchdog. St Lawrence Surgery in St Lawrence Avenue was inspected in August with the news revealed this month. The practice, which has over 15,000 patients, was scored 'outstanding' by the Care Quality Commission, its highest rating. "We are absolutely thrilled; especially in light of how tough it is currently in GP practices," said Josiane Wadey, practice manager on behalf of the partners. "We are fortunate enough to have the most dedicated team of staff here who work tirelessly to provide the best service they can."

Professor Steve Field, chief inspector of general practice at the CQC, highlighted the 'exceptional standard of care'. and said: "Throughout the inspection we were particularly impressed by the way the practice worked with the public to shape its service. "The GPs and all their staff deserve the credit for this Outstanding service"

St Lawrence Surgery response by Josiane Wadey, Practice Manager on behalf of the Partners

We are absolutely thrilled with this rating; especially considering how tough it currently is in GP practices. Worthing alone has had three GP Practices close which has caused us to have another sharp rise in our patient list size.

We now have over 15,000 patients (1,000 more patients than three months ago). However, we are fortunate enough to have the most dedicated team of staff here who work tirelessly to provide the best service they can to our patients. We also have one of the most proactive patient participation groups who are integral to the surgery and we would not have got this rating without them.

We are not perfect, but we continually strive to ensure that we give the best possible care we can to our patients despite the challenges along the way which is inevitable within the National Health Service.

This is a very proud moment for everybody and we would like to thank all our patients for being so supportive and patient.

PPG response

The Patient Participation Group extend their congratulations to the surgery on their formal recognition as being one of the best practices in the country. From our perspective, and that of the CQC inspection team, this accolade is fully deserved. It celebrates the innovative systems and structures introduced by the management team to deal with a variety of increasing pressures including the increase in patient registration. The implementation has been sustained by a professional, talented, dedicated and empathetic staff team.

The supportive role of the PPG is highlighted in the report and we are grateful that the openness and reciprocity of the practice has enabled us to support and influence development over several years. Coincidentally this year marks the 20th anniversary of the formation of the group.

Welcome

We wish to welcome Dr Joseph Evans and Dr Jo Wade to the team. Both GP's work with us for three days each per week and have both settled in well. We also welcome Dr Jaspal Mahil who starts in November and was a former partner of Highdown Surgery.



Dr Joseph Evans



Dr Jo Wade



Dr Jaspal Mahil

Honorary Secretary required for the PPG

Our proactive and friendly committee is currently looking to appoint a new Secretary. We meet about 5 or 6 times a year, usually on a Tuesday evening, and are joined by staff from the surgery.

The role is not an onerous one and may suit a patient looking to enhance their experience in healthcare. The basic qualities are commitment, computer literate and a sense of humour (compulsory!). If you would like more information, please e-mail the newsletter editor Alan Hardwick (alan.hardwick@stlawrencesurgery.com) – who will pass on your interest to the committee who will contact you directly.

Christmas Number Draw

Over the years we have raised a considerable amount of money to enhance facilities and equipment at the surgery. We recently spent £2000 on a Doppler machine and a baby sonic aid. You may have already benefitted from these acquisitions.

To sustain our financial support, we would encourage as many patients as possible to purchase a number in our CHRISTMAS DRAW. Numbers cost £1 each and you could win cash prizes.

You can purchase a number at Reception, during flu clinics or at other events and activities. The draw will take place at the Christmas Coffee Morning on Tuesday 20th December.

Alternatively, if you would like to donate to our funds you may do so through Reception.

National Self Care Week

Our successful and continued promotion of self-care was highlighted in the CQC report. From the 14th to 20th NOVEMBER additional material and support will be available to all. Please check our web-site for details.

Flu Vaccination

IF YOU ARE ENTITLED TO THE FLU JAB AND YOU HAVE NOT ALREADY BOOKED YOURS THEN PLEASE DO SO AS SOON AS POSSIBLE.

We hope you enjoy reading our newsletter but if you have any comments about its contents or other things you would like included then please contact Jo Wadey (Practice Manager) at jowadey@nhs.net or Alan Hardwick (Editor) at alan.hardwick@stlawrencesurgery.com

If you would like this in a larger font, then please contact the editor.

If you are a patient, then find us at <https://www.facebook.com/groups/StLawrenceSurgery/>