

A Day in the Life of Church Street Practice...



.....or

101 things you didn't know about Church Street Practice



A booklet for patients

*Free to patients - please take a copy and pass it on or
return to the surgery*

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Cover Picture: Lucy Hannon

From the Editor....

I have been overwhelmed by the many things that I have learnt about Church Street Practice. All the PIG team have been astounded by the breadth of work that goes on behind the scenes. In this booklet I hope to share that insight and understanding of the practice. It leads me to pose the question: "Is Church Street a normal practice?"

PIG are always invited to attend the monthly practice meetings to give a patient's perspective. It was with some trepidation that I broached the idea that PIG wanted to record what staff members did over the course of a single day. This was going to be no easy task. I wanted them to keep diaries and record what they did on a particular day, who they saw, why they had to do things and at the same time note what a typical day was. I couldn't have been more excited by how enthusiastically the idea was received. Within days I had fourteen volunteers willing to take time to record all they did and this booklet is the result.

On behalf of the PIG committee I would like to give a **huge** vote of thanks to the practice staff who took part in this project. They cannot be named in order to protect the confidentiality of the patients. However we know who you are, and are indebted to you for making this project possible. I believe you have found this a worthwhile exercise. I hope and trust that the morale of the staff will be boosted as we recognise just what an outstanding job they are all doing for us, the patients.

I would like to thank the members of PIG who have been involved with this mammoth project. In no particular order: Jeanne Felmingham, Joyce Coombs, Christine Lisi, Jean Sutherland, Michael Eden and May Paul.

Finally, I hope you, as a patient of Church Street practice, as a patient of another practice or as a staff member enjoy reading this booklet.

Sue Hannon

PIG Committee

January 2009

Introduction

In the current climate, with so many changes required of the practice by the PCT and government, the PIG committee thought it would be interesting if we could show just what the practice does for its patients and how the staff work as a team to carry out all their duties. In producing this booklet, PIG were privileged to be given access to staff on a single day following exactly what was going on, who was interacting with whom, how many patients were seen, which things were routine and those which were not. We feel that we have produced an interesting insight into what happens 'behind the scenes' in a modern health service practice.

To our knowledge this has never been done before. People have followed a single staff member but this booklet goes much further than that as it shows how all the individuals (those working directly with patients and those whom we, as patients, don't see) work together for the benefit of the patients.

All names of patients and staff have been removed in order to protect patient confidentiality. However, we asked for gender and age as this would help describe the patient without revealing their identity. On the chosen day, 131 patients were seen by doctors, 35 telephone consultations carried out and 13 home visits made. This does not count the hundreds of prescriptions written, telephone calls answered and referral notes copied and so on.

One of the things that has impressed PIG is the spirit of camaraderie and friendship shown by staff within the practice. This spills into their free time when they take part in activities in the community. Indeed, at the practice meeting we attended, when staff heard that the local guides had volunteered to litter pick in the grounds of the Health Centre so some of them volunteered to go along and help out. A large number of the staff recently took part in The Race for Life in Newbury. All the staff we spoke with seemed to enjoy working at Church Street. This comes across to patients in the approachable and friendly way the practice is organised.

How to read this booklet

PIG have produced 'A Day in The Life of Church Street Practice or 101 things you didn't know about the practice' instead of the Autumn 2008 newsletter. We felt that the amount of information given warranted a 'special edition'. The document is downloadable from our web site: <http://www.churchstreetpig.org.uk/index.html>.

In order to put the large volume of information across we have laid it out in the following way. A personal view from the editor and introduction are followed by the accounts of the individual staff members. We have edited their accounts and each account is slightly different and hopefully will stand alone. At the end of the booklet is an appendix which includes some statistics and a list of clinics run at the practice.

Appendix

The numbers of patients seen on the day surveyed is given in the Table 1. There were 4.25 doctors available in the morning surgery (one had a personal commitment and so only did a short surgery) and 5 available in the afternoon. There were 4 nurses working in the morning and 2 in the afternoon. The nurse we followed in the morning was running a diabetic clinic which meant appointments were longer. The district nurse made 8 visits to patients in their homes.

For comparison, the number of patients seen in an average week in October are given in Table 2.

Table 1: *Number of patients seen on the day*

Day of survey			
	Doctors	Nurses	Total
Patients seen in surgery	131	93	224
Telephone consultations	35	6	41
Home visits	13		13
Patients did not attend	2	4	6
Total	181	103	284

Table 2: *Number of patients seen in an average week in October*

An average week in October			
	Doctors	Nurses	Total
Patients seen in surgery	688	365	1053
Telephone consultations	232	32	264
Home visits	52		52
Patients did not attend	17	19	36
Total	989	416	1405

There are 12,456 patients on the books.

48 members of staff work at the practice, some full-time and some part-time.

The GP specialities range from dermatology and skin problems, cancer and palliative care, diabetes, eyes, general medicine, young people, women's health and sexual health. The practice is also a GP Training practice.

Clinics run by the practice: diabetic, antenatal, audiology (hearing). Two doctors run two sessions a week to carry out minor surgery.

There are several regular visitors to the practice including a counsellor, a psychologist, a MIND PC mental health worker who carries out low level self help using computerised CBT - Cognitive Behavioural Therapy and the Carer's Centre to provide help and support for carers and the cleaners come to clean every evening at six.

Finally, there is a wealth of information on the Church Street web site: <http://www.wantagechurchstreet.co.uk/>