



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

www.stlawrencesurgery.com

Annual Report

April 2017 – March 2018



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. 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 2017/18.

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. We have 1398 patients with respiratory conditions, 3536 patients with Heart Disease and 898 patients with 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 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 Marian English MB. ChB DCH MRCGP
Dr David S. Clarke MB. ChB MRCGP (retired Oct 2017)
Dr Catherine Joslin MB. ChB DCH MRCGP FDFPP
Dr Purvisha Patel MB. ChB, MRCGP
Dr David Stokes MB. BChir, PhD. MRCGP
Dr Alison Corney MBBS, MRCCG
Dr Jaspal Mahil – MBChB 1999 BSc (First Class) 1998

Salaried GPs

Dr Katie Bird MB. BS.BSc.MRCGP
Dr Joseph Evans MBBS 2011, MRCGP 2016
Dr Jo Wade BMBS, BA, MRCGP 2016
Dr Nina Wilson

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.

Lynda Knight (RGN 1994)

Specialist Areas:

Asthma and COPD. Diabetes, Breast and cervical screening.

Sarah Scrace (RGN 2016)

Treatment Room Nurse

Joanne Allsford (RGN)

Treatment Room Nurse

Health Care Assistants/Phlebotomists

Pauline Wilton

Sharon Hawker

Claire Fennell

Sarah Robinson

Curtis Wadey

Management Team

Practice Business Manager – Josiane Wadey MSc

Deputy Practice Manager – Fran Kittle

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

Senior Reception Team	Reception Team	Medicines Management
Helen Sisman Samantha Cooper	Lisa Lawrence Natalie Lane Carolyn Jones Kelly Whipp Georgie Fisher Jasmine Bennett Amy Scammell Emma Hopper	Lucy Howie (Pharmacist) Wendy Boyd

Private Services (Based in the Practice)

Physiotherapist

Maintenance and Cleaning

Caterina Cocchiarella – House Keeper
Harry Marsden – Caretaker
Nicole Comber – Head Cleaner
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
ENT Services

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 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 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.

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), 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 2018 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 2017 and March 2018 we had the following patient education events:

Dementia awareness, carers, knee and hip joints, managing back pain, diabetes, blood pressure and self care talks.

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 5117, an increase of over 1000 from last year. 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.

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

A very stable year other than the retirement of Dr David Clarke in December 2017.

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.
- Mental Health PACE Setter Award
- We have a five star rating on NHS Choices and I Want Great Care.

Areas of Development/Gaps in Service

Midwives, 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.