

Welcome to the Redgate Medical Services Partnership

Our Practice Profile



Redgate Medical Centre

Westonzoyland Road
Bridgwater
Somerset
TA6 5BF

Tel: 01278 454560

Fax: 01278 446816

www.redgatemedicalcentre.co.uk

Somerset Bridge Medical Centre

Stockmoor Park
Taunton Road
Bridgwater
Somerset
TA6 6LD

Tel: 01278 411520

Fax: 01278 411539

www.somersetbridgemc.co.uk

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1. WHERE TO FIND US

Bridgwater is a market town situated on the edge of the Somerset Levels which lies in the Sedgemoor District. The town has a population of approximately 60,000. Bridgwater has excellent communication links, having close access to two motorway junctions of the M5 – one of the major communication routes through South West England. In addition both the A38 and A39 routes cross through the town. The county town of Taunton lies just 11 miles to the south, whilst the cities of Bristol and Exeter are only 35 miles away to the north and south respectively. The Quantock Hills, which were awarded England's first area of Outstanding Natural Beauty are easily accessible 8 miles to the west and the West Somerset coast just 15 miles away. The town has good railway links to Bristol, Taunton and Exeter.



With Bridgwater being a good motorway access point for the region there has been significant developments within the Town in recent years which has provided many additional job opportunities for the local community. To the north of the town there is a very large Morrison's regional distribution centre as well as the new Avon and Somerset Police Constabulary Regional Headquarters. Work has recently started on the 10-year construction phase of a third nuclear plant at Hinkley Point. This development will continue to bring a strong growth in industry and tourism to the town. The University Centre Somerset is based in state-of-the-art facilities in the county town of Taunton with specialist learning centres at sites in Bridgwater and Cannington.

2. PRACTICE PREMISES

The Redgate Medical Services partnership provides primary care medical services from two practice locations within the town - Redgate Medical Centre which is located on the eastern side of the town, on the main A372 heading towards the village of Westonzoyland, and Somerset Bridge Medical Centre which is located on southern side of town, on the A38, Taunton Road, just 1 mile from Junction 24 of the M5. Bridgwater town centre is located approximately ¾ mile from both practices.

Both are non-dispensing, PMS practices, with practice list sizes of approximately 6400 at Redgate Medical Centre and 4150 at Somerset Bridge Medical Centre. The practice list at Somerset Bridge continues to grow steadily due to a large housing development which is currently under construction on the southern fringe of the town.

We are very fortunate to have two purpose designed and built premises. Redgate Medical Centre, which is mortgaged by the partners, was built in 1993 and underwent refurbishment and the development of additional consultation space in 2012. These premises now benefit from five consulting rooms and seven treatment rooms. On-site there is a Lloyds pharmacy.

The partners are signatories to the lease of Somerset Bridge Medical Centre, which was completed in December 2005, and has seven generic clinical rooms, a dedicated minor surgery & recovery suite, physiotherapy and counselling suites. The practice also has the benefit of an on-site pharmacy.

We have link community based staff to both premises, district nurses, health visitors, dieticians, midwives and visiting Mental Health Link Workers.

The new 30 bedded Bridgwater Community Hospital, provides the local community with a 7 day a week nurse-led Minor Injury Unit, comprehensive outpatient services, radiology services (including CT), an endoscopy suit, specialist physiotherapy and OT services and a midwife-led birthing centre. Local GPs also benefit from direct admission access to the hospital. An 88 bed dementia unit is currently under construction adjacent to the hospital.

3. THE PRACTICE TEAM

The Partnership currently comprises of two full-time clinical partners, Dr Donal Hynes and Dr Syed Akhter directly employing 32 staff. The partners are supported by two salaried GPs - Dr Didi Klein and Dr Wulf Franzen, an Advanced Nurse Practitioner, 5 highly skilled Practice Nurses and a Health Care Assistant. Both practices benefit from an extended team of Care Trust employed staff attached to the practice including health visitors, community nurses/matron, midwives, counsellors and a dietitian.

Dr Donal Hynes (m) MB BCh MSc MRCP (UK) MRCGP DGM

DR DONAL HYNES qualified in Galway in 1979. Having worked in London and Bristol hospitals for some time he obtained the specialist qualification in General Medicine (MRCP) and also the diploma in Elderly Care (DGM). He joined the practice in 1988, and has since obtained an MSc degree in Health Care from Exeter University.

He has special interest in family medicine and joint disease. He is involved nationally in the care of

elderly and rheumatic disease. He is doctor for the Bridgwater and Albion Rugby Football Club.

Dr Syed Akhter (m)

DR SYED AKHTER qualified from Dow Medical College, Karachi, and trained as a surgeon in Ireland before joining Somerset Bridge Medical Centre in 2002. He obtained fellowship in surgery in 1996 from the Royal College of Surgeons. His main interest is Extended Minor Surgery in which he holds the specialist qualification (FRCS). Dr Akhter moved to Bridgwater with his wife and family in 2002.

Dr Wulf Franzen (m)

DR WULF FRANZEN is a salaried GP at Somerset Bridge Medical Centre. He specialises in ENT and dermatology, having previously worked as a Clinical Assistant in Dermatology. He runs a fortnightly cryotherapy clinic at the surgery for skin disorders.

Dr Adrian Tyler (m)

DR ADRIAN TYLER graduated MBChB from Bristol University in 1993. After a year of house officer posts in Taunton, his next training post was as a GP trainee in Bridgwater, at Taunton Road Medical Centre. After hospital medicine training in the south west and passing the MRCP exam, he returned to Bridgwater for the second time in 1999- this time to work at Brent House Surgery. He passed the DRCOG and qualified as a GP in 2000. For 14 years he was a GP partner at Burnham-on-Sea, where he passed MRCGP in 2010.

In 2016, Dr Tyler returned to Bridgwater for the third time in his career. He is very pleased to be working at Somerset Bridge and Redgate every day apart from Mondays. His particular interest is GP training.

Dr Mengü Hicyilmaz (f)

Dr Mengü joined the practice as a salaried doctor in November 2016 and works part-time Monday/Thurs/Fridays. She trained in London. She enjoys working with patients and developing a shared understanding of their illness, so that individuals and families can thrive.

Our highly skilled Advanced Nurse Practitioner, Alison Williams, works alongside the GP team. Her skills and role are rather unique for primary care in that she assesses and treatments patients for both ongoing/complex health issues as well as minor illness/urgent care. Alison is a supplementary

prescriber who has a special interest in women's health. She also acts as prescribing lead for the practice.

We have a highly skilled team of Practice Nurses who are trained and specialise in the management of patients with long term health conditions as well as a variety of treatment room duties.

4. PRACTICE COMMUNICATION

A monthly cycle of Friday morning meetings brings us together in differing ways to plan, learn and also discuss patients. This includes monthly multi-disciplinary reviews meetings which are attended by our Community Nurses, Health Visitors and specialist hospice link nurse. During the session we hold significant event meetings, prescribing reviews and team educational meetings.

Everyone has an equal voice in shaping the way we develop and this is given expression through a variety of multi-disciplinary working groups.

Management Team

Led by the Practice Manager, the Partners, lead Nurse and Duty Managers meet fortnightly to decide our main priorities for the forthcoming year and working jointly to solve any identified problem areas.

Patient Participation Group

We are very fortunate to have an active and dedicated patient participation group (PPG) that meets regularly and provides useful feedback on all aspects of the practice. New members to the group are always welcome.. The group's activities includes things like obtaining the patient's view on practice services, carrying out surveys (e.g. patient satisfaction and health needs of patients), supporting health promotion events and designing new services or initiatives. Our group has been particularly instrumental in the establishment of a Walking Group and improving support for Carers.

5. WORKING WITH OUR LOCAL HEALTH COMMUNITY

Social Prescribing

Recognising that people's health is determined primarily by a range of social, economic and environmental factors, we pride ourselves in addressing our patients' needs in a holistic way and enabling them to take greater control of their own health. Working in close partnership with Somerset Activity & Sports Partnership and our PPG the practice has developed a range of social prescribing activities. These include an active walking group, weekly gardening sessions, a community singing group, chair-based pilates sessions and foot massage. The uptake and feedback from patients who have/continue to take part in some of these activities has been inspirational.

Some of the Social Prescribing activities available at the Practice



The practices have forged strong working links with other third sectors organisations, hosting Carers Drop-ins and becoming the host venue for the Bridgwater Carers Group.

Links with Secondary Care

The local population is served by two main NHS health trusts – Taunton and Somerset NHS Foundation Trust, Musgrove Park Hospital - our local District General Hospital and Somerset Partnership NHS Foundation Trust, who provide community and mental health services. They also employ community hospital staff in Bridgwater, Burnham on Sea, Williton and Minehead Hospitals.

Bridgwater Bay Health Federation

‘A group of GP Practices who have agreed to work collaboratively, for the benefit of the patients, the local population, local health services and the wider NHS’.

Long before the formal establishment of GP Federations under the CCG, the 10 practices within the Bridgwater Bay Health Federation were working collaborative on a number of projects and commissioning health services for the population of Bridgwater. As the strength of the Federation continues to grow Redgate and Somerset Bridge Medical Centres play an active part in its development. Members of the practice are committed to attending regular Federation Meetings.

Somerset Clinical Commissioning Group (SCCG)

Established in April 2013, SCCG are responsible for commissioning healthcare services for the 544,000 people who live in Somerset. The member practices of the Somerset Clinical Commissioning Group (CCG) are arranged in nine federated localities. Each federation has a nominated clinical delegate. The delegate, through day to day contact with people who need health services, provides clinical expertise and local perspective to the countywide CCG.

Somerset Primary Health Ltd

Both practices are members of Somerset Primary Health Ltd (SPH), the provider organisation set up by Somerset practices to develop business plans and bids to provide local health services to the local population.

Somerset LMC

Practices and clinicians alike are very well supported by the Somerset LMC. Both practices are members of the Somerset GP Education Trust who provide training and host regular educational events for practice staff

6. THE PRACTICE LIST

Redgate Medical Centre

The practice has a fairly static patient list size at Redgate of approximately 6400 patients, with males equating to 54% of the overall practice list and 46% female. Redgate has a fairly young practice population with only 15% of patients being over the age of 65.

Somerset Bridge Medical

Somerset Bridge Medical Centre is a growing patient list due to local housing developments, currently 4100 patients. The male/female split is almost equal. Again the practice has a predominantly young population with only 11% of registered patients being 65 years or over.

Ethnicity/Nationality

The majority (83%) of our registered patient population are of white british ethnic origin who use english as their first language. Approximately 9% are of other white ethnic groups– mainly eastern European. The remainder are a mix of other black/white African, Asian or Chinese

7. PRACTICE OPERATING HOURS

The opening hours of both the practice premises are currently 08.00 a.m. to 6.30 p.m. Monday to Friday. The practice provides pre-bookable GP and practice nurse appointments during extended opening hours until 8 pm on Wednesdays at Somerset Bridge Medical Centre and Tuesday evenings at Redgate Medical Centre. Out of Hours access to a GP is provided by NHS 111.

During normal opening hours the practice provides a comprehensive range of appointments, clinics and services.

A typical GP clinic timetable is as follows:-

	Morning		Afternoon
8.30 am – 10.30 am	15 minute pre-bookable appointments OR Telephone Triage	2 – 3.10 pm	Same Day Access Appointments (emergency clinic)
10.45 – 11.00 am	COFFEE		
11.00 – 11.10 am	Pre-bookable Telephone Consultations	3.20 – 3.30 pm	Pre-bookable Telephone Consultations
11.10 am – 12.00 noon	10 minute Same Day Access Appointments (emergency clinic)	3.30 – 4 pm	Blood results/ administration
12 – 1 pm	Prescription reauthorisations Home Visits	4 – 5.30 pm	15 minute pre-bookable appointments

Sharing the workload pressures every day is fundamentally important to the practice. To support this ethos unlike most practices we don't have a dedicated 'Duty Doctor' each day. Instead all clinicians working take a share of the workload having a mixture of routine and same day access appointments, undertaking home visits and admin. This is overseen by the Duty Managers at both sites who keep a close eye on clinician's individual workloads.

Each morning our Triage Team, which consists of GPs, Nurse Practitioner and Practice Nurses assess all patient requests for urgent appointments. The introduction of telephone triage for urgent care has

significantly reduced the pressure on urgent appointments and enabled patients to receive timely advice and intervention by the most appropriate clinician.

8. QUALITY AND OUTCOME FRAMEWORK (QOF)

The practice has always been a high QoF achiever. This work is overseen by our dedicated Data Manager and team of highly skilled administrative staff.

9. TRAINING AND EDUCATION

Good communications and consultation are essential for efficient operation in any organisation. The Practice is keen to support the continuous professional development of all its employees and provide support for revalidation.

The practice has forged close links with the University of Plymouth to provide training placements and mentorship to second and third year student nurses.

Led by GP Trainer, Dr Tyler, the practice hosts Year 3 and 4 medical students during their practice placements. The practice aspires to become a GP training practice within the next 12 months.

10. CARE QUALITY COMMISSION

In January 2016 both practices were inspected by the Care Quality Commission and we were rated 'Good' in the 5 key areas of assessment. In addition areas of 'Outstanding Practice' were noted in the practice's understanding of its patient population and its proactive approach to improving patient wellbeing and physical health through our social prescribing activities.

11. CLINICS AND SERVICES

We offer a comprehensive range of enhanced services including minor surgery, extended minor surgery to our registered patients and those in neighbouring practices and DMARD monitoring. We provide an INR level 4 service to our patients and those of a large neighbouring practice. We provide structured care for patients with chronic conditions, child health surveillance, medicines management and a full range of family planning services. We host weekly antenatal clinics which are run by a Community Midwife.

We have close working links with Bridgwater College, with members of our nursing team providing an on-site Drop In Service for students twice a week. We also provide College students daily access to a clinician at the practice via email for information and confidential health advice. We offer extended

hours on Wednesday evenings at Somerset Bridge Medical Centre and Tuesday evenings at Redgate which we operate by way of a rota between all the GPs and admin staff.

Health promotion is a key focus for the practice. We have a very successful weight management service up and running which is led by our Health Care Assistant, who regularly sign-posts patients to our social prescribing groups.

12. CLINICAL SYSTEM

The practice is relatively paper-light. Using EMIS web all consultations are recorded solely on the electronic patient notes with the practice receiving electronic pathology reports, OOH reports, discharge summaries and hospital letters. Patients are able to book appointments, view their summary record and order repeat prescriptions online via our practice website and currently we have 1100 patients registered for this service. The 2 Practice sites are linked enabling full access to the computerised records of all patients in both surgeries. This assists us in achieving national and local targets as well as gathering accurate data for audit. Additionally, it has improved our repeat prescribing system and our management of chronic diseases.

We also have an extensive suite of ancillary Microsoft (and other) programmes. The practice operates registration and pathology service links and is comprehensively furnished with up-to-date office and clinical equipment.

13. PRACTICE BUDGETS

As a P.M.S. practice our budget is negotiated and agreed with NHS England. We receive twelve equal monthly payments, which includes in the baseline those elements that were formally paid under IOS claims, plus cost rent, practice staff salaries, training budget, quality preparation, quality aspiration, GP appraisal, NHS Pension. Deductions are then made for the statutory and voluntary levies, OOH, superannuation and any Added Years for the NHS Pension Scheme.

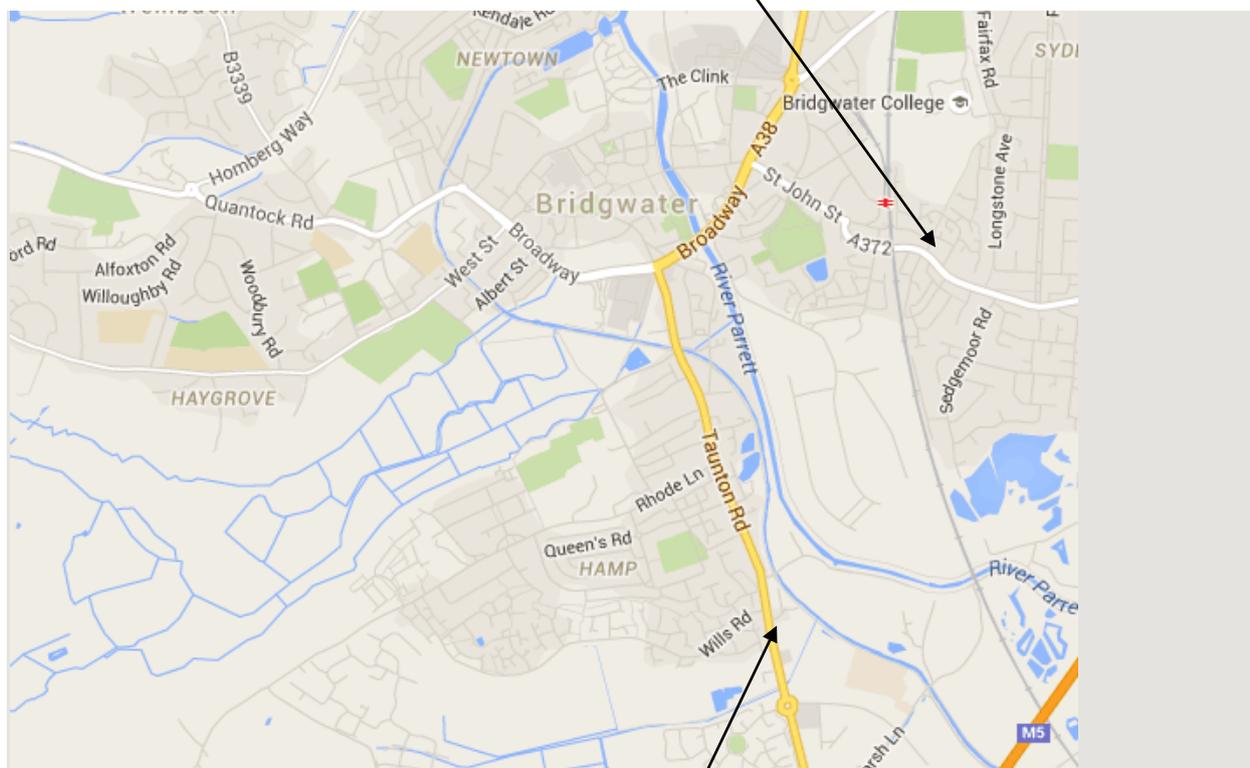
14. SUMMARY

We are a very friendly and well established practice. We are proud of a team that is professional, caring and capable of delivering excellent service on an ongoing basis through a period of significant change for the NHS. As a practice we feel that this is an exciting time and are we looking forward to the opportunities that are on offer over the next few years.

We do not feel the need to extol the virtues of living and working in this beautiful part of country since you may already be aware that there are excellent housing opportunities, good schools and a wealth of social activities. Should you require more information on these issues we would be happy to assist you.

HOW TO FIND US

Redgate Medical Centre



Somerset Bridge Medical Centre

For further information please contact:

Redgate Medical Centre, Westonzoyland Road, Bridgwater, Somerset, TA6 5BF,
Tel: 01278 454560

Kathy Bartley, Practice Manager

k.bartley@nhs.net

Donal Hynes, GP Partner

Donal.hynes@redgatemedicalcentre.nhs.uk