

Practice profile 2016

We are a friendly practice, of 8 partners and 2 salaried GPs. In the practice profile we would like to give you a flavour of what life in the practice is like.

Location

Witney is a thriving and expanding market town. It is a short 13 mile commute from the culture of Oxford and close to the rural idyll of the Cotswolds. The town is well served with good shops, sport and recreational facilities, and very good local schools. The surgery is located in the centre of Witney, just next to the new town centre development of shops, restaurants and cinema.

The Practice

We provide care for 14,600 patients in Witney and the surrounding villages, and dispense to about seventeen percent of them. The patients represent a wide cross section of socio-economic groups. We have always maintained personal lists and are proud of the personal care our patients receive. We have always achieved very high QOF scores and are rated as Outstanding by the Care Quality Commission. The practice considers itself to be innovative and we are always looking at new ways of working, at the same time we make a conscious effort to maintain our work-life balance.

We moved into our new GP owned, purpose built health centre in March 2012. We are an expanding practice. Since 2012 we have grown our patient numbers by 16% and our team has almost doubled. The medical practice occupies the first and second floor, and we have podiatry, endoscopy, ultrasound, a GP access hub and sexual health services, and a number of locally commissioned services, running from the ground and second floor.

We are located next door to the community hospital, which has a physiotherapy department, minor injuries unit, emergency multi-disciplinary unit, out-patient clinics, X-ray and. In-patients are looked after by the gerontologists from Oxford. The community hospital also houses the out of hour's service.

We have an excellent nursing team, including nurse prescribers, providing treatment room care, health promotion, including smoking cessation clinics and contraception. Contraceptive coils and implants are fitted in the surgery. We have a nurse led diabetic clinic managing the routine care of diabetics, including insulin conversions. In addition, there is a minor illness clinic every morning and afternoon led by our nurses. This service is very popular with patients who have prompt access to a health professional, the doctors who have more time for more complex cases and the nurses who have greater satisfaction in their work.

We completed a two year redesign project at the end of 2014. All staff were interviewed as part of this process, as was the patient group. This has led to increased numbers of Health Care Assistants and range of efficiencies, with the most significant being the empowerment of our reception team to help patients without having to trouble the doctor.

We have an innovative call and recall system which was designed to support the management of tests being requested by secondary care but has proved so good that we now use to manage a significant amount of the non-routine call and recall, with a second database being introduced to support the care of our diabetic patients.

We run a structured duty doctor system to ensure patients have urgent access to a doctor when required and that urgent test results/communications are managed in a timely manner, this ensures that even routine work is not held over for more than a couple of working days when doctors are away.

One of our GPs is trained to perform dermoscopy and we arrange for patients to have sleep apnoea test equipment direct from us. We then send the results electronically to a local hospital. These initiatives help to reduce the number of trips our patients have to make to hospital.

The Windrush is a part of the West Oxfordshire Locality Group (WOLG), one of the five locality groups that make up the Oxfordshire GP consortium. All 9 practices in West Oxfordshire are members of WOLG which was built on the good relationships we had forged when we were part of a GP co-op for Out Of Hours Services, before the new GP Contract. WOLG is at the forefront of commissioning in Oxfordshire. We have set up a variety of new services including a local ultrasound service which is run from the Windrush Health Centre, near patient testing for suspected DVT, a practice based arrhythmia service, the endoscopy service also from the health centre, enhanced physiotherapy provision and a local ophthalmology service.

The Windrush took a lead role in setting up WestMed - a provider federation of 8 West Oxon practices under the umbrella of PML the fourth largest federation in the country. Through this, we are part of a Prime Ministers Challenge Fund bid wave 2 pilot. This is a countywide initiative looking at new ways of improving access and quality of care to patients using new models of care, better use of clinical skill mix and better use of technology, including an urgent care hub and home visiting service.

Most of the practice is now paperless. We moved to a new computer system, EMIS Web, in July 2013 and upgraded to Windows 7, MSOffice in June 2014. All letters are scanned in via Docman and we receive all results electronically. Remote access allows us to work from home if we want to. We have a practice website www.windrushmedicalpractice.co.uk and a practice intranet.

Communication is essential in a large practice. This takes many forms; informally over coffee, weekly clinical update emails and monthly staff newsletter, partnership meetings, clinical team, practice team, educational, audit and significant event meetings. This is all carefully coordinated, so there is no more than one main meeting a week.

Education and CPD

The practice is part of the Oxford vocational training scheme. David Jones and Paul Simons are GP trainers. We currently have one ST3 registrar in post, and two new GP specialist trainees due to join us in August as part of the next rotation. 5th Year medical students are with us throughout the year. We also teach medical students from Brasenose College, Oxford and Bucks University. The team undertakes regular audit and presents these at clinical team meetings. There is a regular in-house educational programme of outside speakers. All the partners and the wider practice team contribute to training and tutorials.

All staff are encouraged to develop new skills. We have supported three nurses through the nurse prescribing training, and others to train to deliver smoking cessation and family planning. We supported one of the health care assistants to train to be an assistant practitioner, and a practice nurse to complete her family planning training, both attended Oxford's Brookes University. The practice worked with the Primary Care Development Unit to design and pilot the introduction of nurse led minor illness clinics, which were innovative at the time. We supported Morag our practice manager to complete her masters in Management in Health and Social Care, and two members of our administrative team to complete NVQ 3s in Management and Business Administration, and also our very first administrative apprentice who took up a permanent medical receptionist post on completion of her NVQ.

Partners and assistants all have six weeks holiday and one weeks study leave pro rata.

Research

We are an advanced cutting edge primary care research practice. We are the leading recruiting practice in the Thames valley and are involved with a wide range of interesting studies. This research has provided extra interest in general medicine for the whole team and has had a fantastic response from our patients.

The Partners

Paul Watson joined the practice in 1987 having qualified in Oxford and Cambridge. He is married to Sally, a history teacher, and they have two grown up children. He lives locally in Witney and has many outside interests; cycling, walking, croquet, bridge and gardening. He reduced from full time to ¾ time in April 2015. Stephen Smith joined the practice in 1996 having qualified in 1990 at St. Bartholomew's. He is married to Anna, who is also a GP, and has three children. His outside interests include squash, running, gardening,

photography and painting. He is a director of PML, Clinical Lead for WestMed GP federation, sits on the transformation board of the OCCG and is on the LMC.

Steve Bright joined the practice in 2000 having qualified in 1988 in Birmingham. He lives locally with his family. Having previously been a ship's doctor for P&O for seven years, he sometimes refers to patients as passengers! He has a wide variety of interests including computers, cycling, dermoscopy and D.I.Y.

David Jones joined the practice in 2003 having qualified in London in 1997. He is also a GP trainer and appraiser. He lives in Oxford with his wife and children. He enjoys skiing, walking, cooking, and spending time with his family and on his allotment.

Helen Shaw worked as our regular locum for more than five years and became a partner in 2006, having qualified at the Royal London Hospital in 1991. She is married to William who is a professor in applied mathematics and they have two children.

Paul Simons joined the practice in 2008 and lives in Oxford. After qualifying in London in 1997 he worked in a variety of medical specialities before changing to general practice. He is interested in all aspects of general practice and particularly in diabetes and teaching. He is married to Helena who is a writer. They have two young girls. His interests include music, gardening and walking.

Nick Thomas joined the practice in 2012 as a full time partner. He qualified from Warwick in 2006 and did his VTS training on the Oxford scheme. Before joining the practice he was a salaried GP. Nick is married to Judith. They live locally with their three children. Nick has a substantial research background including a PhD. He is the research lead in the practice and clinical lead for the Thames Valley and South Midlands.

Ruth Bedford joined the practice in January 2016. She qualified from Peninsula School in 2008 and stayed in the South West for a few years before arriving in Oxford to undertake GP training. In 2012 Ruth arrived at the Windrush Practice as a GP ST3 and hasn't really left since! She has an interest in teaching. When not at work she enjoys playing hockey for a local club, cycling, travelling and spending time with her family and friends.

Salaried GPs

Samantha Watson joined the practice as a locum in October 2004, having qualified in Sheffield in 2000. Sam was appointed to the flexible careers scheme in April 2005 and stayed with the practice at the end of the scheme. Sam is married to Matt, who is a GP partner in a local practice and they live in the Cotswolds with their daughter.

Brenda Roberts joined the practice as a salaried GP in 2014, having qualified in Birmingham in 2007. She lives in Abingdon with her husband, who works in public health and their baby. She enjoys outdoor pursuits, music and cooking.

Academic GP

Kay Wang joined the practice in April 2013. She is also an Academic Clinical Lecturer in General Practice at the University of Oxford's Nuffield Department of Primary Care Health Sciences. Her research interests include respiratory tract infections and persistent cough. (<http://www.phc.ox.ac.uk/team/researchers-m-z/kay-wang>) She enjoys travelling, cooking and spending time with her friends and family.

Practice Manager

Morag Keen joined the Windrush in 2002. She has worked in general practice since 1985, (apart from one year at the Nuffield Orthopaedic Hospital on Oxford where she worked as a Patient Administration Manager.) With both of her previous practices having been training practices she has experience of working with registrars and as a training practice assessor. Morag has always lived in or around Witney, is married with two grown up children and enjoys working in her local community and spending time with her family.