

Profile

We are a GMS Practice situated on the North East coast of England. We are situated in Brotton, Cleveland and currently have 6049 patients registered with us. The list size has grown by 500 over the last year, due to the closure of a local Darzi Surgery.

We manage a large number of long term conditions within our patient population. About 500 of these patients have respiratory conditions, 1,300 have cardiovascular problems or hypertension and 340 have diabetes.

Our patient promise is that we aim to give our patients the care that we ourselves would like to receive.

We open from 8am – 7.30pm Monday and Wednesday and 8am-6pm Tuesday, Thursday and Friday.

We have a website www.brottonsurgery.co.uk which is easily accessible but due an upgrade.

We use InPS Vision (AEROS) to store all our patient records securely. All communication received from external organisations are attached or scanned into our computer system.

Who we are

GP Partners

Dr John Christopher Robert Saxton

Dr Lisa Helen Roberts

Dr Linda Smith

Dr Lewis Jardine

Practice Manager

Gina Bayliss

Nursing Team

Sheila Porter, Nurse Practitioner

Shirley Robinson Practice Nurse

Joanne Scollett Practice Nurse

Elaine Garside phlebotomist

Sharon Irwin phlebotomist

Admin team and receptionists

Debbie Casson

Heather Dobson

Sharon Irwin

Sue Aston

Helen Horne

Elaine Garside

Sarah Wilson
Lauren Wilson
Karen Waters
Leanne-Marie Cox
Amy Campbell

Attached Staff
District Nurses
Community Matron
Health Visitors
Midwives

Premises

The Premises are owned by NHS Properties and maintained by Serco. We are part of East Cleveland Hospital. The Hospital has car parking facilities and is fully compliant for disabled patients. We are currently updating internal doors to ease access for disabled patients.

Staff Accommodation

It has a total of one reception, 4 offices, one staff room, one meeting room, one filing room, a dispensary and one storage room. There are 2 staff toilets.

Patient Accommodation

The clinical space comprises of 4 consulting rooms and 3 treatment rooms. There is one waiting area and one patient toilet.

Information Technology

We consider ourselves to be paper light currently using a computerised InPS Vision clinical system (AEROS). The computer server for windows is kept off site and managed through NECS (North of England Commissioning Support). The clinical server is also kept offsite and managed through InPS Vision.

The computer terminals are networked through the practice giving staff access to shared protocols and patient records.

Patient Services

Appointments

We have a range of appointments that we offer to our patients. On average 290 face to face appointments per week. Additional to these there are also 'on the day appointments' which are used for urgent cases which cannot wait until the next pre-bookable appointment. There is general telephone triage advice available on a Monday and Tuesday led by a Nurse Practitioner.

We also have telephone consultations with patient's preferred GP and Nurses.

Clinics

Minor Surgery
Childhood immunisations
Pre-school

Travel vaccines
Diabetes
Asthma
Healthy Heart Checks
Respiratory including Asthma and Diabetes
Family Planning, including coil fit/removal and implant fit/removal
Stop Smoking
Warfarin monitoring
Shared care of specific drugs with hospital consultants
IUD and implant fitting
Dementia Screening
Care plans for those most at risk of hospital admissions

Patient communication

We have a website with the facility to send feedback to the Practice. We issue a quarterly newsletter and update information leaflets in the waiting room as often as necessary.

Complaints/Compliments

We have had 5 complaints this year, all resolved in-house. These have been discussed at Practice meetings as significant event issues to obtain learning outcomes for the team.

We have had 8 compliments about the Practice team, premises and customer care that patients received.

Training

Education has always been an important part of our Practice and are currently applying to become a training practice through the Northern Deanery

Staff communication

All GPs and Nurses meet every morning for a coffee break and to discuss any visits or referral that may need to be made.

There are also weekly lunchtime meetings to which all GPs and Nurses are invited.

We aim to meet at least yearly with all staff together to discuss how to improve the practice.

Recruitment and retention

We have lost one GP Partner due to retirement this year.

We have recruited a Practice Nurse (Joanne Scollett) a GP Partner (Dr L Jardine) and an admin apprentice (Leanne-Marie Cox).

Achievements

We reached 997/1000 Quality and Outcomes Framework points this year.

We were rated one of the lowest spending practices for referrals and prescribing within Redcar and Cleveland.

We have one of the lowest admission rates for Redcar and Cleveland.