

Framlingham Medical Practice

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Framlingham Medical Practice recognised by Royal College of General Practitioners

The Royal College of General Practitioners (RCGP), East Anglia Faculty have awarded Sarah Lindsay the Practice Manager of the year award for 2016. This award is for the most outstanding contribution to Primary Care service provision or development by a Practice Manager in the preceding year. The Awards process is overseen by a panel of judges made up of members of the RCGP East Anglia Faculty Board, both GPs and lay members.

The judges awarded this prestigious prize to Sarah based on her commitment to patient care with the reinvigoration of the Patient Participation Group at the practice, launch of a new surgery website and improved customer service training for the staff. Her innovative ideas as part of the Deben Health Group has involved close collaborative working with other local GP practices to help achieve the very best outcomes for patients whilst trying to reduce the overwhelming burden on practice managers with ever increasing demands on their time and attention.

Her evidence of team work was highlighted recently following a tremendous amount of additional work that was undertaken for a very successful CQC (Care Quality Commission) inspection for which Framlingham Medical Practice were awarded a 'Good' rating across all areas.

Sarah has demonstrated a high level of commitment to both her work and colleagues which has earned her this well-deserved commendation by both her patients and colleagues with her on-going commitment to the practice beyond the call of duty.

Sarah explains "It came as a complete surprise to have been nominated for this accolade and I am delighted to have won. Here at Framlingham Medical Practice our dedicated team are constantly striving to deliver outstanding service to our patients every day. Earlier this month we were also shortlisted as a finalist in the Suffolk Coastal Business & Community Awards 2016 in the category of Customer Focus, so to receive both of these in such a short space of time is fantastic. I am very proud to be part of such a dedicated and caring practice team."

Sarah attended the award ceremony with Dr Jon Turner and Dr Mike Barstow. Dr Barstow commented "I can genuinely state that I have never worked with a Practice Manager more invaluable in nearly 15 years of General Practice across the country. Since her appointment in August 2014, despite the ever increasing pressures, Sarah maintains a happy optimistic outlook that is purely infectious to all those around her and she inspires people to achieve things they would often never consider possible without her help."

The award was presented to Sarah on Tuesday 20/09/2016 following the East Anglia Faculty AGM at an awards ceremony held at the Bedford Lodge Hotel, Newmarket.