



## PRACTICE PROFILE

**NEW ROAD SURGERY  
166 NEW ROAD  
CROXLEY GREEN  
RICKMANSWORTH  
HERTFORDSHIRE  
WD3 3HD**

## The practice area

The practice is based centrally in the “village” of Croxley Green, midway between Watford and Rickmansworth. Historically the area developed around the paper and print industries, (hence “Croxley Script”) but these have now all but died out. A significant number of patients still work locally, but many commute into London by train. Recent years have seen several new housing developments.

The area is generally fairly prosperous. The social class mix is predominantly middle class owner-occupiers with a small proportion of council housing. We see a lot of young families as well as our share of the elderly population, and there is a small but increasing element of ethnic diversity.

The practice draws most of its patients from Croxley Green, but the area also extends into West Watford, Rickmansworth and into the villages of Sarratt and Chipperfield and the surrounding countryside. About 10% of our patients live in rural areas.

The area is mostly just inside the M25 and close to the M1 and M40 as well as having fast convenient rail links to London, the North, and more recently the South Coast. The Grand Union Canal offers a more gentle way into London or the Midlands! We have some good schools locally, both public and private. Leisure facilities are excellent, being near open countryside but also having all the facilities of a large town, including swimming pools, theatre, water sports and golf courses. The Harlequin shopping centre in Watford attracts people from miles around.

## Partners

**Nigel Corp** MA MB BChir MRCP. Qualified in 1977 (Cambridge/London).

Nigel joined the practice in March 1982 and is a full time partner. He has been a trainer for many years, though decided to stop training in 2005. He is an appraiser; QOF assessor and the practice lead on diabetes. Nigel gained a distinction in the Dermatology diploma based at Cardiff University this year.

**Claire Chesworth** MB BS DCH DFFP MRCGP. Qualified in 1988 (London).

Claire joined the practice in December 1994 and was a full time partner for six years and a clinical assistant at the local dermatology department until having a family. She now works 3 days a week and is a trainer.

## Kevin Barrett

Kevin joined the practice in September 2002, having been a registrar at the surgery. He is the lead partner for the branch surgery and clinical governance. Kevin represents the practice in the local PBC group.

**Claire Jenkins** MBBS MRCP

Clare joined the practice as a partner in October 2004. She works 2 days a week in the practice. She had already been in the practice as a registrar and clinical assistant for 3 and half years. Clare is an associate trainer

## Salaried doctors

**Helen Rae** MB BS DRCOG MRCGP. Qualified in 1989 (London).

Helen joined the practice (after completing her training here) in September 1993 and worked as a full time then half time partner for nine years. She then joined the retainer scheme to enable her to spend more time with her three young boys and then became a salaried GP. Helen is an associate trainer.

**Suzi Farago** MB BS MRCGP. Qualified in 1984 (Newcastle).

Suzi joined the practice in July 1996 after completing her training here.

## **Practice Manager**

**Melanie Collins;** Amspar Certificate in Practice Management 2012

Melanie became Practice Manager in September 2011 after working in the practice since 2006, starting as a Receptionist. She progressed to Reception manager and then Patient Services Manager in 2010. Her background, prior to taking a 7 year career break in 1997 was in Banking and Human Resources.

## **Reception Manager**

**Paula Dean**

Paula is responsible for Patient Service and the overall running of reception she also supports Melanie in her management role. She worked as part of the reception team prior to this post.

## **IT and QOF Administrator**

**Catherine Garibaldi**

Cath acts as a support to Melanie looking after the clinical governance income received from QOF and in addition LES, Des and NES income. She is also responsible for the IT in the practice.

## **The practice organisation**

The main building of the practice is in Croxley Green. We also have a small dispensing branch surgery in the village of Sarratt, three miles away. This serves about 10% of our practice population and has a small dispensary.

The Croxley Green practice premises have developed significantly since the practice was first on the site in 1972, but ideally we would develop them further to offer more services to patients.

We have recently been identified by our PCT as one of the top 20 practices in the area eligible for additional rent reimbursement. We are negotiating for new premises on our existing site.

We currently have eight consulting rooms, and a well-equipped treatment room and a further nurses' room.

The waiting area has been greatly enlarged and recently redecorated with plenty of seating for patients and a Lego table for the children. The reception itself is large and welcoming, with the Reception managers office attached.

At the rear of the building are the kitchen, library and administrative area, including rooms for the secretaries and practice manager.

Upstairs is the common room with facilities to watch video recordings and a PC with an Internet connection.

We have parking for doctors and limited space for staff and patients, including the disabled.

We use an EMIS computer and are effectively paperless. We scan all our post onto Doc Man for an electronic work flow of correspondence. We have an auditable appointment system using Front Desk software. All our recording and prescribing is done on the computer, there are up to date summaries of significant illnesses on each patients record, the blood test results are received on the computer from the local hospital and we are scanning in all correspondence. The increasing amount of clinical data stored in the system means we are able to audit effectively. Recall systems for such things as cervical smears, contraceptive services, immunisations and clinics are used.

### **Employed and attached staff**

We employ all the usual staff, including Melanie Collins our practice manager, her team mentioned above which also includes a full time secretary. We have two further part-time secretaries, a full complement of receptionists, and at the Sarratt surgery a part-time receptionist/dispenser.

We have 4 part time practice nurses and a part time Senior Nurse who do general nursing duties and have areas of specialisation. Three of our nurses are trained in minor illness and there is a minor illness clinic every day. A health care assistant and phlebotomist support the clinical team doing ECGs and taking blood. Our HCA also is involved in auditing clinical performance.

Attached to the surgery are a team of district nurses, a midwife, a Macmillan nurse and a health visitor.

### **Clinics**

Acute nurse clinics daily

Cryotherapy clinic, every 4 weeks for dealing with warts and other appropriate skin lesions.

Diabetic and asthma/COPD clinics are run approximately twice a month

The midwife runs the antenatal clinic every Tuesday and Thursday afternoons and we will shortly be acting as a hub to see patients from all of the Croxley surgeries.

Physio appointments available Mondays and Thursdays

Childhood immunisations are carried out every Tuesday afternoon.

The doctors provide the full range of family planning services. Claire Chesworth fits IUCD's. One practice nurse has her family planning qualifications.

### **Surgery opening times and accessibility**

The main surgery is open from 08.30 to 18.30 on Tuesday, Wednesday and Friday with extended hours until 8pm on Mondays and Thursdays. On the first and third Saturday of the month the surgery is open 7.50am to 10am.

Routine appointments are booked at 12 minute intervals. We run a mixed booking system which is regularly reviewed.

In Sarratt we offer surgeries each morning.

Appointments are available with the practice nurse each day.

Each full time doctor has a half-day off each week with a reduced number of appointments.

### **Out-of hours cover**

This is the responsibility now of the local PCT. There is a rota to cover the urgent calls from 8am and the later calls after evening surgery.

### **Local medical facilities**

Our local hospitals, Watford General and Mount Vernon, are nearby and receive the majority of our referrals. A review of local health provision is currently underway amid much public interest. Patients are also referred to Northwick Park, Hemel Hempstead, Harefield, and the London hospitals where this is appropriate. There are several private hospitals around the area, the nearest in Bushey and Northwood.

We have open access to counsellors, and all the usual diagnostic facilities including: blood tests; X-rays, CT scans (and MRI where appropriate), ultrasound; upper and lower GI endoscopy.

### **Education in the practice**

The practice has a long history of training and we have approval for two registrars at the same time. We are attached to the Watford VTS, one of the

oldest and most popular schemes. Registrars attend the half-day release course at Watford General Hospital on Thursday afternoons.

There is usually a weekly two hour tutorial with protected time either during or after surgery each day, together with informal teaching as the need arises. Registrars are also encouraged to spend time with all members of the primary health care team, and tutorials will usually take place with one of the other partners and the practice manager from time to time.

Early in 1999 we started our own internal, monthly educational meetings (usually on Fridays) where we take turns to present work such as guidelines or audits relevant to general practice. Visiting consultants also run the sessions. Monday lunchtimes are a time to informally discuss patients or topics over sandwiches. The registrars are encouraged to participate.

Watford General Hospital runs regular lunchtime postgraduate meetings, some of which are of interest to registrars.

### **The library**

This has a good range of books but with the use of the internet and on line learning is not as well used as in the past. Everyone has a PC on their desk, which provides access to Medline and other Internet resources. There is also a PC in the common room for this.

We believe we offer a high standard of General Practice to all our patients in a modern well-equipped setting. We strive to keep ourselves up to date with the advances in medicine, both clinically and administratively. We benefit greatly from the experience of having registrars in the practice and from the knowledge, enthusiasm and ideas that they bring. In return we feel we offer an excellent opportunity for learning about General Practice and its rewards.

**Nigel Corp, Claire Chesworth, Kevin Barrett, Clare Jenkins.**