## Practice Profile

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<tr>
<th>Name of Practice</th>
<th>The Eston Surgery</th>
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| **About the Practice**    | We are a small (currently a single handed) practice with vacancy for 6 session GP. Our team comprises of two “very long term” locum GPs, a Nurse Practitioner, Practice Nurse, HCA, and administrative support. With attached midwife, counsellor, community matrons and pharmacist. We offer rooms to Carers Together and other welfare rights organisations.
|                           | We are in a modern purpose built building with another surgery, a pharmacy an opticians and library. Also in the building are community OPD clinics, district nurses and school nurses/health visitors. We have a compact practice area with good relationships with local pharmacies, community staff and nursing homes with minimum visits. Our clinicians are Supported by an outstanding reception/admin team reinforced with a committed and excellent nursing team
|                           | We are TPP SystmOne practice that’s Paper-lite and EPS, a high repeat dispensing practice currently with no OOHs or extended hours commitment planned due to our federated STAR service which provides OOHs care for us.
|                           | Also part of our federated working, we have a local care home project which visits the patients in nursing homes in the area for acute conditions and long term condition management.
|                           | We also have close relationships with our Community Matrons, who manage admission avoidance and long term conditions the patient’s homes.
|                           | We have been inspected by CQC and found to be good overall with areas of outstanding. |
| **Practice values /ethos**| The Eston Surgery has a long tradition of providing high quality family care to our patients.
|                           | We are a forward thinking, supportive, GMS practice with friendly team atmosphere.
|                           | Practice ethos promotes good home/work life balance for all staff
|                           | Practice is open to innovation, enabling us to encourage and support self-development, nurture different interests and improve patient care |
| **Practice skill set**    | Dr Chatterjee has interests in Mental health and regularly undertakes MH assessments and DOLS assessments. He also has interest in anticipatory Palliative Care. One of our locums, Dr Grainger also works at the local drug specialist practice and has been able to reduce polypharmacy including benzo reductions in the small number of our elderly |
patients with historic Z-drug prescribing
Our Nurse Practitioner has interests in Diabetes and was also part of the local nursing home care project run in this area.

We are currently upskilling our relatively new Practice nurse and Health Care Assistant.

Our administrative staff are long standing practice team members and have undertaken Productive General Practice and other LEAN training to be able to provide the clinical team with outstanding diligence, ensuring that GP time is GP-to-patient-time, not tied up in paperwork, “on-hold” or bureaucracy. Our Practice Manager, also the Chair of the Local Practice Managers group will also take an active role in the office to support the clinical and administrative team.

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<th>Practice Population</th>
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<td>In a compact practice area, 4 miles from either main local town, the Eston Corridor has both heavy industry steel works and runs along beautiful beaches, woodland areas and surrounding hills. The longstanding steelworks has provided the foundation for a good community spirit in our area. Although there is some high deprivation in the area, our patients do not fit the inner city or urban stereotype. We have less than 1% of patients in residential care and 1% of patients from BME populations. We have high prevalence in COPD, CHD. Cancer, Dementia and Mental Health.</td>
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<th>What our patients say about us</th>
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<td>We often have thankyou cards and presents brought in; Christmas time is overflowing with edible gifts and cards for all the team from patients.</td>
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As a result of improved satisfaction surveys and personal recommendation our patient numbers are steadily increasing.

Our patient experience surveys and IPSOS MORI national surveys have good results, year on year. Here are some of 2017 survey results

- 93% find the receptionists at this surgery helpful
  Local (CCG) average: 89%
  National average: 87%

- 85% usually wait 15 minutes or less after their appointment time to be seen
  Local (CCG) average: 71%
  National average: 64%

- 96% say the last GP they saw or spoke to was good at giving them enough time
  Local (CCG) average: 89%
  National average: 86% |
97% say the last GP they saw or spoke to was good at listening to them  
Local (CCG) average: 89%  
National average: 89%  

93% say the last GP they saw or spoke to was good at explaining tests and treatments  
Local (CCG) average: 88%  
National average: 86%  

92% describe their overall experience of this surgery as good  
Local (CCG) average: 87%  
National average: 85%  

87% would recommend this surgery to someone new to the area  
Local (CCG) average: 77%  
National average: 77%  

### About the role

3 days per week (Mon-Fri), One being a Wednesday is our only preferred working arrangement, the other 4 sessions, can be flexible with the secondary care post.  
Salary will be in line with BMA Salaried GP scales, subject to qualifications and experience  

### Training & Education Opportunities

We are open to supporting personal interests to the successful candidate, and are would encourage the views and ideas of a fresh pair of eyes which would in turn benefit the health of our patients.  
We work closely with our other local GP colleagues in the area and often have educational meetings at lunchtimes in the locality.  

### Opportunities for Innovation, Teaching and Research

We are not currently a research practice, however as our federation has a hub and spoke arrangement in place for research, if this is an area of interest, it can be perused with little arrangement.  
We are a teaching practice for 3rd year and 5th year medical students, we are mentors for community nurses and for our own nursing team. We regularly have work experience students on placement and have an apprentice in the office.  

### Opportunities for flexible working

Other than Wednesday, the other 4 sessions, can be arranged to suit the applicants needs  

### The Practice Team

Apart from extended hours, we provide all the additional enhanced services offered to the surgery.  
If the successful applicant has an area of interest that they wish to pursue that would benefit our patients, then we would be happy to support them.  

### Social activities

The practice staff regularly meet for social down time, whether that’s a light meal after work, a BBQ at the weekend or someone’s birthday bash and
| How to get in touch | Please contact Claire Hutchinson, Practice Manager  
| Surgery number | Surgery number - 01642 511567  
| Direct number | Direct number - 01642 511583  
| clairehutchinson@nhs.net | clairehutchinson@nhs.net  
| The Eston Surgery,  
| Low Grange Health Village | The Eston Surgery,  
| Normanby road | Low Grange Health Village  
| Middlesbrough | Normanby road  
| TS6 6TS | Middlesbrough  
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