



Providing NHS services



Whittlesey Town Council Meeting

Update from New Queen Street and Stanground Surgeries

About our team:



Dr Dan Dhanushan is the practice's Non-Executive Director (Lead GP) representing New Queen Street and Stanground's interests across the wider Lakeside Partnership. He is one of the eight GP Partners at the practice.



Lyndsay Cocks is our Practice Manager. She joined in March 2024 and has extensive Primary Care experience.



Jessica Bawden, Chief Executive, has spent 17 years in the NHS including the Primary Care sector. She is committed to driving improvement, tracking data and meeting stakeholders and colleagues to improve services.



New Queen Street and Stanground:

Operating 08:00 – 18:00 - Monday to Friday with Extended Hours Access available at Peterborough GP Hub.

Our workforce:

GPs: 8 GP Partners

Clinical Team: 2 Emergency Care Practitioners (including 1 from Primary Care Network), 6 nurses including 4 triage nurses and 6 HCAs who work across both sites.

Pharmacy Team: 3 Primary Care Network Pharmacists, 1 PCN Pharmacy Technician, 2 Further Pharmacy Technicians.

Health and Wellbeing Team

Patient Services and Administrative Team

Practice Management Team

Overview of the year:

- Ongoing **recruitment and retention**, including the appointment of new GP Partners, a new Practice Manager and new Management Team.
- We are delivering **Covid and flu vaccination clinics** on Saturdays 5, 12 and 19 October from 8.30am to 2pm with more dates being added according to demand.
- **Patient Survey:** Lakeside's recent patient survey, which ran in March 2024, gave patients the opportunity to respond to many aspects of our service. More than 600 patients responded. We read all the feedback comments and formulated an action plan in response.
- **Range of team members**, equipped to help every demographic in our community, including the elderly, housebound, care home residents, or those who need support with social problems, isolation or mental health issues.
- **Ongoing and constructive relationship with stakeholders** including the Patient Participation Group.
- **Patient-focused initiatives**, including Anima online platform, health kiosk and website upgrade.

Recognising our staff

We are lucky to have hugely experienced and long serving staff and our staff turnover is below the UK average. Many, like Jeanette (left) have been with us for decades and have devoted their working lives to the NHS and healthcare. Quite simply, we owe our colleagues a huge debt of gratitude for their dedication. Without them we wouldn't be able to operate. We have a long service award scheme, plus a staff survey and 'Voice' forum.



Meet our team of GP Partners:



Providing NHS services

We have a friendly team of doctors who, due to their commitment as Partners, play a full and active role in the running of New Queen Street and Stanground surgeries. The majority have been with us for many years and will be familiar to many of our patients.



Dr Dan Dhanushan



Dr Paula Spellar



Dr Deepali Prakash



Dr Katie Scott



Dr Ajay Patel



Dr Rebecca Garrett



Dr Luke Eschle



Dr Prithvi Boyinapalli

Our management team:



Lyndsay Cocks
Practice Manager:

Lyndsay has worked in healthcare for her entire career at all levels of a practice. She was in Operations and Compliance before moving to her current job.



Emily Roberts
Management Support

Emily joined us in 2013. She has a great deal of knowledge and experience and enjoys the variety of her role where 'every day is busy and different.'



Becky Hill
Patient Services Manager

Rebecca has worked here for 16 years. She started at Reception and is now Patient Services Manager Associate, working closely with Lyndsay and Emily.

Helping you to get in touch:



**There are four ways
to get in touch with us**

Go to our website and use Anima or Systmonline, call us or visit us at the surgery.

Choose the option that's right for you to tell us what's going on, then we'll get back to you with the help you need.

For more information, scan the QR Code or visit our website: thenewqueenstreetsurgery.co.uk

[@LakesideQueenStreetSurg](#)



We know that some patients worry about getting in touch. They think that they need to go online to contact us. That isn't necessary.

Anima and SystmOnline are both quick and convenient ways of getting in touch online and many patients like to use them.

If you don't want to (or can't) go online, then please visit in person or call. If your issue is not urgent then please call after 8am to 10am when our lines are at their busiest. We also have a call back facility so that instead of waiting your call position will be held and we will call you back when you reach the top of the queue.

We are producing posters and leaflets to make clear all the ways you can get in touch.

The right help at the right time:



Care navigation is a way of making sure you get the help you need. That is why our care navigators (who answer the phones or greet you in reception) will ask specific questions so we can deal with your issue in the best way.

However you get in touch your case will be reviewed.

You could be:

- Directed to a local pharmacy
- Directed to another service – eg 111 or an urgent care centre
- Directed to a specialist member of our team (eg physio)
- Offered a non urgent appointment for up to a fortnight ahead
- Given an on the day telephone consultation
- Given an on-the-day face to face appointment



Appointment spotlight

July 2024

What's been going on at New Queen Street and Stanground Surgeries in the last month.


19,397

Total number of patients


559.51

Total number of appointments per 1000 patients

10,694

Total number of appointments booked*

467

NHS national average per 1000 patients

5203

Appointments booked for the same day


7,171

Telephone calls answered


8 minutes
3 seconds

Average wait time


6,193

Face to face appointments


2,966

Telephone appointments


321

Appointments not attended


856

Anima questionnaires received

*Includes home visits and other contacts

Tracking our data:

Each month Lakeside produces a 'Balanced Scorecard' of data for all our practices. This allows the management team to track trends and compare how New Queen Street and Stanground performs, over time and against other practices.

This gives us key areas to focus on, and allows us to see where initiatives, such as the introduction of Anima, a callback system, or introducing pre-bookable appointments, can make the biggest difference. What works well at one site could be shared with others.

We have started sharing this data on our Facebook pages so patients can see our monthly workload. We consistently offer appointments at a level above the national average.

Patient Surveys – you said, we did:

Your views are important to us and so we run an annual survey alongside the National GP Survey.

Each year we look at the data, read all comments submitted and Implement actions in response.

NEW QUEEN STREET & STANGROUND PATIENT SURVEY 2024

Key data and comparison with 2023 results

Group overview of 2024

The survey focused many of the questions posed in the National GP Survey but also had two new focus on respondents could give more details if they wished. Nearly 5,000 patients told us why they didn't find it easy to connect or why nearly 4,000 gave additional details that they wanted us to know.

The 2024 survey ran for four weeks in March and received 6,074 responses, a significant increase on 2023's total of 1,171. The proportion of responses followed the same trend as last year, albeit with increased response from patients at Broom's Barnside, New Queen Street and Stanground and St Neots.



We promoted our own Lakeside survey on our websites, Facebook pages and in the surgery. Unlike the National GP survey, which is sent to a relatively small and randomised sample of patients, any patient registered at New Queen Street and Stanground could take part in our Lakeside survey. The uptake has risen significantly.

Lakeside Survey 2023 : 137 responses
Lakeside Survey 2024: 607 responses

National GP Survey 2023: 132 responses
National GP Survey 2024: 114 responses

The main issues were around access, telephone wait times and a shortage of appointments, all of which are common challenges in Primary Care.

Patient Surveys – our response:

As a result of 2023's survey we:

- **Introduced pre-bookable phone consultation slots.**
- **Implemented a callback system** to avoid patients waiting on the telephone.
- **Introduced pre-bookable GP appointments** via reception up to two weeks in advance.
- **Follow up appointments** can be also booked by our GPs to ensure continuity of care.
- **Continued to recruit staff** plus focus on wellbeing to enhance retention and become an employer of choice.

As a result of 2024's survey we are:

- **Supporting our patient services team** with additional training
- **Reviewing the way we use the Anima triage model** at reception, and emphasising that patients do not only need to contact us online, they can walk in and call as before.
- **Increasing GP capacity with additional telephone appointments** with a view to converting these to face to face
- **Reallocating working patterns** to free up more GP availability in Stanground
- Ensuring there is as much **clinical and administrative capacity** as possible at Stanground.
- **Adding capacity** to our pharmacy team
- **Allocating more staff** to answering calls at the busiest times



Here's some patient feedback:

Providing NHS services

Spoke to a lovely receptionist regarding my little boy and was able to get me a doctor's appointment quickly and the doctor was also lovely.

My little boy was issued antibiotics and I'm very grateful, Thank you.

Dr Prakash was very helpful answering my questions and offering an alternative to one of my medications. She also said to call if I have any problems or need to speak with her about my condition. This made me feel much happier and I feel I am being well looked after.

Once again my experiences were positive .Reception staff, pharmacy staff ... doctors all exceptional. I felt listened to, wasn't made to feel rushed. I left feeling confident I was in the best hands. Thank you 🍷

I didn't require a face to face appointment today as my issue could be dealt with over the phone. I had a really helpful conversation with Dr Prakash, she listened to me and was able to offer advice and arranged for what I required ... Thank you!

Dr Dhanushan at the New Queen Street surgery was outstanding. He was helpful, professional, and kind. I didn't feel rushed. He really listened what I had to say and helped me with the presenting issue. I am very grateful. Thank you.

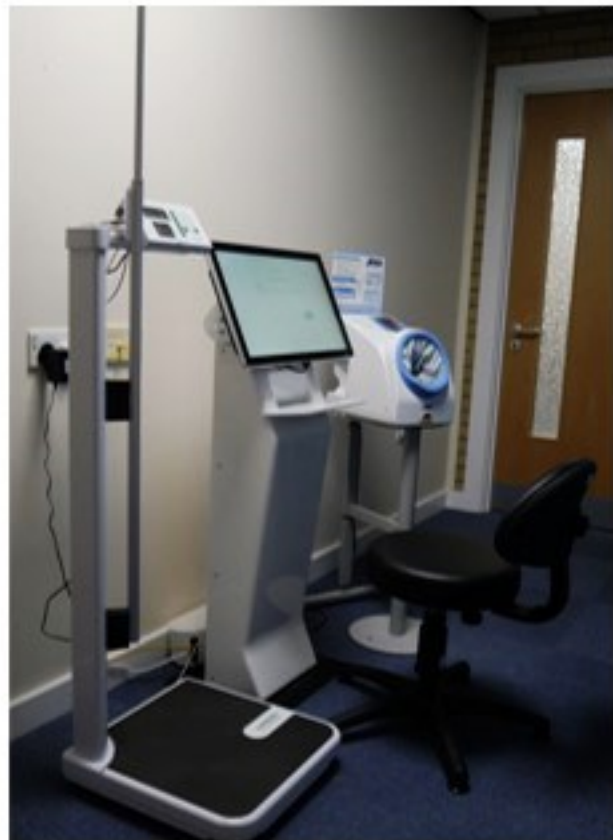
Zainab from the pharmacy at the doctors called - she was really helpful, kind and understanding and got my medication switched quickly. So grateful for her help today.

Phoned surgery at 8am. Receptionist very helpful . Doctor rang back at 8.20. Seen by surgery at 8.50. Follow up appointment booked. Excellent care from start to finish.

'I had to have a diabetic assessment and the lady I saw was professional, friendly and helpful. Her assessment took no time at all.'



Introducing our new 'Health Kiosks'



We have recently installed dedicated 'health kiosks' to enable patients to check your blood pressure, weight and other key metrics.

These are in a private room near reception at New Queen Street Surgery and in reception at Stanground.

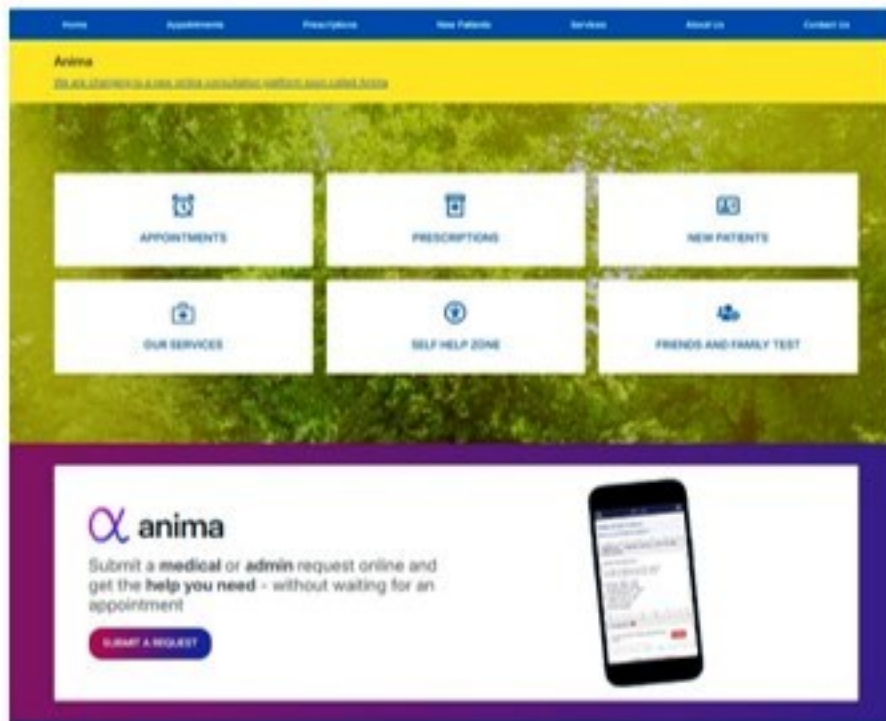
Next time you are in the surgery please take a look and try it out. There is no need to book. If the room and equipment are free then just get started. All of your data is recorded and uploaded to your patient record.

Using the health kiosk saves on clinical time, has alerts for any irregularities and allows us to customise your care pathway and treatment.

We have created a step by step video showing patients how to use it.



Updating our website



We are updating our website to be more user friendly and easier to navigate, ensuring that you can find all the information you need at the touch of a button.

We will liaise the Patient Participation Group during its development, and it will be built to a template that is considered 'best practice' for NHS GP surgeries.

We have expanded our communications team this year and have a growing focus on local news and events.

Please follow our Facebook page 'Lakeside Healthcare New Queen Street & Stanground Surgeries' to get our latest news and updates.

Our communications officers, Marie and Caroline, can be contacted by emailing:

northantsicb.LakesideComms@nhs.net

Your questions answered:

What is the current GP/patient ratio?:

We have an approximate ratio of 2,500 patients per doctor, but in common with General Practice our workforce is diverse and we now have more prescribing pharmacists, nurses and other healthcare professionals, each of whom works to their specialisms to support the GP team overall and make the most of workforce capacity.

What is being done to address the CQC ratings?

An action plan was developed and has been completed and there is ongoing monitoring of that plan.

How many patients are being seen by GPs or nurse practitioners a day for acute medical concerns through the triage system? There is a standard way that NHS Digital records consultations and GP appointments are published nationally. We publish our appointment data on our posters in reception areas and on social media. Nurse practitioner data isn't collected or published in the same way.

Your questions answered:

- **What is being done to improve accessibility in booking appointments as the Anima system is not user friendly for everyone?** A series of six sessions were held at Whittlesey Library to help patients log on and show them how the system worked. These were advertised in the practice, on our website and through our Facebook page. Anima is open from 7am for people who work traditional hours. We also offer pre-bookable appointments and offer a callback option if people don't want to wait in a telephone queue. We have also advertised the different ways in which people can get in touch.
- **What is being done in regard to the education of symptoms of critical conditions?** Patient education is very important when dealing with long term conditions and is part of consultations with people with newly diagnosed long term conditions such as diabetes.
- **What procedures are in place to identify veterans?** Patients are asked when they register and we record that on their record and work with them to meet their needs. We have applied to be a Veteran Friendly Practice, though this is also dependent on CQC ratings.

Your questions answered:

- **How many patients are ex-service (and their dependants)?** 60
- **How much funding from NHS England and the Government does Lakeside receive for the Whittlesey surgery?** The GMS contract is £107 per patient.
- **How can patients access a Care Coordinator?** All patients can access a care coordinator if appropriate for their treatment. A breakdown of the number of appointments over the last 12 months is set out below

Health and Wellbeing Coaches	1471
Care coordinators	1795
Social Prescribing Link Workers	1045
- **Many devices were donated to children during lockdown for those without IT support. Could some be transferred to patients to make appointments and obtain treatment?** Patients can access appointments in a variety of ways. The local authority would have been the organisation that provided equipment to schools.

Training and development:

We are proud to be involved in training and currently have one Registrar and one doctor in their Foundation Year 2.



Pictured (left) are two previous Cambridge students Eilis and Max.

Eilis said: 'We probably will end up becoming GPs as we both really like it. This placement in particular has solidified that. It has been a lovely environment and we have had great teaching from the doctors here.'

Max said: 'Our main supervisor was Dr Patel and he is a great doctor and educator. NQS is a fantastic practice and everyone is lovely.'



Left are our nurses, Emily and Ann, who, along with their colleague Sue, passed their prescribing course, which enables them to prescribe a range of medicines within their scope of practice. They have also been supported by our GPs, who acted as their mentors and supervisors.

Stakeholder engagement:

Patient Participation Groups are a way for any patient registered at our practices to liaise with our team, learn more about how our practice works, why we do things and what our plans are to develop and improve. The PPG represents the views of patients and brings up issues for discussion or resolution. They set their own agenda and activities. Lakeside's Chair, Jess Bawden, meets regularly with PPG Chairs and their deputies or nominated representatives.



We work closely with the Integrated Care System to ensure we update them on our improvement programme.



We liaise with the Care Quality Commission on any issues arising.

We take all feedback seriously and try to engage with and respond to patients and stakeholders as much as possible. We also have a formal complaints process if people feel they have an urgent issue that cannot be addressed in another way.