



## **St Stephen's House Surgery Newsletter - September 2024,**

### **In association with the Patient Participation Group (PPG)**

## **Welcome.**

### **News from the Surgery**

#### **Staff changes:**

We welcome Dr Babajews as a Practice Partner with Dr Kostuch-Bush, Senior Partner. Dr Al-Bahrani as a salaried GP to St Stephen's and Dr Fraser returning from Maternity Leave.

St Stephen's is pleased to have a Physicians' Associate, Mrs Zahid. Mrs Zahid can carry out assessments, deal with sinus infections and things such as ear infections and support the GPs.

We have recently appointed a First Contact Physiotherapist (FCP) – appointments can be made directly for general assessments, suggested exercises and faster physio referrals if needed via reception or GP.

We also have two clinical pharmacists, Mrs Gobran and Mrs Patel, who mainly carry out telephone consultations. Their clinics cover such things as medication reviews, Asthma reviews and Diabetes.

In August our new year of Final Year Medical Students from St George's Hospital started. The students shadow the clinicians and are also supervised consulting with patients. We have Dr Li who is a trainee GP under Dr Fraser's supervision for a year.

#### **Introducing Dr Al-Bahrani**

I studied at St George's hospital medical school and completed my foundation training in Lincolnshire before moving to the sunny Isle of Wight to complete my GP training. Throughout my life, I've lived in several places including Liverpool, London, Isle of Wight and Muscat, Oman. For the past four years, I've been working as a salaried GP in Worcester Park. I have keen interests in dermatology and child health, having completed a diploma in child health. In my free time, I enjoy playing tennis, travelling and indulging in my passion for films.

**Patients are now able to check and cancel their appointments via our phone system.**

In June, 76 patients did not show up for their appointments. These appointments were neither cancelled nor attended by patients, thus going to waste. The new St Stephen's House 'Check and Cancel' telephone option hopes to reduce this so that appointments can be maximised and waiting times reduced. This responds to the concern about appointment waiting times which many patients raised in the PPG Patient Survey earlier this year.

**How does it work?**

Please use option one when you phone the surgery if you wish to cancel or check your appointment. You will be asked to enter your date of birth, If your phone number is not recognised this may direct you to the appointments system. Please ensure that your contact details are up to date. This can be done via the NHS App or at reception

**Save the date: Flu clinic on 5<sup>th</sup> October.** We are holding our usual Saturday flu clinic on Saturday 5th October for all eligible patients. Please make a note of this date in your diary, we will be sending you a text with a booking link in the coming month if you are eligible.

**RSV Vaccination**

RSV or Respiratory Syncytial Virus is a common respiratory virus that can cause serious lung infections. While RSV infection can occur at any age, the risk and severity of RSV and its complications are increased in older adults and in neonates and small babies, and it has a considerable impact on individuals and NHS services during the winter months.

The Programme is for adults aged 75-79 years old.  
Eligible patients will be contacted and invited to receive a vaccination.

Pregnant women who are at least 28 weeks pregnant on 1st September 2024, will be offered a single dose of the RSV vaccine. After that, pregnant women will become eligible as they reach 28 weeks gestation and remain eligible up to birth.

**Shingles vaccination**

On the 1st September 2023, the Shingles National Immunisation Programme changed, and more individuals are now eligible for a free shingles vaccination on the NHS.

- You are eligible if you're:  
50 year and over with a severely weakened immune system (severely immunocompromised).
- Aged 18-49 receiving a stem cell transplant may also be eligible. Speak to your specialist.

- Turning 65 years old on or after the 1st September 2023
- 70-79 year of age.

Check your eligibility by clicking this link:

[https://www.getshinglesready.co.uk/?cc=gb\\_psea\\_ggle\\_np-gb-hzu-ogm-230048\\_103599&gad\\_source=1&gclid=EAlalQobChMlpNbTypvhwMV-IdQBh3kwBenEAAAYASAAEgKcWvD\\_BwE&gclsrc=aw.ds](https://www.getshinglesready.co.uk/?cc=gb_psea_ggle_np-gb-hzu-ogm-230048_103599&gad_source=1&gclid=EAlalQobChMlpNbTypvhwMV-IdQBh3kwBenEAAAYASAAEgKcWvD_BwE&gclsrc=aw.ds)

### **A day in the life of a General Practice Nurse at St Stephens House Surgery.**

#### **Nurse Bowerman.**

No two days are the same! Some go well; some your feet don't touch the ground! The practice nurse's main responsibilities are the immunisation programme, which we have a very good record with. There are few families who choose not to vaccinate but we try and meet with them and explain things as carefully as we can. We do dressings for acute injuries then some more chronic ones associated with circulatory problems. We do women's health, the cervical cytology programme, and then other injections, for example hormone deprivation therapy or Vitamin B12.

Today I have the INR Warfarin (blood thinner) dosing clinic, so it is a group of about 28 people who come regularly for their clotting time check. I give the dose to take until the next check. I enjoy this as I have come to know this group of people over the last nearly 5 years I have been in the practice.

Then I have a slot to talk to someone about their travel plans so I can give appropriate vaccines to protect them wherever they may be going. People are travelling far and wide. It's fun to hear their plans and give them the advice, not only about vaccines but general health issues such as sun protection and thrombosis possibility on flights, bite prevention and tummy upsets. Not everyone likes it when I say they are now at an age where they need to wear flight socks, but deep vein thrombosis really happens in flights to a surprising number of people.

Now my not favourite part of the day but a great service the surgery offers, is to get the urine specimens from the letter box, test them, complete the forms and book GP appointments as appropriate. This can be a lot of work, and we have tried to think many times how we can improve this service. We now have a new form and, provided it is completed correctly, the process works well.

After that Christine calls, as she needs some help with someone who has fainted after a blood test - this also happens surprisingly frequently. Often just the shock, or they have not had breakfast. We lie them flat and lift the feet to get some blood to the brain. A drink of water helps and people recover quickly if they are well looked after.

I finally wind up the morning for some admin time, where I will order stock, check expiry dates of medical equipment, calibration of equipment, look at how many training modules I have to complete and think about the requirements for my Nursing and Midwifery Council re- registration which is due every 3 years.

I then have a break for lunch. I try and get out for a quick walk round the park - that doesn't always happen as with all of us. So important to have just a little exercise but we don't always prioritise it.

The afternoon begins and generally is more relaxed. I have a few dressings, and injections of one sort or another, pre-diabetics are another increasing group of patients that I see too many of! These are a group of people we have only just started to become interested in. When the average glucose in the blood becomes raised, pre-diabetes is declared. I talk to patients about good lifestyle measures. If these are adhered to the patients may never become type II diabetics.

I attend to emails, both internal and external, also patient tasks that have crept up, so the time needed for the administration of work and the nurses' part of the running of the surgery is time consuming. We are allocated some time, and no shows are another time we can catch up on admin.

The day comes to an end. I am quite tired at the end of the day. I love my job, but it is one that involves a lot of energy. I happily still have that and hope that I can continue to be one of your practice nurses for some time to come.

## **Patient Participation Group (PPG) Newly appointed Co-Chairs**

### **Introducing new Co-Chairs**

#### **Sam Wylie.**



It is an honour to serve as Chair with such passionate and enthusiastic people on the Committee and the dedicated team at St Stephen's House Surgery.

I grew up in Ashted and St Stephen's House Surgery has been our family doctors since before I was born. Fascinated by different languages and cultures, I lived in Italy, France and Spain for 19 years, which was a wonderful experience. I returned to Ashted in 2018 to complete a Diploma in Wine. I have decided to stay in

Ashted longer, assisting ageing relatives in the area when possible. I work in a wine & spirits shop in London as well as organising and running guided wine tastings. I have the luxury of working in what I love. You'll often see me at the train station, on a train or at St. George's. You may see me on stage or helping front of house when Ashted Players put on their plays at Ashted Peace Memorial Hall.

### **Jess Sohal.**



I'm thrilled to be accepted as Co-Chair of the PPG- St Stephen's House Surgery in Ashtead.

I moved to Ashtead 6 years ago after living many years in the hustle and bustle of busy London and I have not looked back since.

I currently work in the Clinical Research and Healthcare Sectors working globally for a USA based organization. My work takes me to far flung and exciting places giving me the opportunity to visit some amazing countries and wonderful people.

In my spare time I still love to travel. I also love baking, cooking, photography, art and currently I'm on a mission to read a book a month.....

### **The Committee**

The Patient Participation Group (PPG) is the official way to say “*Friends of the Surgery*”. We have had some changes to the committee. Martin Riddle has stepped down as chair but remains on the committee, we would like to thank him for all he has done as chair and continues to do. John Patient has stepped down, but remains a valuable Associate Member - we would like to thank him for his commitment and dedication. Randall Jacobs has stepped down and we would like to thank him for his service.

We would like to take this opportunity to thank Chris Ranger for his time and commitment for preparing our recent survey and processing the results and all the communications. We are delighted that Val Moss continues as Secretary and Beverly Porter as Treasurer and that Barbara Wells continue to be on the PPG Committee.

### **Join the mailing list**

Email us at [ppg.ststephenshousesurgery@nhs.net](mailto:ppg.ststephenshousesurgery@nhs.net)

To receive updates about the Patient’s Group & activities.

### **Why join the mailing list?**

- To receive information about training opportunities. Last year we sent out an invitation to attend online and in person defibrillator training.
- To participate in the annual Patient survey
- To comment on your experiences at St Stephen’s House surgery throughout the year
- To suggest additional survey questions

### **Join the Committee**

There are vacancies on the committee. You need to be at least 18 years old and be a patient of St Stephens House surgery to join. Ideally, we are looking for people who use social media and have IT skills. We meet 6 - 8 times a year and most of the meeting are held on zoom.

If you would like to know more or join, please email us:

[ppg.ststephenshousesurgery@nhs.net](mailto:ppg.ststephenshousesurgery@nhs.net)

### **AGM & Quiz Night on 9<sup>th</sup> May**

We held our in-person AGM and Quiz night on 9<sup>th</sup> May. Thanks to all who supported and to Martin for keeping us mentally active with a wide-ranging quiz. Thank you to everyone who attended it was a perfect opportunity to meet up and share an enjoyable evening. The raffle & quiz raised £578.30 which together with additional PPG funds we are donating £1200. This will be used to buy new chairs for the consulting rooms. This was one of the main improvements requested in our annual patient survey. Your opinions, comments and improvement suggestions matter. We will continue to present these and when possible, we will take action to implement these suggestions.

### **Have your say / Ways to get involved**

Share your experiences by writing to us at [ppg.ststephenshousesurgery@nhs.net](mailto:ppg.ststephenshousesurgery@nhs.net)

We would love to hear of your experiences at St Stephen's especially of the "flu clinic, maternity services, child vaccination services etc."

How about a paragraph to share your experiences at St. Stephen's House Surgery for our next Newsletter?

### **Summary of this year's survey**

Thank you to everyone who completed the patient survey earlier this year.

The survey was completed online by 537 people (8.74% compared to 9.97% last year) of the registered patients at the practice. It was open from the 5<sup>th</sup> February to the 13<sup>th</sup> March.

It was distributed by email to 800 PPG members and sent via SMS to patients from the surgery. To meet the criteria a patient had to have attended in the last 12 months.

It was also posted on a number of social media platforms.

You can see the full results by clicking here

[2024 Survey resultshttps://d1ngql9](https://d1ngql9)

We really appreciate that you took the time to share your experiences and views.

Here are the key takeaways:

Of 537 patients who had visited the surgery in the last 12 months responded to the survey.

- 91% were happy with the current facilities.
- 97.6% of patients felt the GP was good at listening to them and 95.7% thought the GP was good at explaining tests and treatments.
- 96.1% felt the GP involved them in the decisions about their care.
- 91.9% of patients felt the nurse was good at listening to them and 90.7% thought the nurse was good at explaining tests and treatments.
- 95.9% felt the nurse involved them in the decisions about their care.
- 95.6% of patients rated their experience at St Stephen's as good or satisfactory.
- 88.4% of patients would recommend St Stephen's to someone new in the area.
- There is high pressure on the reception with 75.6% of appointments being booked through reception in addition to their other tasks. Understandably there can be



delays in receptionists answering the phones. 86.6% of patients found the experience at reception good or satisfactory.

### **What's been done about the main concerns raised in the survey?**

Long wait times were raised by a number of patients. St Stephen's has responded by:

- Employing more doctors who overall work more hours
- Employing a physiotherapist who can carry out first assessment and recommend exercises to do and can "fast track" referrals to other physiotherapy services if needed.
- Clinical Pharmacists – for medication/prescription reviews
- 1 Physicians Associate who can deal with some health issues. They always feedback to the on-call doctor.
- Introduction of "Check and Cancel" service in July. You can call to check when your appointment is and cancel it if you no longer need it so that that appointment time is available for someone who does. In June 76 people did not attend or cancel their appointment. Cancelling unneeded appointments increases appointment availability and reduces waiting times.

Doctors are often running late for face-to-face appointments. St Stephen's has responded by:

- 15 minutes, rather than 10 minute, appointment times should reduce waiting on the day of your appointment.

Thank you for the areas for improvement that you have raised. The top two points:

- Chairs with arms – money raised from the Quiz and raffle with additional money from the PPG will be used to purchase chairs with arms for the consultation rooms.
- Reduce waiting times – there are now more doctors available and "Check and Cancel" service has been introduced to reduce the number of no shows.

### **Response to the survey from St Stephen's House Surgery**

Thank you for completing the PPG Patient Questionnaire and for all your suggestions, which are always welcome. We have fixed the light at the exit of the building and the internal doors have been fixed to stop them banging. The problem with the TV screen has been fixed. A lot of the comments were for bigger waiting room and another toilet which unfortunately the space does not allow. Regarding the waiting area, infection control impacts what can be placed in there i.e. no toys or carpets on the floor. We continue to listen and regularly review other improvements with the PPG."

### **NATIONAL NHS PATIENT SATISFACTION SURVEY RESULTS AND LINK TO OUR RESULTS VS NATIONAL AVERAGE NHS GP survey**

We would like to thank everyone who works at St Stephen's House surgery for the excellent work that each of you is doing. It's very encouraging to see this recognised by patients through the surveys. Congratulations on 94% Patient satisfaction in the 2024 National GP survey. See link below.

By using the tabs, you can compare our results to other surgeries in the area.

<https://gp-patient.co.uk/compare?practices=H81074>

The NHS GP survey results placed St Stephen's top in the 7 surgeries in our PCN (Primary care network) overall for the responses from St Stephen's patients:

- Highest response rate 84% (vs 26-72%)
- Website use 64% (vs 16-61%)
- App use second 67% (top was 72%)
- Reception and admin came second at 96% top was 98%, showing investment that has been made since the PPG's patient survey in March 2024.

Our results are above the National and Integrated Care System (ICS) average. These results placed us 8th in Surrey Heartlands Primary Care Network.

**PG Fundraising update.**

We would like to thank the Patients of St Stephens House Surgery for their generosity and support over the past years. This has enabled the purchase items totalling £17,369. Below is a list of what we have been able to fund for the surgery since the formation of the PPG.

24 Hour Blood Pressure Monitor	£500
4 Examination Couches	£3,400
Brachial Blood Pressure Monitor	£1,823
5 Paediatric "Frog" Finger Pulse Oximeter's	£60
M8 Health Monitor also referred to as the Pod	£4,800
2 Raised -Seats Chairs for the waiting room	£630
2 Gazebos for the Flu clinic	£1,640
Defibrillator on Craddocks & Training	£3,316
Purchase of new consulting room chairs	£1,200
<b>Total</b>	<b>£17,369</b>

We hope you have enjoyed this Newsletter and thank you for taking the time in reading it.