



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

[www.stlawrencesurgery.com](http://www.stlawrencesurgery.com)

## Annual Report

April 2016 – March 2017



## Executive Summary

We are a large training practice situated in Worthing, West Sussex on the South Coast of England. We currently have approximately 15,254 (2016/2017) an increase of 1,104 patients since 2015/2016. This was due to a recent local GP surgery closure. We have a very high proportion of elderly patients within our demographics.

We are thrilled to announce that the Care Quality Commission rated us as 'outstanding' after a comprehensive inspection in August 2016. Only 2-3% of practices were awarded this rating in England.

Over one third of our patients have long term conditions including cardiovascular disease, hypertension, diabetes or respiratory conditions. We also have over 330 patients with mental health problems and dementia (nearly 3% of our registered population).

This annual report seeks to inform external organisations of our general practice profile, location, patient services, communication methods, strengths and achievements in 2016/17.

## 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 15,254 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 1,380 of these patients have respiratory conditions, 3,700 have cardiovascular problems or hypertension and 883 patients have diabetes. These figures continue to rise every year.

**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](http://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 also have two facebook group pages which can be accessed by the patients of the surgery. One is the general surgery facebook and the other is specific to our children with additional needs.

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 - Our 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 MRCGP (retired 31/3/17)  
Dr Marian English MB. ChB DCH MRCGP  
Dr David S. Clarke MB. ChB MRCGP (returned from one year sabbatical in Oct 16)  
Dr Catherine Joslin MB. ChB DCH MRCGP FDFPP  
Dr Purvisha Patel MB. ChB, MRCGP  
Dr James Read MBBs, BSc (Hons), MRCP, MRCGP, (moved to Australia 30/11/16)  
Dr David Stokes MB. BChir, PhD. MRCGP  
Dr Alison Corney MBBS, MRCP

### Salaried GPs

Dr Katie Bird MB. BS.BSc.MRCGP  
Dr Lauren Short and Dr Zaynab Baha (covering Dr Clarke's sabbatical until Oct 16 (now left))  
Dr Jaspal Mahil  
Dr Joseph Evans  
Dr Jo Wade

### Paramedic Practitioners

Jon Akehurst - Undergraduate Diploma in Health Care Practice (Paramedic Practitioner) 2011  
Graham Lelliott - Undergraduate Diploma in Health Care Practice (Paramedic Practitioner) 2013  
Rachel Taylor – Undergraduate Diploma in Health Care Practice (Paramedic Practitioner) 2015

## **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

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) – left us to join St Barnabus Hospice

*Specialist Areas:*

Cervical screening and Wound Care

Lynda Knight (RGN 1994)

*Specialist Areas:*

Asthma and COPD. Diabetes, Breast and cervical screening.

Sarah Scrace (RGN 2016)

## **Health Care Assistants/Phlebotomists**

Pauline Wilton

Sharon Hawker

Claire Fennell

## **Management Team**

Practice Business Manager – Josiane Wadey MSc

Deputy Practice Manager – Fran Kittle

<b>Data Quality, Workflow and Administration Team</b>	<b>Medical Secretaries</b>	<b>Finance, administration and care co-ordinator team</b>
Sarah Rippin Aimee Holland Imogen Buck	Andrea Giles Jill Bolden	Becky Davey Debbie Collier Gill Beall

<b>Senior Reception Team</b>	<b>Reception Team</b>	<b>Reception Team</b>
Liz Beer (retired Dec 16) Viv Ayres (retired April 17) Helen Sisman Samantha Cooper	Lisa Lawrence Natalie Lane Carolyn Jones Wendy Boyd	Georgie Fisher Jasmine Bennett Amy Scammell

### **Private Services (Based in the Practice)**

Chiropodist  
Physiotherapist  
Yoga  
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  
St Lawrence Strollers (Patient Participation Group event)  
St Lawrence Singing for Fun Group (Patient Participation Group event)  
MSK Assessment Triage Team  
Sussex Dermatology Service  
ENT Services

## **Premises**

The premises are owned by the GP Partners.

It has a total gross internal area of 1,159 m<sup>2</sup> 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 two staff toilets and one staff toilet/shower room.

## **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 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](http://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.

We also have two facebook pages:

- 1) One general facebook with all the surgery news. This is a closed facebook page that only patients can access. They can comment or feed back if they chose too.
- 2) Children with additional needs facebook page run by the parents and is accessible to all.

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 – 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
- 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
- IUCD and Implant Fitting
- NHS Health Checks

## **Friends of St Lawrence Surgery Patient Participation Group**

### **Function and Purpose**

The surgery is greatly supported by the members of the Patient Participation Group who assist the surgery by:

- acting as 'Critical Friend' and developing projects, to help improve the experience of patients attending the surgery and make best use of GP time
- providing a forum to ensure patients are kept informed about the wider changes within the NHS and Social Care
- acting as a representative group that can be called upon to influence the local provision of health and social care
- Raising funds to enable the practice to purchase equipment for patients that are not normally funded by the NHS and to support and improve the work of the surgery

### **PPG Committee (as of May 2017)**

Chris Moon-Willems (Chair) Claire Tennant (Secretary) Judith Skitt (Treasurer)  
Patsy Newton, Sue Pickering, Eric Bridger, Phil Skitt, Hilary Stoner, Sheila Gough, Lindsey Butterfield. Carol Foggett and Robin Rogers (co-opted members)

### **Activities and events**

The PPG's primary and expanding focus for 2017 has been in connection with self-care initiatives and focusing on children and young people with special needs by producing a free booklet for parents to support their child's experience with the surgery (For which we won national awards) and holding a children's fun event.

The walking group, St Lawrence Strollers, has continued to develop and expand its activities. It is now an independent walking group with its own guidelines and training programme. Liaison with other local groups continues. The Singing group continues to attract a regular membership and its health benefits have been identified.

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: Display boards for photographs and identification of all staff, electric couch, posters for children with additional needs, funding of water dispenser for all patients, cards/postage for housebound patients, PPG portable display banner, atrial fibrillation bar to help with the identification of AF and prevention of strokes.



## **Patient Education Events**

Between April 2016 and March 2017 we had the following patient education events:

1. Thursday 12<sup>th</sup> May, First New Diabetic Group Education with Diabetic Nurses. Invitation only to patients with a new diagnosis of diabetes. This group session is run mostly on a monthly basis, depending on the number of diagnosis.
2. Thursday 30<sup>th</sup> June, Health Promotion Afternoon. Organised with the PPG. This was a well-attended afternoon with additional local services attending to provide our patients with excellent knowledge and information. There was also children's entertainment and a fire engine. The street doctors and nurses were kept busy with patient questions.
3. Wednesday 13<sup>th</sup> July, Chris Moon-Willems, Signs and Symptoms of Dementia and how to cope.
4. Thursday 8<sup>th</sup> September, Carers Support and Carers UK providing excellent and useful information to 16 Carers registered at the surgery.
5. Wednesday 28<sup>th</sup> September, Keeping Well in Winter for COPD patients with Dr James Read, Karen Jacobs and Debbie Stabler (Practice Nurses) this was again a massively successful event with the education room full of patients with COPD.
6. Thursday 29<sup>th</sup> September, SEN Parent Carer Support Group. Due to parent commitments this support has unfortunately lost enthusiasm. We aim now to meet on a yearly basis, but parents and carers are aware to contact Debbie Collier, Practice Care Co-Ordinator or Lindsey Butterfield for additional help and support.
7. Monday 24<sup>th</sup> October, Paula Glenister, Coping with Depression, Stress and Anxiety.
8. Monday 6<sup>th</sup> March, John Coppin, Managing Back Pain. This was a very well attended patient education with 17 patients with known back pain attending.
9. We had a number of Pre-Diabetes patient education events held by Adur and Worthing Wellbeing.

## **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 4100 patients registered on this to send general emails. We can also communicate with the patients via our Facebook group page.

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 20 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 24 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 three 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:

- CPR and Anaphylaxis for Clinical Staff – 12.04.16
- Fire Safety for All Staff - 21.04.16
- Mental Health Awareness with Dr Jason Read and Dr Ali Chalu for Clinical Staff – 26.04.16, 14.06.16 and 12.07.16
- Team Building at Lodge Hill – 24.05.16
- Fire Warden Training - 07.07.16
- Family Planning Update for Clinical Staff – 03.10.16
- Safe Talk (risks and prevention of suicide) for All Staff – 06.10.16
- Practice planning afternoon to discuss as a whole practice our plans for 2017 / 2018 taking into consideration the patient survey that was undertaken with the help of the patient reference group.

Due to the introduction of online bluestream training staff are able to complete mandatory training online at a convenient time. We continue to encourage practical training for CPR, Anaphylaxis and Fire Safety training.

The accessibility to online training has enabled the surgery to invite specialist to attend for in-depth specialist training.

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

### **Staff Communication**

All Doctors (including Trainees), Paramedics, Nurse Prescribers and the Duty Team 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 clinical and non-clinical staff are invited. We also hold bi monthly meetings with all staff members attending.

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.

Weekly update emails - updates are circulated to the staff every week for general information of staff leave, news and patient feedback and forthcoming meetings.

### **Recruitment and Retention**

We have lost two receptionists this year due to retirement (Liz Beer and Viv Ayres) this year and gained another two.

We have recruited three more salaried GPs (Dr Jaspal Mahil, Dr Joseph Evans and Dr Jo Wade)

We have recruited another Paramedic Practitioner (Rachel Taylor).

We have recruited another Practice Nurse (Sarah Scrace)

We have recruited two admin apprentices (Imgoen Buck and Amy Scammell)

### **Achievements**

- We achieved maximum Clinical Quality and Outcome Framework points again this year.
- The patient participation group continues to grow from strength to strength with their vast array of services for the patients of St Lawrence Surgery.
- We received 'Primary Care Provider of the Year' award for our work with our children with additional needs.
- We have a five star rating on NHS Choices and I Want Great Care.

### **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 David Stokes is Diabetes Lead and GP Provider Lead for the CCG
- Jo Wadey, Practice Manager is the Vice Chair of the Clinical Commissioning locality Group (CCG) for Worthing.
- Patient and Public Involvement both internally and across Coastal West Sussex Federation.

#### **External Representation/Involvement**

- Heavily involved with Health Education 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.

- Practice Manager is the Co-Chair of the National Practice Manager Steering Group
- Practice Manager chairs the West Sussex Practice Managers Association
- Practice Manager is a Specialist Adviser to the Care Quality Commission to ensure that this practice continuously meets the requirements of our regulators and strives to maintain the outstanding rating.