

Practice and Training Profile – Hightown Surgery, Banbury

Dr Harold Hin
Dr Louise Cornwall
Dr Sandar Hlaing
Dr Catriona Stephens

Dr Rachel Urquhart
Dr Sarah Lourenco
Dr Nicholas Hodgkins
Dr Kate Smith

Hightown Surgery is a thriving practice in purpose-built premises opposite the Horton Hospital. We have a list size of approximately 10,000, serving Banbury and surrounding villages. We have a good demographic mix of patients and have traditionally been especially popular with young families. We consistently score highly on patient satisfaction measures and achieve near maximum QOF points (for those of you who like statistics!)

Primary Health Care Team

Doctors: 3 partners and 5 salaried GPs, equivalent to 5½ full timers altogether.

Nursing team: 3 practice nurses, health care assistant, phlebotomist

Admin. team: Practice manager, I.T. manager, reception team, full admin. support team

Attached Staff: 3 Community Nurses, 2 Health Visitors and Health Visiting Assistant, Macmillan nurse, Counsellor, Drugs and Alcohol Counsellor, Community Midwife, Dementia Advisor.

We have a happy and committed team who are enthusiastic about training and really appreciate having learners in the practice.

Computerisation

Full computerised with “Vision” (windows-based) system. Lab links, Docman (document management system), practice intranet, developing instant messaging system.

Training and Education

Hightown has been a training practice since 1992. Louise Cornwall has been our trainer since 2005, supported by the whole team. Sandar Hlaing has completed her Certificate of Medical Education and will be a fully accredited trainer later this year. She has significant teaching experience in secondary care and is already involved in training our recent ST2s and registrars. All our doctors take part in covering trainees and informal teaching. We are fortunate in having 2 salaried GPs who trained on the Banbury scheme (and were our registrars) and who can therefore be especially helpful to new learners in the practice. We also find it encouraging that they wanted to stay!

Harold Hin is the co-ordinator for the Protected Learning Time sessions for local GPs, run at the Horton several times a year.

Our Practice Manager and I.T. Manager also contribute to tutorials and all practice and attached staff are involved in teaching in one way or another.

Learners to date have included medical students, F1/2s, ST1/2s, registrars, nurses, midwifery and health visitor students, student counsellor and a pharmacist. We have Oxford medical students in October each year.

We are fortunate in now having enough space for registrars to have their own room, which you can personalise with pictures and really feel is yours for the year.

In-house Education

Weekly **PHCT meeting** (Monday lunchtime): whole team (GPs/PNs/admin/HVs/DNs) including problem and interesting case discussion, Macmillan nurse case reviews, topical reviews and information sharing, visiting speakers (eg: voluntary sector or other community services), specific topics/audits/service reviews and presentations.

Weekly **clinical meeting** (Wednesday lunchtime): nurses and GPs. Monthly visiting speakers (rolling programme of hospital consultants, new services providers etc), monthly referrals review, topical discussions and in-house service reviews.

Doctors also meet for a sandwich every day, which provides opportunity for discussing patients, work issues and other more interesting things (like holidays, sport and our social lives).

Additional interests

General Practice Research: Harold Hin (Past publications in Coeliac Disease and B12 in the elderly. Currently setting up single centre trial on vitamin D deficiency)

Cardiology (community services): Sandar Hlaing

Commissioning: Harold Hin

Drug and Alcohol Services: Kate Smith

Family planning: Sarah Lourenco, Rachel Urquhart, Kate Smith

Dermatology: Catriona Stephens

ENT: Nick Hodgkins

Out of Hours service: Louise Cornwall

Within the practice team all of us have areas of particular interest or expertise (and sometimes both!) e.g: joint injections, minor surgery, paediatrics, female health, mental health, cardiology, consultation dynamics, diabetes, asthma and COPD. You'll soon learn who best to ask about particular areas, although we all still see everything and enjoy being true generalists (and ask each other lots of questions). We're increasingly referring in-house as different doctors are specifically developing skills in their areas of interest (and we give our salaried doctors time to do so).

Social Events

We have a "social events team" of clinical/non-clinical staff who organise events for the whole team. We usually have a Christmas bash at a local hotel and a summer BBQ to which learners are obviously welcome.

Banbury area

A fast growing market town in a sea of countryside and villages. Good transport links and motorway access. Within easy reach of Oxford, Stratford, Warwick, Birmingham (and London by train).

Excellent DGH (with approachable consultants!) and Postgraduate Centre just across the road. Monthly joint GP/consultant educational meetings (Friday lunchtime). More specialist services provided in Oxford, about 40 minutes drive away.

New sports' centre in the town and health club (posher gym) 1mile out. Arts Centre, cinema, museum, bowling, large shopping centre, lots of good country pubs and golf courses. Excellent local schools (state and independent).

What do registrars think of the training here?

“Made to feel very welcome by everyone”

“Feel a valued member of the team”

“Made me feel very comfortable in this rotation, every step of the way”

“Trainer is very approachable and always there when I need help”

“Fantastic trainer who provides the perfect mix of support and encouragement”

“This is the best training I have ever received in my career as a doctor”

So, come and find out for yourself if this is the kind of Practice you are looking for. Please contact either the Practice Manager, Di, or our trainers, Louise and Sandar to arrange the best time to visit.

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