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THE
LENNARD
SURGERY



**Dr Mary Welsh, Dr Helen Mutch, Dr Gareth Ronson, Dr Amanda Ross, Dr Alison Vassallo
Dr Kate Durrant, Dr Alastair Hay, Dr Rebecca Hennessy**



PRACTICE PROFILE

BACKGROUND

A 'Lennard Surgery' has existed for over 40 years at different sites in the locality. Since 1984 we have occupied the present premises, which were purpose-converted and a recent extension to the building has enabled us to improve our services further.

There has always been a strong tradition of training in the practice, it having been one of the first in Bristol. The importance of education, and in particular the contribution that GP training brings to the practice in so many ways, is well-recognised by the partners, all of whom have an interest in teaching.

PRACTICE DEMOGRAPHY

The practice is situated on the southern edge of Bristol, easily reached from most parts of the city and from the neighbouring countryside. We have 7,600 patients mostly in Bedminster Down & Bishopsworth, with some also in parts of Withywood, Hartcliffe & Ashton. These are all mainly white working-class districts with a mixture of private & council owned housing. Hartcliffe & Withywood contain areas of deprivation, and South Bristol generally scores highly for most of Avon Health's morbidity & mortality markers. We have a slightly higher than average elderly population, and are the main providers to Bishopsworth Nursing Home.

Our patients are generally a very pleasant group with whom to work. The patient population is a 'stable' one with a low turnover of patients - family members often remain in the locality even when they set up their own homes. We thus enjoy the opportunity of getting to know our patients well, with the satisfaction that continuity of care brings, often looking after several generations of the same family.

THE DOCTORS

- | | |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Mary Welsh | MRCGP, MRCOG; partner since 1984.
hospital practitioner session in Obs & Gynae
interests in women's health + orthopaedic medicine
GP trainer & Course Organiser to Bristol VTS |
| Helen Mutch | MRCGP, DRCOG, DCCH; partner since 1990.
interests in paediatrics
Executive Partner responsibilities |
| Gareth Ronson | MRCGP, MRCP, DRCOG; partner since 1990.
interests in general medicine osteoporosis + computing
GP trainer |
| Amanda Ross | MRCGP, DRCOG, DipFP; partner since 1996.
interests in family planning + womens health
Medical student teaching |
| Alison Vassallo | MRCGP, DCH, DRCOG, DFFP; partner since 2000.
interests in respiratory medicine + medical student teaching
GP trainer |
| Kate Durrant | MRCGP, MBChB; partner since 2005
Interests in women's health and family planning
Practice based Commissioning Lead |
| Alastair Hay | MRCGP, MRCP, DCH, DFFP; associate partner since 2002;
Clinical Lecturer in Primary Health Care at University of
Bristol brings an academic & research interest to the practice. |

Rebecca Hennessy

MRCGP, DCH, DGM, DFFP ; Associate GP since 2005
Interest in mental health

OTHER STAFF / THE PRIMARY HEALTH CARE TEAM

We feel very fortunate in our excellent reception, nursing & office teams. 4 practice nurses and 2 HCAs ensure that the treatment room is covered each morning & afternoon and some evenings.

There are district nurses, health visitors and midwives attached, based at a nearby clinic. The DNs have strong links and daily contact with us. We have monthly primary care team meetings when the DNs, HVs, MWs & the practice nurse of that day attend, also often one of the 'health visiting for older persons' team. There is an attached community psychiatric nurse who sees patients at the surgery, and a dietician who does an in-house clinic once a month. We have a small number of drug dependent patients and participate in the PCT's protocol for their management, having a counsellor from Bristol Drugs Project who holds regular sessions at the practice & provides us with feedback.

THE PRACTICE TEAM: organisational & clinical matters

We regard ourselves as a friendly, democratic practice, working closely together as a team. There is a business meeting once a month. A 'team meeting' involving all employed staff is held every month to exchange information and try to sort out any problem areas. We hold an away-day each year to discuss our Practice Development Plan, with several representatives from each area of the practice attending & contributing.

The practice has always believed in patient-centred care. Our list size per doctor is lower than average so that we are able to offer a high standard of service while maintaining our own quality of life.

Clinical and organisational audits are regularly undertaken and often link with the development of the practice protocols. Our nurses are taking an increasingly important role in chronic disease management and run a number of clinics. We have a formulary with the aim of rationalising our prescribing in terms of efficacy, safety and cost, and in an attempt at making consistent our approaches to clinical problems (this is updated regularly).

We consistently achieve the higher targets for childhood immunisation and cervical cytology.

SERVICES PROVIDED

Antenatal, family planning, 8 wk baby check & postnatal, diabetic, hypertension, asthma, COPD and IHD clinics provided. All partners carry out minor surgery.

A nursing home is in the locality and one partner is the designated medical officer, visiting weekly.

EQUIPMENT

The practice is computerised and paperless, using the EMIS system. We are connected to NHS net, giving us electronic lab links and access to the Cochrane Data Base and other medical websites.

In addition to standard practice equipment we also have: defibrillator, spirometer, oximeters, home BP monitors, TENs, enuresis alarms & syringe drivers.

EDUCATION

We are a core practice for medical student teaching, with attachments from 1st-4th years. GP registrars have trained with us since VTS began in the mid-70s and we have recently embarked on the F2 training schedules. All partners find this very rewarding and training remains high on our list of priorities.

All partners are in receipt of full Post Graduate Education Allowance.

Clinical meetings are arranged through the year. Partners going on a study day are encouraged to disseminate their notes from that day, so all may benefit. Informal case discussion between the doctors on a day to day basis is regarded as important for both education and support.

PRACTICE PHILOSOPHY

The practice has always prided itself on the quality of patient care it delivers. As a coordinated, reflective modern practice, we try to move ahead with changes and always are seeking to improve that quality of care.

The philosophy of the practice could be summarised as follows:

- high quality, up to date patient care
- teamwork & good staff relations
- flexibility, mutual cooperation & support
- quality of life for all staff (inc Drs!) as well as patients