

Bedminster Family Practice

(formerly Dean Lane Family Practice)

The practice, was established in Dean Lane around 100 years ago and moved into new purpose-built (and partner-owned) premises in the centre of Bedminster in November 2005. The new surgery is part of a development that includes an art gallery, café/restaurant, the new Bedminster public library and some residential accommodation. Our new premises increased our number of consulting rooms from 7 to 14, our treatment rooms from one to 4 (including a minor ops suite), provide much more space for patients and staff, and allow us to offer a diverse range of services to our practice population. A number of complementary therapists hire rooms at the surgery to offer private treatment for patients. Therapies currently provided include acupuncture, osteopathy and massage; counselling and yoga are also available. Lloyds Pharmacy operates from premises which are part of our building.

We are a well established and enthusiastic six partner training practice with space and capacity for two doctors in training at either registrar or F2 level. Currently Gillian Rice and Ian Garbutt work together as trainers, Jane Collyer is shortly to join them as a trainer and the remaining partners are keen and willing teachers.

We are a forward-moving practice that actively tries to incorporate traditional values into our practice of modern primary care. We value our relationships with each other as well as good quality contact with patients, and have improved accessibility while trying to maintain as much continuity of care as possible. We also believe it is important for staff in the practice to maintain a healthy balance between their work and home lives and so have introduced considerable flexibility into the timetable for daily surgeries. Wherever possible, we allow partners and salaried doctors to choose the sessions they wish to work and the days on which they do home visits. We have developed a transparent profit share system which allocates varying numbers of points to different aspects of our work (eg surgeries, visits, on-call duties and meetings). This has allowed us to be flexible in developing our individual timetables while ensuring that each partner's profit share reflects the total amount of work they do.

We have invested in the development of the clinical team with a mix of partners and salaried doctors as well as and on the nursing side we have two practice nurses, both of whom are involved in running specialist clinics, and a healthcare assistant. We have recently employed a pharmacist (also a supplementary prescriber) to run our hypertension clinic.

The practice has a robust management structure centred around the management team which includes the practice manager, executive partner (the person undertaking this role changes every 2 to 3 years), assistant practice manager and lead receptionist. We have good lines of communication established including frequent use of internal e-mail.

We have a well-organised structure for meetings, allowing us to address clinical issues (with participation from the practice nursing team and district nursing team when relevant) and all business issues. We also have partner "away days" periodically to look at general strategy or specific issues. We are good at working through problems and have the ability to emerge smiling at the other end.

We have a strong interest in using the arts in a general practice setting – for example, we had a poet in residence for six months in 2000, and following that had two art therapists working with patients for a year. Three artists and a poet were commissioned to produce artworks specifically for our new premises. One of the arts team held poetry workshops for our patients and used extracts from some of their poems in one of the art commissions. We also run a 'book prescription' scheme for our patients in conjunction with Bedminster Library.

PARTNERS

Dr Gillian Rice – aged 49
Dr Ian Garbutt – aged 44
Dr David Peel – aged 39
Dr Jane Collyer – aged 36
Dr Nick Wilson – aged 45
Dr Chris Dykes – aged 32

SALARIED DOCTORS

Dr Mark O'Sullivan
Dr Sarah Golding

STAFF

Helen Deverson became our Practice Manager in September 2003. We have an assistant practice manager, two secretaries, ten receptionists, two practice nurses and a healthcare assistant.

ATTACHED STAFF

We liaise closely with our district nursing team and have numerous health visitors, each responsible for specific geographical 'patch' within our practice area. Our midwives work from Granby House, a nearby community clinic. A member of staff from the Bristol Drugs Project helps run our weekly drug addiction clinic, and a dietician visits the practice every six weeks to see patients. A counsellor is available for patients in the practice on two afternoons each week.

PATIENT POPULATION

Approximately 9,700. Although Bedminster used to be a solidly working-class area of Bristol, it has become increasingly popular amongst young, upwardly-mobile folk who can't (yet) afford to live in places like Clifton, so the practice now has an interesting mix of social groups 2 – 5, with an even spread of age groups. In the last year we have also seen an increasingly diverse ethnic mix in the practice population.

PRACTICE BOUNDARY

Our practice area covers Bedminster, Southville, Ashton, Bedminster Down, Headley Park, Bishopsworth, Knowle, Windmill Hill, Totterdown and all the new dockside residential developments.

PRACTICE DETAILS

Bedminster Family Practice has been a training practice for over 30 years and there are currently two trainers in the team – Gillian Rice and Ian Garbutt. We have been a PMS practice since April 2002. We are fully computerised (EMIS-LV) and paperlight. We have active chronic disease management programmes, with dedicated clinics for diabetes, asthma, coronary heart disease, hypertension and osteoporosis prevention. We also hold a weekly baby clinic at which we carry out developmental checks and do the bulk of child immunisations.

We are responsible for 90 (out of a total of 150) patients at a local nursing home less than a mile from the surgery. Most of the patients requiring medical attention are seen during a weekly 'ward round' held at the home.

Our main referring hospital is the Bristol Royal Infirmary, about two miles from the surgery. We can also refer to Southmead and Frenchay hospitals. Patients also use facilities (such as the x-ray department and Day Hospital for the Elderly) at Bristol General Hospital, just a ten-minute walk from the surgery. We have open access for x-rays, ultrasound, ECGs, lung function tests and vascular studies.

Our GP appointments are bookable up to two weeks ahead, and include some telephone consultations. Requests for urgent 'same day' appointments and telephone advice are channelled through to the on-call GP and are initially triaged by phone. Partners and salaried doctors choose their own consulting rate, but see similar numbers of patients in each surgery.

The practice is a member of BriSDoc, the south Bristol co-operative, for out-of-hours cover. Partners are free to choose their level of out-of-hours work commitment; not all partners work sessions for the co-op at the moment. BriSDoc provides out-of-hours cover from 6.30pm to 8.00am on weekdays and from 6.30pm on Friday to 8.00am on Monday.

THE PARTNERS

Gillian Rice

Gillian has been a trainer for 14 years and is responsible for the practice's antenatal and drug addiction clinics. She is married with two sons, aged 17 and 15, and has been involved in medical broadcasting (both TV and radio) for 20 years. She initiated the idea of the poetry residency in the practice and obtained external funding for the art commissions in the new premises. She is currently running a research study to assess the effects of the built environment in the old and new surgeries on patient stress levels and staff well-being. She sings with a group called the Gaswork Singers!

Ian Garbutt

Ian has been a trainer for six years and also managed the new-build project, benefiting massively from the artistic input and design sense of the other partners. He is now running the diabetic clinic. Other interests within medicine are minor surgery and dermatology. Time outside the surgery is happily spent with his wife and teenage daughters, worrying about the environment, cycling to work on his electric bike, and playing with his band the "Blue Badgers" in pubs around Bristol.

David Peel

David qualified from Charing Cross and Westminster Medical School in 1992 and always intended to pursue a career in general practice. He joined Dean Lane in 1998. He indulges in sport and music whenever the opportunity arises, although his three small children are expert at occupying their parents! He is currently responsible for PCT/LMC liaison, and has an interest in teaching medical students. He is into biblical teaching and its application to life and is also interested in practising good medicine and medical politics (to some extent!)

Jane Collyer

Jane joined the practice as a partner in April 2004, having relocated from the south coast where she was a partner for five years. Jane is currently executive partner, and is training to become a trainer. She is particularly interested in prescribing issues, and is lead GP for a local nursing home. She spends every minute of her free time enjoying her gorgeous new daughter, her previous passions for mountain-biking, hiking and sailing temporarily in retirement!

Nick Wilson

Nick joined the practice in July 2005. He qualified in 1985 and has worked in general practice for 12 years. He is particularly interested in child health and herbal and homeopathic remedies. He has experience in working alongside and collaborating with complementary therapists. He is school doctor for a local residential special needs school. Outside of work, he enjoys singing, cycling and yoga. He lives with his partner and three young children.

Chris Dykes

Chris is 32, and joined the practice in May 2006. He sees himself as a "generalist", although also has an interest in education and is studying for the certificate of clinical education with Exeter University. He greatly enjoys working in out-of-hours primary care, and currently does some sessions for BriSDoc. Chris graduated in 1997 from Manchester University, and has spent some time working overseas in the southern hemisphere. His interests involve outdoor pursuits - he paraglides, mountain-bikes, surfs, and runs marathons. Chris is campaigning hard to introduce "coffee time"! His wife, Hannah, is an Anaesthetist at the BRI.

SALARIED DOCTORS

Mark O'Sullivan

Mark joined our practice in September 2004. He is originally from Ireland, via Australia, and has been working in Bristol for four years. When not at the practice, Mark spends his time with his family, playing golf badly, and indulging a passion for music.

Sarah Golding

Sarah joined the practice in September 2006. She qualified from Westminster Medical School in 1985, and has worked in various general practices in Bristol for the last 15 years. Her particular interests are women's health and mental health. She is married with two children and, when not working or driving to children's activities, she runs, dances (as in "strictly come dancing" but at a rather lower standard!) and relaxes by doing pastel drawings and willow basketry.