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# PRACTICE PROFILE

Portishead is a town of over 23,000 inhabitants, 10 miles south west of central Bristol on the coast overlooking the Severn Estuary. The population is continuing to increase due to new housing developments near the Portishead Marina, making it one of the largest towns in North Somerset. Waitrose and several other large national stores are in the town together with various light and financial service industries. The population is predominantly middle class and many of the working population commute to Bristol or along the M5.

We are the larger of two practices in Portishead. The other practice (“Harbourside” Practice) is based in the Marina Healthcare Centre. Both practices are continuing to grow.

## Medical Centre Premises

The Medical Centre was opened in 1977 to cover the health needs of the whole Practice area.

The Partnership comprises 5 female and 5 male partners. We also have three Salaried GPs and two Advanced Nurse Practitioners working in the practice. Three of the Partners are ‘post graduate trainers’, and the Practice normally has a GP Registrar or F2 trainee training in the Practice. All doctors, including registrars, have their own individual consulting rooms although this cannot always be guaranteed. The Practice list size is currently 18,200. Out of hours services are covered by the North Somerset ‘On Call’ Service, based on two sites at Clevedon Cottage Hospital and Weston General Hospital.

#### Medical Centre Personnel

### The Medical Centre staff comprises the following in full time equivalents:-

1.0 General Manager

1.0 Assistant Manager

0.8 Appointments Coordinator

0.5 Admin Assistant

9.3 Receptionists

5.8 Secretaries/ Admin Clerks

4.8 Practice Nurses

2.6 Health Care Assistants

Midwives from North Bristol Trust are based in our building and look after the population of Portishead.

District Nurses, Podiatrists and Health Visitors are based at other locations in Portishead

## Premises

The Medical Centre is a two-storey building. On the first floor of the Practice there is a Library/Coffee Room and offices for Secretaries, Summarisers, & Appointments Coordinator. On the ground floor there is a Waiting Room area with separate Reception area, records storage and individual Consulting Rooms, double Treatment Room, separate rooms for Midwives and visiting consultants and a Health Education Room. There is also a Practice education room and offices for the Medical Admin Team, the General Manager and Assistant Manager.

The Practice Nurses work in the surgery performing mainly health promotion activities and chronic illness management duties, as well as smear clinics and minor illness clinics.

The Treatment Room is staffed all day. All appropriate local casualty problems are dealt with, together with dressings, venepunctures, ECG’s, anti-coagulation INR testing/dosing, minor operations and monthly vaccination clinic sessions.

There is a daily laboratory specimen delivery service to the Southmead District Hospital and open access hospital X-Ray, occupational therapy and home physiotherapy services.

IT

The Practice is experienced and fully functional in its use of IT and uses the clinical software programme EMIS Web. Documents are scanned and work-flowed to doctors and staff using the Docman document management system. We are able to order investigations and tests via the GP ICE system. The Practice has its own website [www.pmg.org.uk](http://www.pmg.org.uk).

Staff Communication

The practice holds a ‘PMG Business Meeting’ every 2 weeks (all GPs are welcome to attend) plus other regular meetings to discuss clinical governance, critical incidents and to develop protocols with all members of the Primary Health Care Team. A multidisciplinary team meeting with our local community ward and district nursing team takes place three times a month to support communication and care for patients. The management team meets weekly and staff meetings are held on a regular basis to encourage face to face communication.

Teaching

Post Graduate GP F2

FP F2 (Foundation Year 2) GPs spend 4 months with the Practice as part of a programme which provides a rotation of posts in different specialties. They receive tutorials, sit in on consultations and are supported in their own consultations.

Post Graduate GP Registrar

GP Registrars have a one month introductory period, sitting in or visiting with all partners and other members of the Primary Health Care Team. The Registrar receives a weekly tutorial of 2.5 – 3.00 hours in protected time, by the GP Trainer. Another shorter tutorial is offered by one of the other partners during each week. Registrars are encouraged to become involved with and learn from all aspects of the Practice.

Undergraduate Teaching

Several partners recognise the Bristol Universities Teachers and General Practice. The Practice is actively involved in teaching 2nd and 3rd year medical students.

Postgraduate Teaching

There is an extensive programme of post graduate activity at Bristol Royal Infirmary, Southmead Hospital and Frenchay Hospital, all of which have their own Post Graduate Centres.

Community Liaison

The Practice strives to continue to improve services for patients. The Practice takes part in the IPQ (Improving Practice Patient Questionnaire) in which several hundred patients are given anonymised questionnaires regarding all aspects of their experience of the Practice. Results are analysed and specified actions plans made.

Dr. Owen and the General Manager meet with a Patient Participation Group several times throughout the year in order to ensure that patients are engaged with the running of the practice and to gain feedback and shape the development and implementation of practice plans.

A charitable Trust “The Friends of Portishead Health Centres” is supported by the local community. Donations have enabled the Practice to purchase equipment such as spirometers and pulse oximeters.

Practice Library

An extensive library is reviewed and maintained by all partners, trainers and registrars. Books, magazine articles and a selection of journals are indexed for the easy retrieval of information. Internet access is also available in the library with various search programs and also on individual PC’s.

Out Patient Clinics

ENT consultant and dietetic clinics are held in Portishead Medical Centre. Other services available for use by patients include the North Somerset Specialist Drug and Alcohol Team and Positive Step Counsellors.

The Future

Primary Care is undergoing a period of significant change and we cannot expect this to end any time soon. The Practice is working closely with the North Somerset Clinical Commissioning Group (CCG), NHS England, local Practices and Avon Local Medical Committee (LMC) to understand these changes and develop strategies for the future.

The Practice is continually trying to improve services to patients and adapt to continuing changes within the NHS, medical development and society. By working closely with patient groups, our staff, local practices and NS CCG we identify objectives, develop plans and manage their implementation to achieve these.