



# Quality Awards 2017



Castle Point and Rochford CCG \* Southend CCG



Celebrating excellence in primary care  
in south east Essex

Quality Awards 2017  
Tuesday 7 November 2017

# Quality Awards 2017

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# Innovation award

## Finalists

### Castle Point and Rochford CCG

#### Dr Riz Khan, Rushbottom Lane

For being the lead for the extended care team which involved ANPs, ECP and pharmacists. Also for his role in promoting the EU GP project.

#### Dr Chavda & Team, Third Avenue

The surgery's CQC rating has improved from being in special measures to 'good' thanks to the hard work of the whole team. Innovative quality initiatives such as tip of the day, regular journal clubs and formal practice meetings ensure the team stays up to date.

#### Dr Biju Kuriakose & Dr Janaka Abeynayake, Greensward

Both have worked on enhancements for the care home service and have been praised for enthusiasm and support in which they have approached and developed the service.

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### Southend CCG

#### Highlands Surgery

Successfully promoted the Babylon Health app, resulting in patients using the app more and less GP appointments needed.

#### Queensway Surgery

iPLATO pilot successfully run. SMS messaging service sending patients reminders of their appointment details and giving them the option to cancel by SMS.



# Leadership award

## Finalists

### Castle Point and Rochford CCG

#### **Sarah Blackshaw, Third Avenue**

Receptionist with the potential to become a future practice manager. Successfully took the lead and established an online appointment booking system.

#### **Lynne McEwan, Ashingdon Medical Centre**

An ANP who goes above and beyond for all staff members whilst mentoring and helping the HCAs achieve their potential. Her door is always open for any member of staff in need of help.

#### **Dr Chavda, Third Avenue**

Provides support to all staff, nothing is too much trouble even through staff shortages and the CQC inspections. He delivers the best possible care to all patients.

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### Southend CCG

#### **Tricia Hart, Kent Elms**

Worked long hours and provided support to staff whilst ensuring that all the issues raised after the CQC visit were addressed.

#### **Dr Alex Shaw, Highlands**

Showed strong leadership in diabetes at the CCG as well as practice level and worked tirelessly to streamline services improving the quality and outcomes.

Leadership award



# Public engagement award

## Finalists

### Castle Point and Rochford CCG

#### Dr Didar & Dr Udeh, Grafton

Both are supportive and motivating locum GPs who go above and beyond. They have really embraced the practice and have become part of the team. Both doctors have also received much praise from the patients.

#### Chloe Denning, Grafton

Key player in involving patients in the diabetes prevention programme. Assisted in creating a questionnaire for practice patients with learning disabilities allowing their needs both in and out of the surgery to be ascertained.

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### Southend CCG

#### Karen Shea & Charlie Wood, Pall Mall

Receptionist and apprentice who have worked hard to improve the practice for those with dementia through liaising with the staff, making displays and a cupcake sale.

#### Tricia Hart, Kent Elms

Practice manager who worked with patients following the CQC inspection by keeping them up to date in regards to the inspection outcome and how the issues were resolved.

# Unsung hero award

## Castle Point and Rochford CCG

## Finalists

### **Karen Hayward, Audley Mills**

Receptionist who was thrown in the deep end with a CQC inspection on her first day, yet managed to handle it exceptionally well. Professional and positive at all times.

### **Julia Wallis, Grafton**

Committed and patient focused she cancelled holiday plans to support the team during a difficult time. She works hard to ensure patients with learning difficulties are engaged with the practice and always remains positive.

### **Faye Graham, Third Avenue**

The surgery's CQC rating went from being in special measures to 'good'. She worked tirelessly to implement many quality improvement initiatives.

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## Southend CCG

### **Lindsey Harrington, Pall Mall**

Prescription Clerk who goes above and beyond. Implemented an excellent social programme, and offers practical solutions to daily challenges found in the work place.

### **Dr H Siddique, Southend Medical Centre**

Mentored a district nurse without it being a requirement or having an incentive furthering her career.

### **Rebecca Cope, Dr Bekas Surgery**

Remains cool and calm when dealing with unpleasant behaviour such as swearing, abuse and shouting encountered due to the nature of the surgery.

Unsung hero award



# Using technology to improve quality award

## Finalists

### Castle Point and Rochford CCG

#### **Terry Pearce, Rushbottom Lane**

Summarises and reads codes so clinicians have all the info they need available. Developed templates for chronic disease checks pulling in blood tests and correspondence improving quality and efficiency.

#### **Julia Wallis, Grafton**

Implemented the use of SMS text messages via SystmOne, allowing patients to text in cancellations freeing up the phone lines for patients and staff.

#### **Christine Cranfield, Ashingdon Medical Centre**

Works hard to customise the contact method for each patient and takes pride in maintaining high standards. The practice remains the top of the CCG flu, smear and baby immunisations due to her IT communications.

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### Southend CCG

#### **Michael Irlam, Central Surgery**

Pro-active in the use of technology and ensured the full potential of SystmOne was reached allowing the clinical and admin team to deliver the best possible patient care.

#### **North Shoebury Practice**

Promoted patient online to their patients resulting in the practice having the highest uptake in Southend.



# People's choice award

## Castle Point and Rochford CCG

## Finalists

### **Dr Rena Ramoutar, Island Surgery**

Provides a supportive and constructive environment for her patients. Lets them know that she will be available to them, provides a more personal approach and makes a real difference to their lives.

### **Dr Ana Linacero-Gracia, Island Surgery**

Very caring and puts you at ease filling you with confidence in her treatment plans. Nothing is too much trouble for her, she doesn't pass the buck and she is empathetic throughout your time with her.

### **Dr S Mahmud, Jones Family Practice**

Aided with a patients diabetic control and went above and beyond by contacting colleagues for advice to provide the best possible management plan. Passionate about achieving the best possible outcomes for all his patients.

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## Southend CCG

### **Carol Johnson, Queensway**

Dedicated full-time cleaner who ensures the surgery is spotless. She is always on time, hard working and really part of the team.

### **Dr Jack & LD Health Check Team, Queensway**

Follows cases through, checking in whilst they are in hospital ensuring a full approach. Also opens one evening a week! The LD team achieve 100% contact with all 125 patients on the register, building a rapport, liaising with carers and ensuring all needs are met.

People's choice award

