



Practice Profile

Location

Cadbury Heath Health Centre is equidistant between Bristol and Bath within Bristol, North, Somerset and 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, a community interest company.

Practice list size

The practice has a list size of over 11,800. The practice is committed to personal medical services and offers patient consultation on a named doctor basis.

The Doctors and Wider Team

There are four GP partners and six salaried GPs.

Dr Vicki Gallagher – Executive Partner

Dr Aisha Davies– GP Partner

Dr Brynn Bird – GP Partner

Dr Huw Taylor –GP Partner

Dr Cheryl Atter – Salaried GP

Dr Caroline Nation – Salaried GP

Dr Heta Montonen – 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 nursing team consists of two treatment room nurses, one nursing associate, one healthcare assistant and one phlebotomist. The team are supported by the administrative, secretarial and receptionist teams.

Wellington Road Family Practice

The Cadbury Heath Healthcare partnership also operates Wellington Road Family Practice at Yate. Our practice at Yate is an excellent family focused practice. We work collaboratively across both locations and there are also opportunities to work at this practice.

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. Our non-work lives are very important to us and we endeavour to accommodate each other's' home and personal needs while retaining the necessary commitment to the practice.

Teaching, training and research

We undertake regular research projects and are a research practice. We hold regular education and training sessions for our staff. We are also a teaching practice and have won awards for the quality of teaching provided. We also always give all staff the opportunity to learn and develop further should they wish. We have seen reception staff develop to the role of Business Support Managers and apprentices develop to Nursing Associates. We actively encourage and teach clinical staff to develop new skills.

Drug misuse services

We provide a Drug Misuse Service for patients on our list.

Achievements

We are a high performing practice and we pride ourselves in delivering a high quality service and patient care. This is demonstrated by achieve an outstanding rating from CQC in July 2019.

Patient Participation Group

We have a flourishing Patient Participation Group chaired by a patient and attended by both a manager 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.

Our work ethos

We believe in achieving a good work life balance and have taken time to ensure that we have systems in place that achieve this. The on call/duty role is shared amongst all the GPs who work in groups of 2 and have one on call per week and are supported by the urgent care team. We are an extremely low visiting practice and we are supported with home visits by our own in house paramedic and the Sirona Care & Health ECPs. We are flexible and allow both early starts and late finishes if required.

Primary Care Network (PCN)

We have formed a Primary Care Network with Kingswood Heath Centre, Hanham Health and Close Farm Surgery. We are known as the 4PCN, the PCN geographical network covers a patient populations of approximately 50,000 patients. We work in collaboration in order to deliver key areas of the NHS long term plan. Bringing these general practices together allows us to work at scale developing projects that no individual practice could achieve on their own. The 4 PCN benefits patients by offering improved access and extending the range of services available to them, and by helping to integrate primary care with the wider health and community services.

Development Objectives

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

- Working closely with the PCN to deliver, develop and innovate new ways of working.
- Our Executive Partner is leading a project looking at the local health needs of the PCN population
- Working closely with the local community to improve the health and well being of the local population

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