

The Easton Family Practice

Charlotte Keel Health Centre
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A teaching, training and learning organisation

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We are a PMS practice with 4700 patients working from a Health Centre in the Easton area of Bristol, part of the inner city. We are 3.1 WTE doctors plus a GP Registrar/F2 doctor. We have a wide mix of patients, both socially (from the homeless to professional people), and culturally (from virtually every country of the world!).

Partners

Dr Peter Godfrey age 55

MSc FRCGP DRCOG

(MSc in Managing Quality in Healthcare)

9 sessions a week in the practice

Other current appointments: MRCGP Examiner; Assessor for Summative Assessment – video and audit; GP Trainer; GP Appraiser; Teacher in the University of Bristol

Past appointments: Research Fellow, GP Unit, University of Bristol; Chair Avon Primary Care Audit Group; Clinical Governance Lead, Bristol Inner City PCG; GP Clinical Tutor

Dr Elizabeth Murphy age 53

MB ChB DRCOG DFFP

Postgraduate Diploma in Applied Systemic Theory

3 sessions a week in the practice; 5 sessions a week at The Haven (the Bristol primary care service for refugees and asylum seekers)

Other current appointments: GP Trainer; GP Appraiser; Teacher in the University of Bristol

Salaried doctors:

Dr Cornelia Croy 4 sessions a week

Dr Dylan Summers 7 sessions a week

GP Registrar:

The Practice

The Practice works from a PCT owned Health Centre, shared with another practice. The premises are newly built – we moved in in June 2004.

The practice area covers about five square miles including the inner city and parts of the older inner suburbs on the eastern side of the town. Most patients live within a mile of the Health Centre.

The practice population is younger than the average for UK practices. We have relatively few elderly patients; most of these live independently in their own homes. Currently we have no patients in a nursing home. We have a mobile population with a high patient turnover – about 25% a year. The practice is slowly growing in size – our numbers have increased by about 900 in the last three years.

We have a wide social mix of patients ranging from young professionals, who buy their first homes in our practice area, to the street homeless. The practice area includes several hostels for the homeless, and a number of drug and alcohol rehab hostels.

The area is culturally and ethnically diverse. There is a well established Afro-Caribbean community, many of the older members having come to Bristol in the 1960s. There is also a Sikh community, now into its fourth generation. More recently patients have come, and continue to come, from Kosovo, the Middle East, and Africa, especially Somalia. As a result we have an interesting variety of local shops and cafes!

The Practice Team

The practice employs:

Two nurses who run our chronic disease management programme, including initiating patient treatment, monitoring, and follow up.

Practice manager

Clerical officer

Lead receptionist plus three other receptionists

Full time secretary/ PA to support the doctor's clinical work

Part time admin assistant to support the chronic disease management programme

In addition the practice shares a Treatment Room with the other practices; Treatment Room nurses carry out usual nursing procedures eg dressings, immunisations etc.

Attached staff based at the Health Centre

Community pharmacist

Health visitors including health visitor for the elderly

District nurses

Community Matron (extended nursing role supporting patients in the community)

Midwives

Other services at the Health Centre

Linkworkers (interpreters and advocates)

Welfare Benefits Advice

Community services:

Podiatry, Speech Therapy; Community Paediatrics; Drug Counselling; Family Planning; Community Dentistry; Sure Start

How we work

We work as a team

- We meet for coffee at 10.15 each day
- The practice clinical team meets weekly to discuss patient care – doctors, practice nurses, district nurses, midwives, and health visitors
- We have well developed protocols and formularies
- We meet with our practice staff once a month
- The clinical team meets once a fortnight for education and audit meetings
- We have four half day education meetings a year with our primary health care team
- An executive group, representing all the work areas of the practice, meets once a month

We are innovative

Recent initiatives we have been involved with:

- Are part of the Diabetes and COPD collaborative
- Are part of the Medicines Management Collaborative
- Are part of the Repeat Dispensing Pathfinder Project
- Are involved in the Department of Health Diabetes Screening Project
- Have an 'in house' Family Therapy clinic

We try to be patient centred by

- Ensuring good access
- Being flexible
- Acting on suggestions and comments

We are a teaching, training and learning organisation

- We have been a training practice since 1989
- We teach 1st, 2nd, 3rd, and 4th year undergraduates. We have hosted medical students for electives, and for Special Study modules
- We have a practice Learning Plan, and regular education meetings
- We learn through Significant Event Audit, and from complaints

We are democratic

- We involve our practice team in decisions and changes in the practice
- All partners have an equal say in the practice