

An outline profile of the practice

The location

We are on the North East outskirts of Bath city in the beautiful county of Somerset. Access to other parts of the country is easy being very close to the M4 and the M4/M5 junction is not far away, London Paddington is a 90 minute direct train ride away with services running every 30 minutes. Bristol airport is easily accessible by car and public transport. It is not far to the south coast, about two hours drive or again take the train direct to Weymouth or Portsmouth.

Overview

Bath is a busy small city. It is very picturesque due to the use of Bath stone and is busy with two cinemas and an active theatre and many tourists in the season. The Abbey is a stunning building and so are the Georgian houses in areas like the Royal Crescent. The shopping area in Southgate is new but has been built sympathetically and you will find many of the High Street shops here including Debenhams, Laura Ashley, Hollister and Tommy Hilfiger.

Fairfield Park Health Centre is a purpose built practice with good facilities for the delivery of modern NHS care. In addition to our own practice patients we often host other services like the diabetes retinal eye screening service, rooms are also used for NHS Physiotherapy and Podiatry.

FPHC currently provides Primary Health Care Services for over 13000 registered patients. This includes many of the students at Bath Spa University where we have a satellite clinic providing both nursing and medical appointments.

We are dedicated to providing the highest standard of care to our patients and regularly receive positive feedback

Bath is always perceived to have a largely affluent population, but there are significant pockets of deprivation in the city with a significant proportion of London commuters, elderly, carers and a high number of care homes.

Schools

There is a number of schools both independent and state run in the city bounds.

Practice Area

The practice is part of the Bath, Swindon and Wiltshire Clinical Commissioning Group BSWCCG and Bath Independents Primary Care Network (PCN) comprising of 3 historically linked and friendly GP Practices.

<https://bswccg.nhs.uk/>

There is parking provision for staff at the rear of the practice.

Fairfield Park Health Centre and its philosophy

The practice is managed by four GP partners (two male and two female) and the Practice Manager. The practice is supported by an additional four salaried GP's, a clinical team including nurses, HCA's, plus management, administrative and reception teams.

The practice has a strong culture of openness, democracy and mutual support amongst all staff. They are very strong on GP education, with 2 GP trainers and often GP registrars. They also take medical students and any other allied health professionals who may wish for work experience. In general staff turnover is low and has been for many years.

The CQC inspected in late 2016 and the practice obtained overall 'Good'. This rating was maintained after a CQC telephone emergency inspection in the Spring of 2020 when COVID stopped face to face inspections. The practice has an excellent reputation for patient focused care. High standards are promoted and owned by all practice staff.

The practice has a recent list of 5-star rating on NHS Choices with outstanding reviews from patients. FPHC has a very strong, well-led and cohesive partnership and an established and loyal dedicated team. The practice has a clear vision with core values of ensuring good communication, compassion and continuity of care. There are well structured, regular meetings for all teams, including bi-monthly meetings for the administrative staff and regular MDT meetings with both the palliative care team and safeguarding clinicians. The GPs try to meet every day for coffee or lunch and this acts as a welcome debrief for them and the wider clinical team.

Whilst being clinically driven, the practice also performs well financially and presents as a strong, democratic, happy and balanced team with good communication between the clinical team, partners and administration teams. The practice has low staff turnover and is an equal opportunities employer.

There is a full community team either on site, or locally based, which is a real bonus and this includes District Nurses, Health Visitors, Community Physiotherapy, Community Podiatry, Community Midwives, Occupational Therapists, and Speech Therapist.

We have an active PPG (Patient Participation Group) which supports us with ideas.

There is a strong team ethos within the practice and it is very important to the partners that this is maintained and developed. The practice is a very comfortable place to work, well maintained with a good team of friendly staff. There is a relaxed atmosphere at the surgery and the environment is very pleasant to work in.

Innovations

This practice is a very innovative and progressive organisation.

Current projects that are underway are:

1. Care Navigation, reception and 'phone signposting
2. Working with Community Pharmacy Consultation Service as part of the above – sending patients with suitable conditions to local pharmacies
3. Use of our Clinical Pharmacist, First Contact Physiotherapist and Social Prescriber
4. Using iGPR software for insurance reports and SARs
5. DoctorLink a fairly new electronic system that can be accessed on the practice website and can also be downloaded free on the app store to help triage patients to the most appropriate care

FPHC has strong involvement and commitments at CCG and PCN level, from our current senior partners and one salaried GP. There's also a high level of GP input into 'our' residential homes in order to reduce the need for secondary care admissions.

The Doctors

GP Partners

Dr Jeremy Gilbert

Dr Marie-Claire Hamling

Dr Bisola Ezobi

Dr Dan Lashbrook

Salaried Doctors

Dr Eva Baragoano Ron

Dr Sophie Bell-Syer

Dr Sarah Blaikley

Dr Rachel Elton

Dr Melanie Jessop

Dr Claire Quiggin

Staff

In total, the practice has a team of 40 health care professionals and administrative support who are all practice employed.

Staff

Nurses – 4

Nursing Associates -1

HCA's – 2

Reception and administrative staff – 17

Managers – 3

IT/QOF leads - 1

Medical Secretaries – 2 soon to be 3

Clinical Pharmacist – 1

Clinical Pharmacy Technician -1

Social Prescriber - 1

Services provided

The nurses attend to a variety of problems including; dressings, removal of stitches, smears, contraceptive advice, breast examination awareness, vaccinations, general health, lifestyle and eating advice. In addition, there are the following services some of which are run in dedicated clinics:

- Travel clinic
- Asthma/COPD clinic
- Chronic heart disease clinic
- Routine immunisations
- Hypertension clinic
- Women's health clinics
- Health promotion clinics

- Child health surveillance clinic
- Minor Surgery
- Diabetes clinic
- INR monitoring
- Child immunisation clinics
- Family planning clinic
- Smoking Cessation
- Community Midwifery

Private services also include:

- Medical Examinations e.g. HGV license
- Adoption medicals

Premises

FPHC is located in a well-designed and maintained building with ample space over three floors and a lift. The site includes 11 consultation rooms, 5 treatment rooms plus admin offices, reception/waiting on the ground and lower ground floors, staff facilities comprising of a meeting/training rooms and an on campus staff room upstairs with a kitchen on each level with internal and external seating areas.

Computing and Information Technology

The practice is paper-light and uses the SystmOne clinical computer system and using IRIS for finance and payroll. Other recent innovation have been DoctorLink - online access to patients' health and symptom checker, providing 24/7 access to healthcare and MJOG a patient texting and messaging service.

The practice was also uses the Ardens suite of clinical templates and reports, and may wish to develop this further in the future. This ensures consistent coding within both the practice and wider CCG. This with the use of pop up reminders has helped us significantly increase our QOF revenue.