

Banks and Bearwood Medical Practice Practice Profile

Philosophy and Aims

The Practice aims to provide primary health care services in a way that is easily accessible to patients and focuses on an individual's needs as well as their illness.

We value the role of every member of the practice and work as a team to provide timely and appropriate care for our patients.

We continue to implement both local and national Health Directives and Guidelines and work closely with the Quality and Outcomes Framework. We plan to keep our patients well informed of the services we provide and will continue to encourage an open dialogue with them via newsletters and patient surveys.

We seek to work in partnership with our patients to help them develop responsibility for their own health and well being.

Practice Profile

We are a PMS Practice and have 3 Partners and 5 salaried GPs. We are an active training Practice and currently serve a patient population of approximately 9200. Our list size has grown rapidly over the last 2-3 years and the growth rate shows no signs of slowing down.

We are a typically urban Practice with a population that encompasses all socio-economic groups. Approximately 8.6% of our population are over 75 and 5.8% are under 5. Our incidence of disease tends to follow the national average, although we do have a large number of diabetic patients.

The Banks Surgery

The Banks Surgery is a large house which was converted to a surgery in the 1920's. It is situated between Stirling Road and Bryanstone Road in Winton. The ground floor comprises 2 consulting rooms, a treatment room, phlebotomy room, reception, waiting room and toilet. The 1st floor comprises a conference/note storage room, a computer room, two larger admin offices, community nurses office, kitchen and toilet. The patient population tends to be slightly older at this site, although this is changing as younger families and students move into the area.

The Community Nursing Team recently moved back into the premises, which is allowing us to develop closer working links.

The Bearwood Medical Centre

We moved into our new purpose built surgery opposite Dukes Drive in Bearwood in 2012. It is conveniently situated next door to Bearwood Pharmacy. The surgery comprises 5 consulting rooms, 2 treatment rooms, a phlebotomy room, a large conference room, staff room/kitchen, a large open waiting area and reception, a large open plan admin area, Senior Administrators office and Practice Managers office. There are also staff and patient toilets and a shower room. The Surgery serves a relatively young patient population comprising a large number of young families.

In recent years there has been much more integration between the sites. Both surgery sites are served by the same telephone and IT systems and patients are encouraged to attend both sites for appointments. There is a direct bus route between the sites.

The Team

In total there are 26 members of staff led by our Practice Manager. Our nursing team comprises 2 Prescribing Nurse Practitioner, 2 Senior/ Specialist nurses, 2 Treatment Room Nurses and a Health Care Assistant/Phlebotomist. The nursing team work at both sites offering nurse led Chronic Disease Management including Diabetes, Asthma, COPD, CHD and Hypertension clinics on a weekly basis.

Each site has its own reception, secretarial and admin staff. There is a low staff turnover at the Practice and the Practice prides itself on its happy working environment.

We have a full complement of ancillary and attached staff, including community nurses and Health Visitors who are locality based, and a Midwife who holds weekly clinics at both surgeries.

Education and Training

We are an accredited training practice and registrars start with us in either February or August of each year. We have 2 GP trainers, but all GPs support our GP Registrars. The Practice is also accredited to be involved in the F2 training program.

The Practice holds monthly lunchtime meetings where local consultants deliver educational updates in-house.

Protected learning meetings are held on a regular basis and the GPs aim to meet weekly to discuss any patient concerns, significant events or Practice business. A multi-disciplinary meeting is held once a month and we are currently adopting Dorset CCG's Better Together Scheme to improve collaboration with community services, social care and the voluntary sector.

The Practice is also signed up to the Dorset GP Postgraduate Scheme. More details can be found at www.doorwaytodorset.nhs.uk/job/dorset-gp-postgraduate-scheme/

Quality

We were inspected by the Care Quality Commission in April 2016 and were found to be "Good" in all areas. A copy of the full report can be accessed via the link on our website (www.bearwoodmedicalpractice.co.uk)

We are a well-developed Practice achieving 99% of points from the Qualities and Outcomes framework. We have a disciplined approach to prescribing and audited processes of care. We have received consistently high results from the Friends and Family Test and our patient satisfaction survey, scoring well above the national average in most areas.

We are fully involved in Local and Direct Enhanced Services achieving excellent results

We continually strive to ensure that our patients have good accessibility to health care. We provide a conventional system of booked appointments along with emergency access appointments which are available at each site, each day. Additionally there are some routine telephone consultation appointments available which can be booked with specific GPs in advance. Requests for same day telephone call backs are shared equally between all GPs. The doctors at both sites liaise with one another at the end of surgery to discuss and allocate home visits.

We offer extended access on a Tuesday evening at the Bearwood Medical Centre.

The Practice has a good range of diagnostic facilities, including ECG, spirometry, ambulatory blood pressure and phlebotomy. We also provide in-house minor

surgery, cryotherapy, acupuncture and family planning, including the fitting of IUDs and SDIs.

All patients have a named GP, though they remain free to consult with the GP of their choice.

Patients are kept informed about the times and details of surgeries, and the availability of individual GPs via our Practice Leaflet, which is updated regularly and also through our Practice website. Our website offers patients the opportunity to book appointments and order repeat prescriptions on-line. We also produce a newsletter, to provide our patients with details about healthy lifestyles and current information on national priorities.

The Practice has a virtual Patient Participation Group.

Information Technology

The practice is fully computerised and uses SystmOne patient software. All letters are scanned and are available for clinicians to access electronically on their PCs. We have a robust system of electronic communication in the Practice receiving all our lab test results from Royal Bournemouth Hospital and Poole General Hospital using SystmOne Lab Links and also have access to the Hospitals computer systems via e-camis.

We use the SystmOne Task system for patient communication, in order to maintain an audit trail, and as a means of communication between staff and clinicians on the different sites. We have been EPS compliant since the summer of 2015 and the benefits are being felt by the patients and Practice alike! All key Practice staff have their own NHS e-mail address, and the reception staff have a communal address. All PCs have access to the Internet. SystmOne is integrated into the national e-referral and GP2GP systems.

Federations And Collaborative Working

The Practice is a member of Dorset CCG and we meet regularly with the North Bournemouth Locality commissioning group which holds meetings every two months. The Practice has been an active participant in the Clinical Services Review currently being undertaken by the CCG and is involved in Transformation work through the North Bournemouth Locality.

Bournemouth

Bournemouth is located on the South coast of England in an area of outstanding natural beauty. The town is about 120 miles south of London and two hours by train. Southampton is 30 miles away and 30 minutes by train.

There is a wide range of housing within the town and its environs, along with a choice of local state and private education. Bournemouth and Poole has a pedestrianised shopping area with a good selection of stores, a cinema and extensive range of good quality bars and restaurants.

There are also beautiful beaches, with opportunities for sailing, kite-surfing, wind-surfing The New Forest and Isle of Purbeck are both within a 30 minute drive and offer a wealth of walking possibilities.

Further Information

For further information about the Practice please visit our website at www.bearwoodmedicalpractice.co.uk

Informal visits to the Practice are welcome. Please contact Sarah Wilson, Practice Manager via email at sarah.wilson@dorset.nhs.uk or by telephone 01202 593444, to arrange a mutually convenient time.