



Practice Profile

Location

Cadbury Heath Health Centre is equidistant between Bristol and Bath within South Gloucestershire CCG. Our practice area includes both suburban and semi-rural areas, as well as a Local Authority Housing Estate. The age distribution profile is very close to that of the CCG with slightly less than the average of over 65 year olds. Our average deprivation score is similar to that of the CCG, however our practice area includes Cadbury Heath Estate, which is more deprived and is recognised as a priority neighbourhood by South Gloucestershire Council, there are also affluent areas.

Cadbury Heath Health Care is based within a purpose built health centre which is owned by NHS Propco. The building also houses stakeholder partners such as Midwives, District Nurses and Community Staff. Our IT infrastructure includes EMIS software with electronic prescribing. We are very fortunate to be co-located with our Community Team, run by Sirona Care & Health.

Practice list size

The practice has a list size of 11,500. The practice is committed to personal medical services and offers patient consultation on a named doctor basis.

The Doctors and Wider Team

There are three GP partners, a managing partner and six salaried GPs.

Dr Ann Sephton – GP Partner
Dr Aisha Davies – GP Partner
Dr Victoria Gallagher – GP Partner
Mrs Katherine Horne – Managing Partner
Dr Cheryl Atter – Salaried GP
Dr Caroline Nation – Salaried GP
Dr Heta Montonen – Salaried GP
Dr Huw Taylor – Salaried GP
Dr Sophie Dargue – Salaried GP
Dr Lucy Pocock – Salaried GP

An organisational structure is in place in order to optimise staff skills, abilities and resources, enabling us to deliver quality patient care now and in the future.

The Practice employs an Operating Model utilising a range of specialists including GPs, Paramedics, Pharmacists and Nurse Prescribers, working together as a team. As a consequence we focus GP effort on the most complex and long term cases by fully utilising the full range of skills available.

Our Operating Model also includes a nursing team which consists of one lead nurse, three treatment room nurses, one trainee nursing associate, one healthcare assistant and one phlebotomist.

The wider Practice team is supported by our business support team as well as the administrative, prescription, secretarial and receptionist team.

Values

We believe in demonstrating respectful and caring behaviours towards each other and our staff, thus promoting a culture of mutual respect, consideration and caring amongst our staff and with our patients.

We believe in personally tailored care, provided with a sense of continuity and in truly integrated multidisciplinary working. We encourage patients to know and to try to see their own GP wherever possible and conversely each GP has a personal responsibility for his or her own patients. Every week we hold well attended multidisciplinary meetings involving GPs, social workers, palliative care nurses, district nurses, health visitors, physio and occupational therapists, as well as Age UK. We also work collaboratively with neighbouring practices; we are in a four practice collaborative.

We value, support, care for and develop our staff and each other; increasing the skills and competencies of our staff in both clinical and non-clinical areas. We provide flexibility for our staff, encouraging the development of portfolio careers which we believe enriches both the practice and the individual. The practice includes 2 GP trainers, an appraiser and appraisal lead. Our non-work lives are very important to us and we endeavour to accommodate each others' home and personal needs while retaining the necessary commitment to the practice.

Teaching, training and research

We are part of the only educational federation in South Gloucestershire, teaching medical students years 1-5, foundation doctors and general practice trainees. We have apprenticeships for nursing staff, the aim of which is to further develop the competencies of our nursing team including health care assistants.

We undertake regular research projects, and we are a level 2 research practice.

Achievements

We are a high performing practice and we pride ourselves in delivering a high quality service and patient care. This is demonstrated by the percentage of patients that would recommend this practice, which is above 90%. The QoF achievement for 2017/18 was 100%.

Patient Participation Group

We have a flourishing Patient Participation Group chaired by a patient and attended by both our managing partner and a GP. Our group is represented in the South Gloucestershire CCG patient participation network by the Chair. The Patient Participation Group has a page on our website. We are increasingly communicating with patients using email to share information and to gain feedback on our services.

Development Objectives

We are currently working to develop the practice in a number of specific areas, which include the following:

- To develop enhanced sign posting ensuring that patients are aware and signposted to events happening in the local community
- Six months ago we started couch to 1K our aim is to develop this to become a park run practice.
- To work with the voluntary services in order to develop our links with the community further
- To develop a Primary Care Network ensuring improved access clinics are delivered

- Increasing the number of quality improvement projects we undertake in order to further develop our high quality delivery of patient care.

For further information please visit our website – www.cadburyheathhealthcare.co.uk