

DOWNEND HEALTH GROUP PRACTICE PROFILE

Introduction to the Locality

Downend, Staple Hill and Surrounding Areas

Downend is a leafy suburb of Bristol in South Gloucestershire. It is located to the North East of Bristol and bordered by the Bristol City suburb of Fishponds and St George, and the South Gloucestershire suburbs of Staple Hill, Frenchay, Mangotsfield, Kingswood, Emerson Green, Coalpit Heath and most recently Lyde Green.

Downend is well served by local transport links, making it an excellent location for commuters. The area has good access to the Avon Ring Road (A4174) and the M4 and M32 and the number five bus service runs regularly between Downend and the Bristol City Centre. It is also just 3.2 miles to Bristol Parkway railway station, which offers travel to all of the UK's major cities. Alternatively, it is around 5.2 miles to Bristol Temple Meads, the city's major railway station which offers country wide travel.

Development has seen the village of Downend become a thriving town, but despite its growth, the community spirit is still maintained.

Practice Information

We have been part of the local community for over 30 years. Christchurch Family Medical Centre and Willow Surgery had worked as two separate practices, located less than one mile apart, before merging in April 2018 to form the Downend Health Group. As NHS healthcare continues to transform to meet the needs of the community, we too have adapted and brought our services together to offer our patients a safe and effective seven day service.

The practice has a pooled-list of approximately 26,500 which consists of a wide mix of patients. The population is generally stable with a lot of young families. We also have a high number of elderly patients, some of whom live in care homes, all of which have a named GP Clinical Lead who provides a weekly visit. The majority of our patients are employed and home-owning however, the practice also covers wards in Kingswood and Staple Hill which are in the top 5 most deprived regions locally.

Our Values

“Together improving health and wellbeing with care and compassion”

We strive to work to values of **Care, Compassion, Communication, Competence, Courage** and **Commitment**, and make the following promises to our patients:

	OUR VALUES	OUR PROMISE
CARE	Care is our business and that of our organisation. The care we deliver helps the individual person and improves the health of the whole community. Caring defines us and our work. People receiving care expect it to be right for them consistently throughout every stage of their lives.	All staff promote care that puts people at the centre; we involve patients, service users, their families and their Carer's in decisions; and help them make informed choices about their treatments and care.
COMPASSION	Compassion is about how care is given, through relationships based on empathy, respect and dignity. It can also be described as intelligent kindness, and is central to how people perceive their care.	All staff treat everyone in their care with dignity and humanity. They understand their individual needs, show compassion and sensitivity, and provide care in a way that respects all people equally.
COMMUNICATION	Communication is central to successful caring relationships and to effective team working. Listening is as important as what we say and do, and essential for 'no decision about me without me'.	All staff are at the heart of the communication process: they assess, record and report on treatment and care; handle information sensitively and confidentially; deal with complaints

	Communication is the key to a good workplace with benefits for staff and patients alike.	effectively; and are conscientious in reporting the things they are concerned about. Staff work closely with their own team and with other professionals, making sure patients' care and treatment is co-ordinated, is of a high standard, and has the best possible outcome.
COMPETENCE	Competence means all those in caring roles must have the ability to understand an individuals' health and social needs, and the expertise, clinical and technical knowledge to deliver effective care based on research and evidence.	All staff have up-to-date knowledge and skills, and use these with intelligence, insight and understanding in line with the needs of each individual in their care.
COURAGE	Courage enables us to do the right thing for the people we care for, to speak up when we have concerns and to have the personal strength and vision to innovate and to embrace new ways of working	All staff take responsibility for the care they provide and answer for their own judgements and actions. They carry out these actions in a way that is agreed with their patients, and the families and carers of their patients, and in a way that meets the requirements of their professional bodies and the law. Staff manage risk, are vigilant about risk, and help to keep everyone safe in the places.
COMMITMENT	Commitment to our patients and population is the cornerstone of what we do. We need to build on our commitment to improve the care and experience of our patients, to take action to make this vision and strategy a reality for all, and meet the health and social care challenges ahead.	All staff lead by example, develop themselves and other staff, and influence the way care is given in a manner that is open and responsive to individual patients' needs

Practice Premises

Both surgeries boast purpose built premises, constructed within the last twenty years and designed with modern general practice in mind. Space allows accommodation of the whole of our Primary Health Care Team with spacious consulting rooms, offices, meeting rooms and communal areas all of which are CQC compliant. Each building has disabled access and facilities and its own car parking area, with pharmacies attached to the buildings.