



Quality Awards 2019



Castle Point and Rochford CCG * Southend CCG

THE NOMINATIONS



Celebrating excellence in primary care
in south east Essex

Quality Awards 2019
Tuesday 5 November 2019

Quality Awards 2019

Categories

**Excellence in
Primary Care Award**

Pages 3-4

Future NHS Award

Page 5

Care and Compassion Award

Pages 6-7

Health Equalities Award

Pages 8-9

Wellbeing at Work Award

Pages 10-11

People's choice award

Pages 12-14

**Lifetime Achievement
Award**

Pages 15-16

Excellence in Primary Care Award

Nominees

Janet Velmurugan (Valkyrie Surgery, Westcliff)

Janet visits local care homes builds relationships with elderly patients & their carers & does her best to keep them from transferring to hospital. She keeps her fellow clinicians up-to-date with patient progress.

Anthony Smith & Paul Manjaly (West Leigh PCN)

Paul & Anthony are MSK specialist physios who work for Southend Hospital, who can see patients with MSK related problems directly without a need to see the GP first. This has improved the level of care provided at first appointment. Most patients can be discharged safely, with exercise & advice, with no need for any further referral to either a GP or the hospital. The success of this service is due to the working relationships formed between these individuals & those working in our local Primary Care system. They always look to work in collaboration, are open to new and innovative ways of working, & always ensure the care of their patients is at the heart of what they do.

Diabetes Team (Third Avenue Surgery, Canvey Island)

With dedicated & co-ordinated team effort, providing excellent diabetes care inc advanced total diabetes care & insulin initiation/management in primary care, the team has achieved remission of T2 Diabetes in 1/5 of T2 diabetes patients. Out of approx. 400 patients on the Diabetes Register, there are over 80 patients who are in T2DM remission with normal HbA1c levels. This list is still growing with new patients being added to the list almost daily. Special credit goes to Kim Brewer, who runs the in-house Tier 3 Weight Management Programme. As a result, many very obese inactive Diabetic patients are now much slimmer, healthier, more active and full of life.

Dr Jamil & Louise Wells (Queensway Surgery, Southend)

Setting up the hub to give patients access to appointments at the time they need them across a number of surgeries.

Excellence in Primary Care Award

Nominees

Excellence in Primary Care Award

Dr Indra Jayaweera (Downhall Park Surgery, Rayleigh)

Recognising the workforce challenge, Dr Jayaweera volunteered her time to support a District Nurse who needed a mentor for the Independent Nurse Prescribing aspect of her Community Specialist course. This partnership is reaping rewards for both as they support each other & work together to support local patients.

Highlands Surgery Admission & Re-admission Avoidance Team (Leigh-on-Sea)

This excellent team of nurses, supported by the doctors at the surgery have consistently shown the lowest rates of admission to hospital. They work tirelessly evaluating a high risk group of identified patients at risk of admission. They are reviewed at home, on the phone at regular intervals, discharges monitored & changes made.

Frailty Team (Pall Mall Surgery, Leigh-on-Sea)

The Frailty Team review frail patients in their own homes or care homes and try and pre-empt & deal with problems promptly. Nothing is too much trouble for them and they go out of their way to help the team and our patients. Over the last year they have gone from strength to strength & do more & more for the patients. It is great to have their skills and experience in managing frail patients.



Future NHS Award

Nominees

Rebecca O'Shea (Pall Mall Surgery, Leigh-on-Sea)

Beccy is one of the super users of ImproveWell, the Quality Improvement Platform the CCG has been using to encourage quality improvement suggestions. She has submitted numerous suggestions all of which have a system wide impact and improve the quality of care patients receive. Beccy has shown great insight, forward thinking and a willingness to embrace the use of technology to improve patient outcomes across the health care system.

Valkyrie Surgery Reception Team (Leigh-on-Sea)

Trialling a new Surgery Pod (a secure, user-friendly system that allows patients to take their own measurements such as weight & blood pressure) & assisting patients with the new technology. This has helped to eliminate some unnecessary appointments & given patients the confidence to use the new equipment independently.

Practice Managers, Pall Mall and Valkyrie Surgeries (Leigh-on-Sea)

Piloting Surgery Pods - as above.

Christine Lloyd (Central Surgery, Southchurch)

This surgery has fully embraced being part of the NHS Digital pilot to process all prescriptions electronically, achieving as close to 100% as possible. The pilot results will help other practices implement the system, allowing time & money to be saved when processing prescriptions as well as giving greater flexibility for the patient.

Southend West Locality

They have embraced change & developed a wonderful system of using Emergency Nurse Practitioners to provide an acute visiting service. This has meant less work for GPs allowing them to focus on more clinic based work & GP practice issues. They provide teaching opportunities & training for prescribing & it is seen as a self sustaining solution to the crisis the NHS faces. By providing training, others will want to join & transform the area even more positively than it is now.

Care and Compassion Award

Nominees

Michelle Acton (Valkyrie Surgery, Leigh-on-Sea)

Michelle has worked at Valkyrie Surgery for 5 years & has developed an excellent relationship with patients, especially those with mental health issues. She has a delightful ability to calm patients to resolve their issues & improve their ability to manage their own healthcare.

Jill Lewis (Practice Manager, High Road Family Doctors, Benfleet)

Despite 3 power cuts resulting in cold chain disruption, CQC visit, senior nurse early reduction in hours & endless other concerns, Jill has kept calm & has good communication skills & pleasant manner with all. Above all, she has kept a very happy, caring efficient surgery despite every day stresses and strains. She has gone above her role supporting both family, practice staff & always has a open door policy to her patients & staff.

Nursing Team (Queensway Surgery, Southend)

The nurses are always happy to go above & beyond. They are caring & understanding of patients' limitations & always do their best to make every patient feel cared for & important. They are providing Saturday appointments from their own team so there is continuation of care throughout the week.

Hannah Hargrave (Dr Krishnan & Partners, Leigh-on-Sea)

Hannah is a perfect nurse, always promoting preventative healthcare & looking for new ways to improve patients' health.

Kathy Drake (Dr Krishnan & Partners, Leigh-on-Sea)

Kathy is the perfect HCA, treating patients with care, compassion & lots of laughter.

Uchenna Ukah, Clinical Pharmacist (GP Healthcare Alliance - Rayleigh locality)

For taking the time to ensure patients are well informed & empowered to take control of their health.

Care and Compassion Award

Nominees

Dr Hewa Dharmarathna & wider team (Leigh Surgery, Leigh-on-Sea)

For showing true care & compassion to patients experiencing mental health challenges. Taking the time to allay anxieties from the moment the patient enters the surgery. Dr D shows impeccable bedside manner, without judgement, making the patient feel safe & at ease.

The Admin Team (Hawkesbury Road Surgery, Canvey Island)

The whole admin team work closely together as a tight unit. They are able to cope with all that is thrown at them from patients and clinicians with patience, dignity and a caring attitude. They manage an extremely busy surgery efficiently & will always cover if a colleague is unwell & will also offer patients all the help they may need. In the Friends & Family feedback the reception staff are always mentioned & thanked for their kindness. The patient survey of 2019 gave the reception staff a rating of 96% for being helpful.

Dr Alex Shaw (Highlands Surgery, Leigh-on-Sea)

The surgery had, like most, long waits for appointments & with staff shortages in the NHS, demand was taking its toll on all staff. He worked on creating a system of better access for patients but also better quality of life for the staff. District Nurse morale has increased profoundly. The system has improved patient satisfaction & allowed development of staff. It has meant embracing change & seeing more time available for the most vulnerable.

Dr Zoey Keeble (Audley Mills Surgery, Rayleigh)

Always goes the extra mile for her patients. The compassion & care she shows her patients is an example to all. Nothing is ever too much trouble. Always giving 10/10 care.

Oaklands Surgery (Canvey Island)

Staff have taken a special interest in becoming Dementia friendly - 2 staff taking special training to help Dementia patients & their families.

Health Equalities Award

Nominees

Dr Sarah Zaidi (Eastwood Group Practice, Leigh-on-Sea)

Sarah was one of the first GPs in Southend to align with the Enhanced Care Home scheme & happily took on more homes as her capacity grew. The service provided has always been resident focused & built on strong collaborative relationships with the care homes. She is required to visit the homes once per week, yet Sarah provides two weekly visits to one of her homes as she feels the patients need more support & care due to higher health needs. She also continues to be a strong system voice in highlighting the importance of geriatric care & the need for strong & supported care homes to look after our frail & elderly population.

Allyson McKinnon (West Road Surgery, Leigh-on-Sea)

Allyson is dedicated to health promotion & has a real passion for improving patients' well-being through championing quit smoking, NHS health checks and pre-diabetes referrals. Last year the surgery was the 2nd highest surgery setting 120 quit dates and 61 quitters (51%). The local Smoking Cessation Team says we are "punching above our weight re capitation" & Allyson is "integral to the success". For 2018/19 the surgery achieved 407 health checks against a target of 338. The Southend Borough Council team said "in terms of NHS health check uptake vs practice population, Ally was the most efficient in Southend last year". Again the surgery is currently the highest referrer in Southend for the NHS Diabetic Prevention Programme (NDPP) with 142 referrals to date.

Health Equalities Award

Nominees

Jeanette Lear, LD Champion, (Queensway Surgery, Southend)

As the Learning Disability (LD) champion, Jeanette has worked incredibly hard to improve the uptake of LD health checks. She works closely with patients & carers to ensure reasonable adjustments can be made in order to remove barriers which may prevent people from turning up to their appointments. She has put systems & processes in place to make things run as smoothly as possible and does her best to make every LD patient feel as comfortable as possible when visiting the surgery for their health check.

Dr Taz Syed (Pall Mall Surgery & Southend CCG)

For his work around learning disabilities, learning disability checks & general all round promotion of helping those who are disadvantaged in some way. Dr Syed really cares about making sure these groups of patients get the care they deserve & is passionate about making it happen.

Wellbeing at Work Award

Nominees

Prescribing Team (Valkyrie Surgery, Westcliff)

The team provide patient information & guidance on ordering medication directly with the surgery, developing good patient - prescribing team relationships. They assess patients in need and assist them in obtaining medication and healthcare. Pharmacies have reported a reduction in their workload and there has been a reduction in queries raised with the surgery.

Katie Baker (Highlands Surgery, Leigh-on-Sea)

A breath of fresh air as a practice manager. Coming from a non-medical business background she has come in & looked at the staff & issues & created better team structures, consistent uniform approach with dress so there is no discrimination. Improved meetings & support so reception & administration teams have opportunities to help the practice, share ideas & feel more supported than ever before. Such a lovely environment & group of staff thanks to Katie. The staff now have opportunities to grow & develop & train if they so choose.

Dr Chana (Dr Khan & Partners, Rushbottom Lane, Benfleet)

Leading by example to build a practice parkrun team to encourage staff wellbeing & a practice ethos that supports patients to look after themselves & support the wider community (volunteering at parkrun).

Karen Hayward, Head Receptionist (Audley Mills Surgery, Rayleigh)

Having only recently joined the team & working across other practices, I found Karen really supportive. She made me feel really welcome.



Wellbeing at Work Award

Nominees

Dr Janaka Abeynayake (Greensward Surgery, Hockley)

I recently started at the surgery in a new role & I've been overwhelmed by the level of support offered by Dr Janaka. It's clear that he has helped to foster a very supportive culture where all roles are recognised & respected. I've already learnt so much with him as my mentor. I feel that he deserves some recognition for all his kindness & commitment.

Esther Henderson (Dr Krishnan & Partners, Leigh-on-Sea)

Esther is a dedicated member of the team, keeping us organised, training our new receptionists & always ready to step in & help.

Queensway Eco Warriors (Queensway Surgery, Southend)

The group is focused on broad environmental issues which affect all those working at & patients at Queensway. It is driven by awareness of global processes which affect the health & well being of mankind. We are encouraging use of sustainable materials where possible, recycling, awareness of energy use & reducing our carbon footprint by installing bicycle racks etc.

Pall Mall Surgery (Leigh-on-Sea)

Introduction of Emergency Care Practitioners, practice pharmacists & triage system has resulted in a change for the GPs at the Pall Mall Surgery. This has helped redistribute workloads from the GPs & resulted in less stress on the GPs who previously undertook all the home visits, prescription queries etc. This has had a positive impact on GP workloads. Also introducing a triage system for emergency requests has resulted in less face-to-face demand for emergency appointments.

Wellbeing at Work Award



People's Choice Award

Nominees

People's Choice Award

- All receptionists at Dr Malik's Surgery (Kent Elms Health Centre, Leigh-on-Sea)
- All reception staff (Downhall Park Surgery, Rayleigh)
- All reception staff (Eastwood Group Practice, Kent Elms Health Centre, Leigh-on-Sea)
- All reception staff (Hawkesbury Road Surgery, Canvey Island)
- All reception & admin staff (Pall Mall Surgery, Leigh-on-Sea)
- All reception staff (Southend Medical Centre)
- All staff (Ashingdon Medical Centre)
- All staff (Dr Chaudhury, Canvey Island)
- All staff (Greensward Surgery, Hockley)
- All staff (Island Surgery, Canvey Island)
- All staff (Dr Malik's Surgery, Leigh-on-Sea)
- All staff (Riverside Medical Centre, Hullbridge)
- All medical staff (Pall Mall Surgery, Leigh-on-Sea)
- Caroline, Keira, Shannon & Samantha (Grafton Surgery, Canvey Island)
- Dr Godwin Adegbite (Oaklands Surgery, Canvey Island)
- Robert Baille (PPG member, High Rd Family Doctors, Benfleet)
- Dr Rachel Baqai (The Island Surgery, Canvey Island)
- Dr Beegoo (Puzey Practice, Rochford)
- Julie Borton (Oaklands Surgery, Canvey Island)
- Adele Burley (Downhall Park Surgery, Rayleigh)
- Katrina Cater (Hawkesbury Road Surgery, Canvey Island)
- Val Carter (The Island Surgery, Canvey Island)
- Alison Castile (The Island Surgery, Canvey Island)

People's Choice Award

Nominees

- Dr Sanjit Chana (Rushbottom Lane, Benfleet)
- Dr Chaudhury & receptionists (Canvey Island)
- Dr Sylvia Connor (Riverside Medical Centre, Hullbridge)
- April Dawson (Ashingdon Medical Centre)
- Caroline Dove (Grafton Surgery, Canvey Island)
- Kathleen Drake (Dr Krishnan & Partners, Leigh-on-Sea)
- Louise Edwards (Riverside Medical Centre, Hullbridge)
- Clare Gage (Riverside Medical Centre, Hullbridge)
- Wendy Gibson (Downhall Park Surgery, Rayleigh)
- Dr Ana Goncalves (Rushbottom Lane, Benfleet)
- Dr Beverley Hart (Puzey Practice, Rochford)
- Emma Hodder (Ashingdon Medical Centre)
- Dr Brian Houston (Highlands Surgery, Leigh-on-Sea)
- Dr George Jayatilaka (Leigh Surgery)
- Dr Indra Jayaweera (Downhall Park Surgery, Rayleigh)
- Dr Zoey Keeble (Audley Mills Surgery, Rayleigh)
- Jeanette Lear (Queensway Surgery, Southend)
- Lesley (Dr Malik's Surgery, Leigh-on-Sea)
- Dr Ana Linacero-Garcia (The Island Surgery, Canvey Island)
- Chris Lloyd (Central Surgery, Southchurch)
- Dr Peter Long (Rushbottom Lane, Benfleet)
- Dr Parveen Masud (Rushbottom Lane, Benfleet)
- Maureen (Receptionist at Valkyrie Surgery, Westcliff)
- Lynne McEwan (Ashingdon Medical Centre)
- Sriyani Mellon (Valkyrie Surgery, Westcliff)
- Dr Sadik Merali (Ashingdon Medical Centre)
- Angela Morris (Audley Mills Surgery, Rayleigh)
- Sally Mullin (Valkyrie Surgery, Westcliff)
- Dr Lionel Nagle (Pall Mall Surgery, Leigh-on-Sea)
- Dr Deepak Nanda (Puzey Practice, Rochford)

People's Choice Award



People's Choice Award

Nominees

- Breeda Neaves (The Island Surgery, Canvey Island)
- Alison Norris (Riverside Medical Centre, Hullbridge)
- Dr Olusegun Omosini (The Hollies Surgery, Hadleigh)
- Courtney Overton (Church View Surgery, Rayleigh)
- Dr Javier Palacin (Shoebury Health Centre)
- Dr Lucy Panthagani (Third Avenue Surgery, Canvey Island)
- Terry Pearce (Rushbottom Lane, Benfleet)
- Dr Rena Ramoutar (The Island Surgery, Canvey Island)
- Dr Jonathan Rouse (Riverside Medical Centre, Hullbridge)
- Miranda Rumble (Essex Way Surgery, Benfleet)
- Dr Anil Sagar (The Practice Leecon Way, Rochford)
- Debbie Sanchez (Dr Chaudhury, Canvey Island)
- Dee Sarchet (Puzey Practice, Rochford)
- Dr Lucy Saville (Audley Mills Surgery, Rayleigh)
- Dr Alex Shaw (Highlands Surgery, Leigh-on-Sea)
- Sasna Shoffiuzzaman (Oaklands Surgery, Canvey Island)
- Megan Shrimplin (Ashingdon Medical Centre)
- Shannon Smith (Grafton Surgery - Ashingdon)
- Steven Swindell (Audley Mills Surgery, Rayleigh)
- Dr Taz Syed (Pall Mall Surgery, Leigh-on-Sea)
- Debbie Tebbs (Pall Mall Surgery, Leigh-on-Sea)
- Juliet Thomas (Dr Krishnan & Partners, Leigh-on-Sea)
- Dr Rebecca Turner (Rushbottom Lane, Benfleet)
- Dr Luke Whiting (Audley Mills Surgery, Rayleigh)
- Dr Lisa Wren (Riverside Medical Centre, Hullbridge)

Lifetime Achievement Award

Dr Michael Jack (Queensway Surgery, Southend)

A much loved & respected GP with a great sense of humour. Dr Jack always puts the health & welfare of patients first. He is still enthusiastic about the surgery & is constantly working to improve conditions for staff & patients alike.

Dr Javed Ghauri (Hawkesbury Road Surgery, Canvey Island)

Dr Javed Ghauri received several nominations for this award for his 46 years of dedicated service to the NHS. He came to the UK in 1971 from Pakistan with his wife & young family working as a surgical registrar to then complete FRCS. Realising that long hours in an operating theatre was not conducive to having a good family life with his then young family, he was offered a position to join The Surgery in 1974. Dr Ghauri became senior partner at the age of 34. During his years as a GP, he has been a stalwart to the people of Canvey Island over the years & amongst the elderly population who can remember him starting here at the surgery. He is regarded as a local treasure & somewhat of an institution in his own right and patients refer to the surgery as Dr Ghauri's surgery.

Janice Palmer (Greensward Surgery, Hockley)

Janice has been working as a registered nurse for 40 years this year & has spent most of her career at Greensward Surgery. She has seen families grow & move on & has provided ongoing care & continuity. It would be lovely to be able to recognise her commitment & contribution to the service with this award.

Dr George Jayatilaka (The Leigh Surgery, Leigh-on-Sea)

Dr Jayatilaka is a model clinical professional that listens and cares. A fantastic GP, kind and compassionate and always willing to go the extra mile to deliver quality of care.

Lifetime Achievement Award



Lifetime Achievement Award

Dr Rupert Halliday (Valkyrie Surgery, Westcliff)

Dr Halliday has been committed to providing high quality care in a Primary Care setting for the last 36 years. He has provided the then PCT with support & inspiration & was pivotal in the start up of Southend CCG. He has trained & guided young registrars through the GP training scheme offering a wealth of experience. In 2009 he became the Medical Director at the PCT, but still offered support & good quality care for patients registered at his beloved Valkyrie Surgery. The staff & patients have appreciated his continued support & feel that the Lifetime Achievement Award would be most appropriate following his retirement from the Valkyrie Surgery Partnership & continual commitment to the Valkyrie patients.

Dr Deepak Nanda (The Puzey Family Practice, Rochford)

Dr Nanda always makes you feel you really matter and that you are in control of your health issues. Your points of view are valued and you are involved in

every decision about your health getting the time you need. A super warm and friendly GP who always makes you feel you are in safe hands and one of best GPs you will find anywhere in the country!

Dr Sankarakumaran Sathanandan (Dr Sathanandan's Practice, Leigh-on-Sea)

Dr Sathanandan is a fantastic example of a GP who certainly brings a smile to patients' faces day in, day out. He is empathetic to their needs and is a kind man who has dedicated his career to helping others.

Dr Indra Jayaweera (Downhall Park Surgery, Rayleigh)

Dr Jayaweera was described as an incredibly supportive and puts huge effort into ensuring that patient needs are met and exceeded. Dr Jayaweera seeks neither credit nor recognition and her role is absolutely vital to the delivery of safe and high quality care in the practice.