

THE WESTBURY ON TRYM PRACTICE

PRACTICE PROFILE 2006

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Practice aims

- To provide the best possible health care for our patients.
- To promote better physical and mental health by offering a planned programme of health promotion and preventative care This is based on national and local guidelines and is aimed at those most at risk.
- To ensure that services are easily accessible, efficient and responsive to the needs of the patient.
- To maintain a pleasant, safe and efficient working environment for everyone working in the practice
- To include all members of the team in decision-making by encouraging teamwork and good communication
- To ensure that practice income is maximised so that services can be improved and partners and staff are fairly rewarded.

Practice history

The practice was founded in the 1930s in a large doctor's house on Falcondale Road. The practice gradually expanded and moved to its present site in 1976. We are a longstanding GP training practice and we were a community fundholding practice. In April 2001 the practice became a Personal Medical Services pilot in contract with Bristol North PCT. PMS has enabled us to improve services to our patients by working more flexibly and improving and expanding our practice team.

Premises

The surgery is situated on a main road near the centre of Westbury on Trym. There is a bus stop directly outside the building and easy parking on the main road and surrounding residential streets. The premises are owned by the partners and were extended and completely refurbished in 1990. They were extended again in 1997 and now comprise:

Ground floor: reception area, waiting room with children's play area, 4 doctors' surgeries, 2 treatment rooms, clinical storeroom and patients' toilet. There is wheelchair access throughout the ground floor.

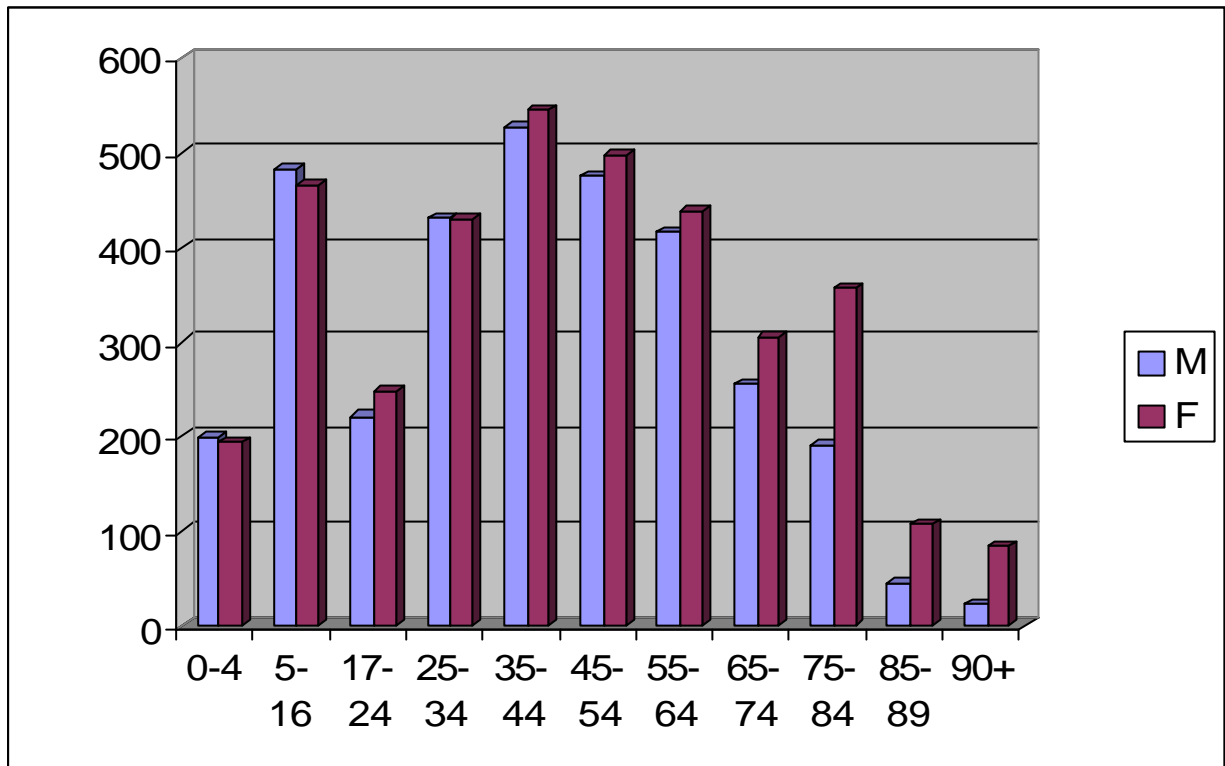
First floor: common room, health visitor's room, secretary's office, practice managers' office and staff toilet.

We hope to relocate to a new purpose built premises in the centre of Westbury on Trym over the next few years. We have planning permission and financial support from the PCT and hope to purchase the land and start work in 2006.

Practice area and population

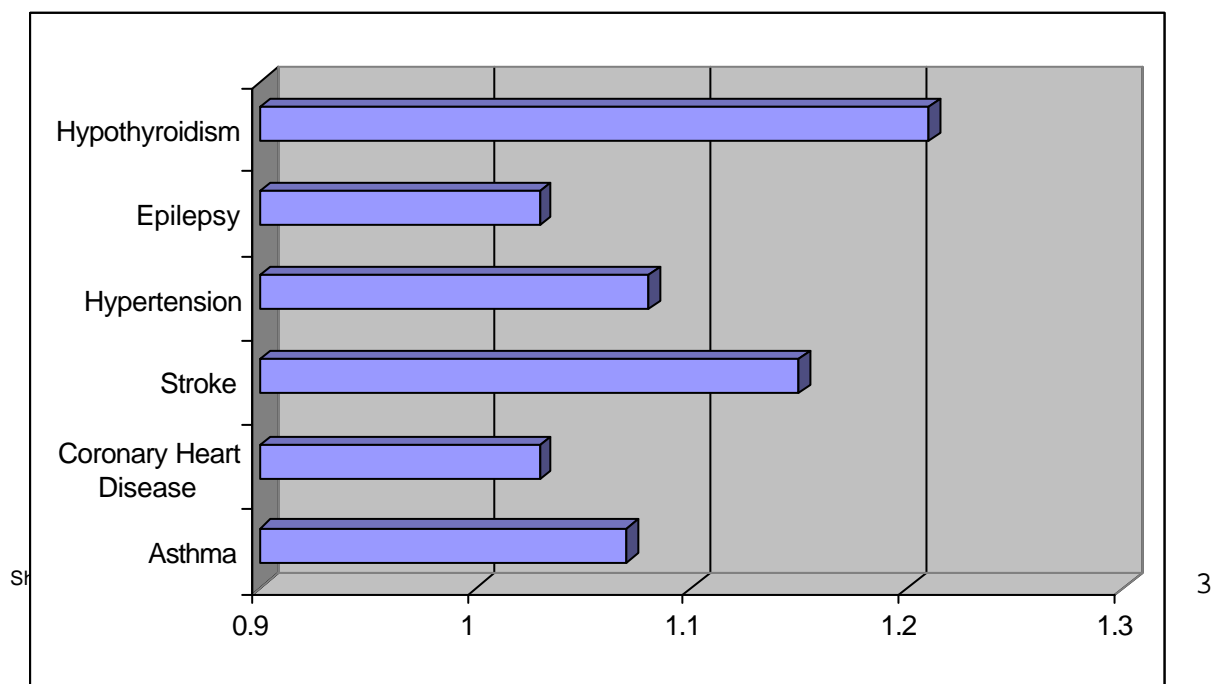
The list size is 6922 and has gradually risen. The population is mainly white and middle class. The housing is mainly 1930s with smaller areas of Victorian and council housing.

Practice demography



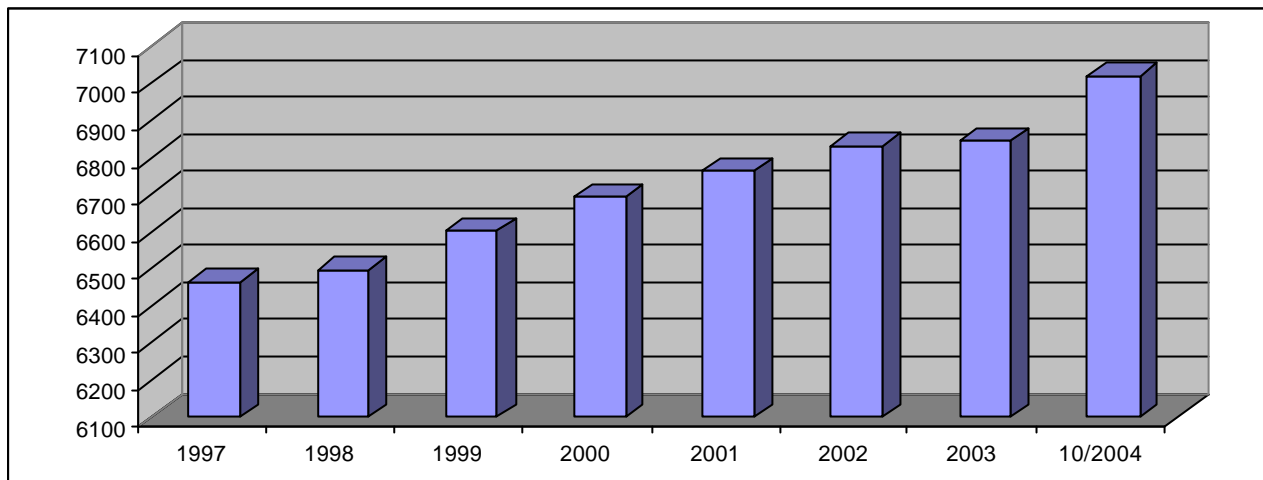
Compared with the national average the practice population is fairly elderly. There are many elderly people's homes and nursing homes, and 22% of the patient population is over 65 years old (Avon average is 15%). There are also many young families and the practice has an above average number of children under 5 years old.

Practice morbidity



Although the area is relatively affluent the practice has a higher than average level of morbidity for many of the diseases of old age as the above graph demonstrates (1 = national average).

Practice list size growth



Practice consultation rates 2004-5

SURGERY CONSULTATIONS (including emergency appts)

	MC	PM	DJ	REG	LB	LK	HF	SP	LD	CM	TOTAL
2005/06	2,021	2,868	1,193	1,286	1,682	2,026	1,744	2,079	118		16,482
2004/05	2,987	2,883	2,278	850	1,696	1,897	2,859	2,079	38	169	18,051

HOME VISITS

	MC	PM	DJ	REG	LB	LK	SP	CM	TOTAL
2005/06	260	340	109	173	138	150	156		1,326
2004/05	425	407	177	77	141	92	169	21	1,360

NIGHT VISITS

2005/06	8
2004/05	3

NURSE APPOINTMENTS (excluding telephone calls)

	PS	AP	KW	LB	TT	TOTAL
2005/06	3,512	2,799	2,740	992	256	10,299
2004/05	3,236	2,810		1,279	1,425	8,750

NURSE TELEPHONE CALLS

	PS	AP	KW	HF	TT	TOTAL
2005/06	43	42	0	22	0	107

MISCELLANEOUS (including telephone, 3rd party, externally entered:)

	MC	PM	DJ	REG	LB	LK	HF	SP	CM	TOTAL
2005/06	529	766	540	199	357	619	22	271		3,303
2004/05	465	487	657	5	327	144	96	223	5	2,409

MINOR SURGERY

2005/06	604
2004/05	340

COUNSELLING SESSIONS

2005/06	
2004/05	251

DOCTOR CONSULTATION RATE (no of consultations divided by number on list)

	SURGERY	HOME VISITS	NIGHT VISITS	TOTAL
2005/06	2.44	0.19		2.63
2004/05	2.31	0.19		2.5

NURSE CONSULTATION RATE

2005/06	1.52
2004/05	1.29

Patient services

We provide a comprehensive range of services to our patients in a friendly and efficient setting. These include:

- Routine surgeries by appointment and home visiting
- Family planning
- Maternity care
- Child health surveillance
- Minor surgery
- Primary care vasectomy service
- Primary care endoscopy service
- Travel advice and immunisation including yellow fever
- Health promotion including vascular disease clinic, well woman checks and a well elderly clinic.

The practice achieves upper targets for immunisation and cervical cytology

- Chronic disease management programmes including asthma, diabetes, coronary heart disease and hypertension
- Out of hours – from November 2004 that practice no longer provides any OOH cover.
- Medical cover for the North Bristol Rehabilitation Centre

Evaluation of patient services

- **Routine surgeries by appointment and home visiting**
The data in the section above describes the uptake of appointments for doctors and nurses. The Practice meets the 24 and 48 hour access targets. We saw 272 temporary residents in 2004. Patient satisfaction surveys in the last two years have demonstrated high levels of satisfaction with the clinical skills of doctors and nurses.
- **Family planning**
The Practice provided contraceptive services to 502 women in 2004. We provide IUCD insertions and follow up and all standard contraceptive services. There have been no pregnancies in girls under 16 registered with the Practice in the last 4 years.
- **Maternity care**
The Practice provides a full range of maternity services with a midwife run clinic at the Practice premises on a weekly basis. In 2004 we had 120 women registered for maternity care.
- **Child health surveillance**
The Practice provides a weekly well baby clinic run by our health visitor and Dr Morgan. This involves the 6 week checks and immunisations. We achieve the higher targets for all routine immunisations. Other child health surveillance is provided by our attached health visitor according to the Avon protocols.
- **Minor surgery**
The Practice provides a full range of minor surgery procedures. We have a Dewar of liquid nitrogen to ensure a regular supply for cryotherapy, and accredited GPs provide excision of skin lesions. Dr Bench is a GPwSI in dermatology, and we have submitted a proposal for an enhanced minor surgery service.
- **Primary care vasectomy service**
Dr McCarthy provides a weekly primary care vasectomy service providing 130 procedures a year. This service is audited annually. It is effective with a very low failure patient, complication rate below the expected and a high patient satisfaction levels.
- **Primary care endoscopy service**
Dr Cohen provides a weekly primary care endoscopy service at Southmead Hospital. This is evaluated through the hospital clinical governance procedures.
- **Travel advice and immunisation including yellow fever**
The Practice provides a full range of travel services including yellow fever immunisation. Patients complete a travel questionnaire which allows their needs to be identified and programme planned before their appointment with the nurses.
- **Health promotion**
Services include our vascular disease clinic and well woman checks. The practice achieves upper targets for cervical cytology
- **Chronic disease management**
Programmes include asthma, diabetes, coronary heart disease and hypertension. The Practice achieves high Q&OF points in all areas of chronic disease.

- **Out of hours**
From November 2004 that practice no longer provides any OOH cover.
- **Medical cover for the North Bristol Rehabilitation Centre**
Dr Pedrazzini provides a weekly session at the North Bristol Rehabilitation Centre providing medical care for 20 patients recently discharged from hospital or admitted directly from the community. She assesses their medical needs, deals with ongoing and intercurrent illness, and liaises with the patients registered GPs on discharge. The Practice on call doctor deals with emergencies during the week.

Practice personnel

Doctors

Dr Philip McCarthy MB ChB DRCOG MRCGP (full time partner)

Responsibilities: finance, practice management, trainer, mentor for retainer scheme doctor

Interests: minor surgery, audit, practice management and computing

Dr McCarthy qualified at Bristol in 1982. He became a partner in the practice in 1989 and has been a Director and then Chair of Avon Local Medical Committee. He is a provider of a primary care vasectomy service.

Dr Michael Cohen BSc MB BS DRCOG FRCP. MRCGP (full time partner)

Responsibilities: staff management, nursing issues, NW Bristol PCG representative

Interests: care of elderly, diabetes, gastroenterology, GP training, teaching medical students

Dr Cohen qualified at the London Hospital in 1979 and worked at the Chinese University of Hong Kong before entering general practice in Aylesbury. He became a partner in this practice in 1997. He is also a Hospital Practitioner/ GP Specialist at Southmead Hospital in gastroenterology.

Dr Luke Koupparis BSc (Hons) MB BS MRCGP DFFP (part time partner)

Interests: IT. Diabetes. Minor Surgery

Dr Koupparis qualified at St Bartholomew's Hospital London in 1996. He joined us in 2002. He started his medical career doing anaesthetics. He has considerable expertise in IT and recently was responsible for an overhaul of our system. He has designed a practice intranet and website. His clinical interests include diabetes and minor surgery.

Dr Samantha Morgan MB ChB DCH DFFP MRCGP (part time partner)

Interests: child health, contraception and sexual health

Dr Morgan qualified at Bristol in 1999. She first joined the practice as the Registrar in 2003 and returned as a partner in 2005. She also works for the Bristol contraception and sexual health service.

Flexible Career Doctor

Dr Lucinda Bench MB BS DRCOG DCH MRCGP DPD

Interests: Dermatology. Minor Surgery.

Dr Bench qualified at the London Hospital in 1985 and joined the practice in 1998. She works 4 sessions a week in the practice. During 2000 she successfully took the MRCGP and she has obtained the Primary Care Dermatology Diploma. She does a session in dermatology at Southmead

once a week and is our clinical lead in dermatology at the practice.

Salaried GP (half time)

Dr Sarah Pedrazzini MB BCh MRCPCH MRCGP DRCOG DFFP

Responsibilities: intermediate care doctor for Bristol North Rehabilitation Centre covering 18 rehabilitation and 2 safe haven beds.

Interests: Child Health and Sexual health

Dr Pedrazzini qualified at University of Wales College of Medicine in 1997. She initially trained in Paediatrics before qualifying as a general practitioner in Bristol in 2003. She joined the practice in 2004.

Nursing Team

Since 1998 the practice has tried to encourage the attached Trust employed nurses working with the practice to work in an integrated nursing team with Practice employed nurses. We hope that this will maximise the use of all the nurses' skills and will ensure that the patients receive the best possible care in the most appropriate place for their condition. Community Fundholding supported this model, and this aspiration has been more difficult since its demise.

Nurse Practitioner and nursing team leader

Mrs Hayley Ford

Hayley Ford is our nurse practitioner and has overall responsibility for developing the nursing team. She qualified as a nurse in 1991 and started to work with the practice in 1997 having been a district nurse for 2 years. She has undertaken training to become a nurse practitioner in order to acquire additional clinical skills and develop her role in the practice. She qualified in February 2001.

Senior Practice nurse

Anna Prangley joined the practice early in 1999. She has developed her skills in the prevention of coronary heart disease.

Practice Nurse

Karen Woodman joined the practice in May 2005.

Lyn Booth joined the practice as a phlebotomist in January 2001 and in May 2003 became our Health care Assistant.

District nurses

District nursing duties are shared within the team based at John Milton Clinic

Health visitors

Pauline Williams qualified as a nurse in 1965 and as a health visitor in 1992. She joined the practice in 1993 and has particular responsibility for health promotion and the wellbeing of pre-school children.

Sarah Lambert joined the practice in November 2003 as the Health Visitor for the elderly.

Midwife

Mary Horsham qualified as a nurse in 1975 and as a midwife in 1977. She joined the practice in 1992 and is responsible for midwifery care and teaching midwifery students.

Other practice based staff

We have a counsellor, Elinor Edwards who provides 2 sessions per week. We have provided chiropody at the surgery since 1996, and have a dietician who attends the diabetic clinic regularly.

Practice management

We hold an annual general meeting in the summer at which we present and discuss the practice annual report. Practice forums to which all staff contribute are held quarterly. A Practice Board that includes the partners, practice manager and lead nurse runs the practice. Awaydays are held annually for the Board and as required for other groups within the practice.

Mrs Gill Johnson, Practice Manager

The Practice Board consisting of the partners, the practice manager and lead nurse has overall responsibility for the practice strategy and development. The Board meets monthly. Gill Johnson is our practice manager and her key responsibilities are staff management and training, premises, and practice finances.

Practice administration

Mrs Jackie Nightingale and Mrs Christine Brazell provide secretarial and administrative support.

We have an efficient and approachable team of receptionists most of whom have developed administrative expertise and responsibility. The names of the receptionists and their designated area of responsibility are listed below.

Name	Area of responsibility
Kerrie Walsh	Reception Supervisor
Sue Bridges	Drug and vaccine stock control and claims. Recall of 14 year olds for immunisation, diabetic recalls and updates the computerised appointments.
Eileen Pattison	New registrations computerised clinical histories. Amspar exam taken in 1999
Valerie Faulkner	Summarise medical records
Viv Squire	Cervical cytology recall, childhood immunisations, maternity claims.
Pat Spragg	Receptionist
Jane Dyer	Receptionist

Facilities

The practice has two fully equipped treatment rooms with facilities for minor surgery. We are fully computerised with desktop terminals and printers in each surgery. Appointments are computerised. The practice is linked electronically to the PCSA for registration and Southmead Hospital for

pathology. We have access to Medline at each terminal via the Internet, and subscribe to the Cochrane Database, eBNF, DTB and MeReC on CD-ROM. We also have a practice library with a good selection of books and an up to date collection of journals.

We have an ECG, vitallograph, nebulisers, Doppler and home blood pressure monitors. We have a practice formulary and monitor our prescribing carefully. The practice is enthusiastic about clinical audit and regularly produces audits on relevant subjects.

Education and training

After a period of rebuilding and extensive change we restarted GP training in 1994. We aim to provide the registrar with a challenging year by involving all the practice team in the training process. We hope that all registrars will gain a broad experience and benefit from the different attitudes and skills of the doctors and staff. We aim to help registrars to identify their own needs and encourage them to pursue personal interests. We encourage registrars to carry out projects of interest to both themselves and the practice. We are involved in teaching medical students.

We also hold meetings for the doctors and in-house training sessions for the practice staff. We hold a practice Clinical Learning Group for the doctors and nurses in the practice to look at clinical issues, skills and attitudes. In order to improve communication we hold primary health care team meetings.

IT

The practice is “paperlight” and all doctors and nurses consult using the computer record. We have a practice Intranet and a website-www.westburysurgery.co.uk. We have access to high quality clinical decision support from the Internet and CD-ROMs, for example Travax.

Future Plans

We hope to further develop our integrated nursing team and the role of the nurse practitioner within the practice. We have used the flexibilities provided by PMS to develop new services and wish to explore becoming a primary care provider for intermediate care and flexible sigmoidoscopies. We achieved the Quality Practice Award organised by the RCGP in March 2006.

Working in partnership with homeless charity Emmaus Bristol we successfully tendered for the Homeless Medical Service for Bristol and South Gloucestershire. We took over the service on 1 January 2006. Our plans include:

- Expansion of the clinical team with increased GP and nurse time
- Introduction of podiatry
- Refurbishment of the premises
- Introduction of a new IT system

Phil McCarthy

Updated June 2006