



THE MEDICAL CENTRE

Shipston-on-Stour

www.shipstonmedicalcentre.co.uk

Shipston-on-Stour is a market town in South Warwickshire with a population of 4,500. Shipston is 10 miles from Stratford-upon-Avon, 15 miles from Warwick and Banbury and 30 miles from Oxford.

The Practice serves the town and the surrounding rural area to approximately 7 miles. There are over 11,000 patients registered and we are the only provider of primary care services in the town.

The practice population has an above average proportion of older people with 23% over the age of 65. There is a good spread of social class / affluence ranging from the very wealthy to pockets of rural deprivation.

Practice Team

There are 6 Partners, 3 salaried GPs, 2-3 doctors in training, 23 Practice staff, 5 Practice Nurses and 3 Healthcare Assistants. There is a full Primary Care Team attached to the Practice, including District Nurses, Health Visitors, Midwife, Counsellors and a Substance Misuse Worker.

Premises

The premises were purpose built in 1969 and have been extended twice since then. It is now a two storey building with 12 consulting rooms, Reception, Dispensary, office and meeting space. More recently we have acquired a nearby domestic building, which has been converted to provide a training suite.

The practice would like to develop new premises and is working actively with Warwickshire PCT to seek opportunities to allow this to happen.

Services Provided

The Practice provides a very full range of primary care services, including maternity, family planning and a comprehensive chronic disease management programme. We provide almost all the enhanced services commissioned by the PCT, such as phlebotomy, anticoagulation and minor operations. We have an innovative travel health service, for which members of our nursing team have won a national award.

The Practice dispenses to approximately 5,500 patients in the rural area, and has worked hard to ensure the dispensary offers excellent service, including home delivery of medications, pill packing service and repeat prescription management service.

Community Hospital

The Practice works closely with the Ellen Badger Community Hospital and provides the medical staff for the in-patient beds and the minor injuries unit. Other services in the hospital include the Day Unit, X-ray, Physiotherapy, Occupational Therapy, Chiropody and Audiology; as well as visiting Consultant clinics.

Practice Records and Information Systems

The Practice has paper-light accreditation and manages patient information using *Vision and Docman*. IT is also used for all administration and the Practice intranet serves as a centralised information resource, containing minutes of meetings, guidelines/protocols and much more.

Organisation of work

The practice is open 8am until 6:30pm Monday to Wednesday and Friday. On a Thursday we open at 8am and close at 8pm.

We believe continuity of care is important and therefore each GP has their own list of patients, and the structure of the day allows GPs to visit their own patients when needed. On each day there is a named Duty Doctor, whose day is organised to ensure sufficient capacity to respond to emergency situations, to deal with urgent requirements from patients whose usual GP is not present and to manage any excess demand.

The practice aims to use its skill mix to best advantage, with the nursing team undertaking the majority of the routine chronic disease management.

Badger Harmoni has responsibility for providing Out of Hours services between 6.30 pm to 8.00 am Monday to Friday and at weekends and Bank Holidays. The Partners provide the morning OOH clinic at the Ellen Badger Hospital at weekends, both Saturdays and Sundays and also bank holidays providing care for the inpatients and urgent care for the community.

The Partnership

The current partners are:

Dr Christopher Thorogood	MBBS (London 1975), FRCGP DCH DRCOG Dip Occ Med
Dr Caroline Nixon	MBChB (Birmingham 1983) MRCP MRCGP DFFP
Dr Jane Gilder	MBBS (London 1986) DCH DRCOG MRCGP
Dr David Williams	MBChB BSc (Birmingham 1989) MRCP DRCOG MRCGP
Dr Andrew Whiteley	MBBS (London 1993) MRCGP
Dr Sue Pritchard	MBChB BSc (Hons) (Birmingham 1991) DCH DRCOG MRCGP DFFP

The partnership holds shared ideals and works in a cohesive and collaborative manner. The management responsibility of the organisation is shared amongst the Partnership with each partner being portfolio holder for a particular area of practice activity.

The practice's strategic aims are reviewed annually at the Partners awayday and the monthly practice meetings provide an opportunity to review progress against the strategic aims and discuss new developments and changes affecting the practice. Weekly management meetings, attended by the Practice Manager, the Finance Managers and two partners, provide the operational overview.

Whilst the practice has experienced a reduction in income in the past few years, the practice continues to make an above average level of profit.

Teaching

The Practice has a substantial interest in education. We are a training Practice, and routinely host an ST3, an ST2 on their general practice placement and ST2s as part of their obstetric and gynaecology placement. For the past two years we have also participated in a pilot practice nurse training programme. All of our Doctors have some involvement in training in the Practice, with three partners being trainers with a fourth also employed as the local VTS

Programme Director. The Practice also has medical and nursing students attached on training placements on an ad hoc basis.

The continuous development of all members of the team is part of our practice ethos and we therefore organise regular in-house events as well as encouraging team members in seeking opportunities for personal development.

Quality Improvement

The Practice is committed to the continued improvement of the quality of its services and there is a programme of audit and performance review. The practice has always achieved highly against the Quality and Outcome Framework (QOF), falling slightly short of full QOF points only twice in six years.

Involvement with the Local Community

Maintaining our excellent links with our community is a high priority for the practice. We are actively involved in many local organisations such as Shipston Home Nursing, our local 'hospice at home' charity and Drug Action in Shipston (DASH). We have also worked in Partnership with other local organisations such as the Town Council, Sports and Social Club, the High School and the Lions. Additionally, the local Volunteer Transport Bureau operates out of the Medical Centre.

We hold a regular Patient Participation Meeting to aid communication with the community and to involve patients in service development and design.

Involvement in the Local Health Economy

We maintain good links with other local practices and are also active within the PCT with one Partner elected to our local Practice Based Commissioning Executive Committee and another Partners providing a GP Tutor role for the PCT.

Conclusion

Working as a member of this team is challenging but very rewarding. We aim to remain at the forefront of primary care development and continue to provide an excellent service for all our patients.