**VICTORIA ROAD SURGERY**

**50 VICTORIA ROAD WORTHING BN11 1XE**

**Telephone: ( 01903) 230656**

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Dr Navdeep Sandhu. Dr Mohammed Haque. Dr Eugenie McCreanor Dr Kenneth Lim

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**ANNUAL BUSINESS REPORT SEPTEMBER 2021**

**This is the annual report of the VICTORIA ROAD SURGERY; it looks at our Profile, Premises, Patient Population, Information Technology, Patient Services, Other Patients Clinics and Services, Enhanced Services, Practice Based Commissioning, Care Quality Commission, Patient Participation Group, Complaints, Training, Website, Revalidation Audit, QOF Points**

**Profile:**

The Victoria Road Surgery has been an established GP Practice since 1958. The practice currently provides general medical services to a population of circa 13800 in and around the borough of Worthing. There are currently 4 partners who employ 1 salaried GP, 2 Nurse Practitioners, 2 Paramedic PractitionerS, 5 Pharmacists, 1 Practice Manager, 1 Business Manager,1 Deputy Practice Manager,1 Deputy Business Manager, 5 nurses, 4 health care assistant, and 24 administration staff who hold various positions within the practice.

**About us:**

Our partners are committed to providing a high level of quality of care to the community. **The practice believes in encouraging a culture of consideration; consideration of our patients, their health, their future and the practice staff that will determine the direction by converting strategic vision into operational reality.**

**The Partners:**

* Dr Navdeep Sandhu MRCGP, DRCOG, MB, ChB
* Dr Mohammed Haque MB BCH MRCGP DCH DRCOG DFFP
* Dr Eugenie McCreanor MB ChB DRCOG DFFP
* Dr Kenneth Lim

**Salaried GP:**

: Dr Zoe Chandy MBChB BSc MRCGP DRCOG

**Regular Locum GP’s**

* Dr Birgit Woolley
* Dr Rikin Amin
* Dr Aya Kuwabara

**Administration Team:**

* Practice Manager: Jane De Jong
* Finance Manager/Deputy Business Manager: Sue Darling
* Business Manager: Caroline Nelson
* Deputy Practice Manager: Joanne Lowes
* Patient Liaison Person: Julie Bagnall
* Administration Supervisor: Sophie Peck

**The Nursing Team:**

* Anne King **NURSE PRACTITIONER**, specialise in chronic disease and care of the elderly
* Anne King: **LEAD NURSE**
* Lynda Mitchell Advanced Nurse Practitioner leading on visiting.
* George Murray: Paramedic Practitioner
* Ben Hunter Paramedic Practitioner
* Colette Barrett RNA 1995 specialises in Minor Injuries and wound care, Patients with Learning Disabilities and Family Planning
* Rebecca Griffiths ENB 1998 specialises in women’s health, wound care and currently studying Asthma/Spirometry
* Claire Flint BSc: Specialises in Diabetes and Learning Disabilities.
* Amanda Combes Treatment Room Nurse

**Pharmacist Independent Prescriber**

* Agi Dixon
* Raheena Rashid – Pharmacist
* Martin Wessels (Primary Care Network employed Pharmacist)
* Tomas Hana – Pharmacist
* Laura Biddle – Pharmacist Technician

**The Health Case Assistants:**

* Denise Askew
* Jessica Lee
* Sheryl Fulker
* TJ Dobbs

**Premises:**

The practice currently operates from two sites. The main surgery is at **Victoria Road** which is a converted Victorian house based close to the town centre of Worthing. These premises are owned by the partners and have been extended in recent years. The second surgery is based within a 1970’s health centre in **Durrington** situated in a residential area of Worthing; this is rented from NHS England and is shared with one other practice and other ancillary services. We have a total of 11 consulting rooms, 4 treatment rooms and 2 phlebotomy rooms. There is parking for patients at the Durrington Site but only Parking for Disabled patients at the Victoria Road Site. There is easy access to both sites with electronic doors and disabled toilets; all consulting rooms are on the ground floor.

**Our Patient Population: March 2022: 13488**

The management of patients with long term conditions occupies a good percentage of clinical appointments. We have:

944 (7%) of patients have DIABETES

883 (7%) of patients have ASTHMA/COPD

929 (7%) of patients have CARDIOVASCULAR CONDITIONS

2297 (17%) of patients have HYPERTENSION

**Information Technology:**

The Practices electronic clinical system is EMIS WEB and this is supported by DOCMAN for electronic receipt of correspondence from external organisations. Training in all areas of Information Technology is essential and the practice supports attendance at any appropriate training sessions to ensure quality and accuracy is maintained. Data quality will be closely monitored and monthly meetings are held to review this.

The practice has a website: [www.victoriaroadworthing.nhs.uk](http://www.victoriaroadworthing.nhs.uk)

This is regularly updated and maintained.

The practice now participates in Electronic Prescription Service along with on-line services for patients: access to medical records; prescriptions requests; change of address; appointments service and limited access to medical records.

**Patients Services:**

Appointments: We open from 7 a.m. on Monday, Tuesday, Wednesday and Friday and 8a.m. on Thursdays. We close our doors at 6p.m. Monday to Friday Phones are manned from 8 a.m. until 6.30 p.m. Monday to Friday inclusive.

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| --- | --- | --- | --- | --- |
| **Day of the week** | **Core opening hours** | **Extended hours sessions** | **Provided by?** | **Time allocated** |
| Monday | 8:00am – 18:30pm | 7:00am – 8:00am  7:00am – 8.00am  7:30am – 8:00am.  7:30am -8:00 a.m. | Dr Kuwabara  Dr Haque  HCA  HCA | 1Hour  1 Hour  30 mins  30 mins |
| Tuesday | 8:00am – 18:30pm | 7:30am -8:00 a.m.  7:30a.m-8:00a.m. | HCA  HCA | 30 mins  30 mins |
| Wednesday | 18:30pm | 7:00am – 8:00 am  7:30am – 8:00 am  7:30am -8:00a.m.  7:30am-8:00am | Dr Kuwabara  HCA  HCA  Nurse Flint | 1 Hour  30 mins  30 mins  30 mins |
| Thursday | 8.00am-  18:30pm |  |  |  |
| Friday | 8:00am – | 7:30am – 8:00am | Nurse | 30 mins |
| Saturday | CLOSED | CLOSED |  |  |
| Sunday | **CLOSED** | **CLOSED** |  |  |

However, do offer weekend appointments via a mutual organisation: GPAH (Minor illness and Minor Injury Clinic) these appointments can be booked ahead through the week.

The practice on average carries out 832 GP face-to-face consultations per week. Appointments are booked in advance and on the day. This number does not include duty surgeries each day, which can include an infinite number of patients.

**Duty Surgery**: The practice has an on the day duty surgery and any patient that requests a consultation will be put into the duty surgery which will begin with telephone triage.

We have a **texting service** that reminds patients of their appointments we also use Accu RX texting system to communicate with our patients.

**E-Consult**: we offer patients the opportunity to submit an e-consult direct from our website from 8a.m. until 10 a.m. Monday to Friday. An appropriate Clinician will get back in touch with the patient within 48 hours

**Other Clinics and services:**

**Frailty :** This is a monthly multi-disciplinary meeting to discuss the needs of those patients that need our help. This is with the consent of those patients and brings together a multitude of teams offering various interventions for the benefit of these patients.

**Palliative Care Meetings**: We meet with St Barnabas once a month to bring together the needs of patients currently using this service.

**Child Unique Care**: Once a month our GP Lead for Child Protection meets with our allocated Health Visitor to discuss any children that may be vulnerable and offers any appropriate interventions.

**Health and Well Being Advisor**: This is a relatively new service with an advisor taking a clinic once a week: social prescribing, weight management and exercise and life style sign posting.

**Going Local:** This is a similar service to the health and wellbeing advisor however the Community Referrers are able to work in an advocacy position, signposting and supporting you for many different services including debt, housing etc.

We also provide:

Minor Surgery

Family Planning

Smoking Cessation

Travel Health

Childhood Immunisations

Diabetes Clinics

Asthma and COPD Clinics

Leg Ulcer Clinics

**Pathfinder for Adults and Children: This service is extremely valuable and enables us to provide one to one consultations with an experienced worker from MIND who will work with patients experiencing mental health conditions.**

**Enhanced Services:**

In line with the business plan of the Primary Care Network of which Victoria Road Surgery are members; we wish to provide all available enhanced services to our patient population. This may require referral to another practice if we cannot meet the clinical governance required to provide a particular service.

Currently the services we provide are:

Phlebotomy

24 hour BP Monitoring

Nursing Home Care

Leg Ulcers

Drug Monitoring

Family Planning

Spirometry

Diabetes

Smoking Cessation

Neo-Natal Care

PSA Monitoring

Influenza Vaccinations

Pneumococcal Vaccinations

Minor Surgery

Minor Ailments

Extended Access

Alcohol Misuse

Nhs Health Checks

Childhood vaccinations

Pre-School Boosters

Low Risk Palpitations

In addition the practice participates in Direct Enhanced Services as required by the Government under the PCN Network Plan:

Extended Access

Immunisation programmes

Learning Disability Checks

**GP COSTS**

NHS England requires that the net earnings of doctors engaged in the practice is publicised, and the required disclosure is shown below. However it should be noted that the prescribed method for calculating earnings is potentially misleading because it takes no account of how much time doctors spend working in the practice, and should not be used to form any judgement about GP earnings, nor to make any comparison with any other practice

The average pay for GPs working in Victoria Road Surgery in the last financial year was £81,130 before tax and National Insurance. This is for: 2 full time GPs, 5 part time GPs and 4 locum GPs who worked in the practice for more than six months.

*“NHS England requires that the net earnings of doctors engaged in the practice is publicised by 31 March 2019 at the latest.  However, it should be noted that the prescribed method of calculating earnings is potentially misleading because it takes no account of how much time doctors spend working in the practice and should not be used for any judgement about GP earnings, nor to make any comparisons with other practices.”*

**PRIMARY CARE NETWORK**

The practice is committed to working in the local consortia to raise the profile of Primary Care Network alongside St Lawrence Surgery and Broadwater Medical Centre. The Practice Clinical Lead is Dr Navdeep Sandhu and the Non-Clinical Lead is Jane De Jong. The Practice attends the Primary care Network Board meetings monthly. Locally agreed pathways and guidelines are followed. Patients are given access to all enhanced services if not through this practice then referred to local practices providing such services. We attend the organised strategic board meetings and complete monthly reports as requested by CCG. Demand Management Plans are regularly reviewed and the practice works to deliver the PCN contract. Dr Eugenie Mccreneanor is the prescribing lead for the practice and Caroline Nelson the Prescribing Manager. Both attend prescribing meetings each year to comply with our contract with the CCG.

**Care Quality Commission**:

The Practice is registered with the CQC. Its registration number is: **1-199745325.** Dr Navdeep Sandhu is the Registered Manager and is aware of the remit the requirements of the commitment. Jane De Jong Practice Manager is the nominated individual who has organised the process of registering with the CQC. All policies are available on the practice shared drive. The practice received its first inspection in May 2016 and was rated GOOD in all 5 key indicators. It received a telephone review in February 2020 and again the recommendation as to remain as rated GOOD

**Practice Patient Participation Group:**

The Practice believes that expansion of the existing patient participation group is essential to allow for a thorough representation of our patient base. The current group are an extremely important element and have provided value feedback and suggestions in relation to the services. The group has in years passed been small in numbers and now stands at 9 members. Trevor Wimble administrates the PPG for the practice. The group are now meeting on a regular 4 monthly basis and also ad hock when the need arises in relation to ideas and project. The practice advertises for patients to join an email patient group to allow participation from those that would find it more difficult to attend meetings, to date we have approximately 74 members of this group. Finally in 2015 the practice signed up to participation in an on-line PPG called myPPG. This is a membership forum allowing patients to join up and offer comments and suggestions in relation to patient participation and to date we have 9 members during the last 3 months.   
  
The PPG is recognised by the CCG as integral to the monitoring and progression of GP services and lay members sit on the CCG Board and the locality Boards

**Complaints/Compliments:**

We received 12 official complaints this year all were resolved in-house. All complaints were discussed at a weekly meeting of the Partners and learning points found and documented. This is an decrease of 4 of the number of complaints received during 2019-2020.

**Training:**

The practice’s commitment to training is absolute. Induction of new members of the team is thorough with a training needs assessment undertaken each year of all team members at their appraisal and Health and Safety Training at Induction. Training sessions advertised are distributed to the appropriate department and places booked. A training log is maintained in every department and all staff has their own Personal Development Files. Mandatory Training is carried out on an e-learning tool purchased by the Practice called Blue Stream Training.

CPR AND ANAPHYLAXIS TRAINING: Is carried out every year by all clinicians and every 3 years by admin staff.

Any member of our team attending training is asked to feedback to the practice team. Clinical training is shared and presentations required at clinical meetings to feedback any learning points.

Mandatory training is organised annually and a full practice training log is maintained: this includes

CPR

Fire Safety

Equality and Diversity

Adult and Child Safeguarding

Information Governance

Mental Capacity Act

Infection Control

Accessible Standards

Immunisations

Antimicrobial Resistance

Sepsis Training

Customer Care

Whistle Blowing

The Practice closes for half a day each month for in-house training when clinicians receive updates and listen to clinical speakers and the reception/admin team also receive training in relation to their roles.

Training

TRAINING PRACTICE

The Practice is a registered Training Practice and as such we host training Doctors: F” Doctors and ST1,2 and 3 Doctors. Dr Navdeep Sandhu is the registered trainer

In addition we host Medical Students and Student Nurses.

**Web Site:**

Providing patients with an efficient and helpful website is a key element to allowing patients to gain knowledge of the surgery services. It is our commitment to use the website to provide information and support to the patients of our practice. Jane De Jong and Caroline Nelson both have administration rights to the site and will maintain up to date information. The NHS Choices web site will be similarly maintained and any comments supplied by patients will be responded to whether negative or positive.

**Revalidation:**

Doctors are aware of the requirements of revalidation. They will be responsible for ensuring that they remain up to date and aware of their obligations. The Licence to Practice initiative commenced in September 2009.

**Audit:**

Audit it considered an essential element of our work in the practice. We always participate in the prescribing audits and choose to work with the prescribing team when any incentive schemes are produced. Annual audits are carried out in relation to Enhanced Services where required and for the Quality and Outcomes Framework. We encourage our students to participate in audit.

**Communication within the Practice:**

The Partners meet every Wednesday morning from 8a.m. to 9 a.m. The Nurses Meet with the Practice Managers once every month on Thursday lunchtime. The Practice Management Team meet once a week on a Tuesday morning. The Reception Team meet at in-house ENCIRCLE meetings; however, communication is continuously encouraged on a daily basis with managers speaking informally with the team to bring them up to date with the practice focus. The Partners also meet once a year at a weekend to discuss the forthcoming year’s business plans.

The Practice produces a monthly an internal Newsletter for the practice team.

**Recruitment and Retention:**

We have recruited One more Paramedic Practitioner and one Treatment Room Nurse during 2021-2022

**QOF Results:**

The Practice achieved 564 OUT OF A POSSIBLE 567 POINTS ACHIEVED 2020-2021

**NHS CHOICES: We are 4 STAR RATED**

**IWANTGREATCARE: We are 4.5 STAR RATED**