

The Deepings Practice Profile

The Local Area:

The Deepings is the collective name given to the towns of Market Deeping and Deeping St James and the two outlying villages of West Deeping, Deeping Gate and not forgetting Deeping St Nicholas. Market Deeping and Deeping St James both border the banks of the River Welland as it meanders between the Lincolnshire and Cambridgeshire border.

Market Deeping still retains a small market town feeling and has a selection of historical buildings. The Deepings are mentioned in the Domesday Book!

The Practice has a branch surgery based at Glinton which is 4 miles south of Market Deeping residing within Cambridgeshire.

The A1 is easily accessible within 15 minutes as are Stamford, Bourne, Spalding and Peterborough.

The Practice Area:

The Practice area covers eighteen parishes within North Cambridgeshire and South Lincolnshire, some of the villages on the outskirts of the area being covered also by Practices in Bourne, Stamford, Peterborough and Crowland. We currently provide the only GP services within Market Deeping, Deeping St. James and West Deeping.

Population Characteristics:

The Practice currently has 22424 registered patients across the two sites, 18981 are registered at Market Deeping and 3427 at the Glinton branch surgery.

- There is a broad range of ages within our practice population. 55% are within the working age range of 25-64 years.
- A significant number of patients commute to Peterborough and London for employment
- There has been significant housing expansion within the Practice area over the last fifteen years, although the practice list size has remained fairly static over the last 5 years. There is further expansion planned for the future.
- Most homes are owner occupied with only small pockets of local authority housing available.
- The ethnicity of the practice population is predominantly white British.
- There is a good network of local transport.

About the Practice:

The Deepings Practice provides services under a Personal Medical Services (PMS) contract with NHS Lincolnshire PCT. The partnership at present comprises of seven full-time, and five 3/4 time partners. We also employ four salaried doctors who work for a total of 16 sessions per week.

We are committed to providing high quality continuing care within the community. We aim to provide a wide range of high quality NHS service including a wide variety of additional and enhanced services. Over the last few years we have maintained a high score with the Quality and Outcome framework (QOF). The Partners have been encouraged to develop their clinical interests into a wide range of patient services, which now form part of our extensive service portfolio.

In addition to the routine NHS services we are fortunate to have a GP with expertise in Ultrasound Scanning. Dr Marshall provides one session per week in conjunction with our locum Ultra Sonographer. We have recently been able to upgrade our old machine for a modern machine comparable to those used in the local private hospital. We very much hope to be able to expand and develop this service further over the next few years.

Both premises sites are relatively modern and well established, Market Deeping is a purpose built premises completed in November 1997. Glinton surgery is an attractive conversion of old stone cottages that had further modernisation in 2001. Both sites have good access and parking for both patients and staff. The premises are both owned and maintained by the Partners. Some accommodation within the Market Deeping site is leased to NHS Lincolnshire for the use of various attached staff such as Health visitors, District Nurses, Physiotherapists and Podiatrist etc.

The Practice offers dispensing services to 9594 (43%) patients across the two sites. In the autumn of 2010 we installed a robotic dispensing system within the Market Deeping site. This has helped create a much improved working environment for our Dispensing Team. We are signed up the Dispensing Services Quality Scheme (DSQS) and so are proactive in maintaining high quality dispensing services.

We use the EMIS Ver5.2 clinical System and are looking to move EMIS Web sometime during 2011/12. It would be misleading to say that we are any where near being a paperless Practice, we prefer to see ourselves as being paper light! However, there is still room for much improvement in this area. Our website (www.deepingspractice.co.uk) contains some basic information about the Practice and is regularly updated and we hope to be able to offer a greater range of on-line services during 2011/12. Despite having initial difficulties we are using the NHS Choose and Book system where ever possible. We have a limited intranet facility across the Practice which we hope to expand and develop this to improve internal communication over the coming year.

The Deepings Practice is a long established training practice and we have recently undergone a building expansion project to incorporate an additional four consulting rooms to be used for training purposes. Dr Hughes, Norman and Akram are our GP trainers; we take trainees from the Eastern Deanery and East Midlands Deanery. The Practice closes for in-house staff training on six occasions through out the year.

The Practice Management Team:

Practice Chairman is Dr Asplin; he has been nominated and successfully voted into position by his fellow Partners for the next year. Dr Asplin is responsible for overseeing the day to day management of the Practice and Partnership; he also chairs all Practice meetings.

Deputy Practice Chairman is Dr Nolan-Hughes whom acts as chairman in the absence of Dr Asplin.

Business Manager, Mrs Jo Kevan joined the Practice in 1996 as the Fund holding Manager. With the demise of Fund holding in 2000 the role was changed to Business Manager. Jo is responsible for all the overall financial, budgetary planning for the Practice. Jo leads the Senior Management Team (SMT) and is Chair of the Finance Subcommittee Group which includes Dr Rigg, Dr Phipps and Dr Nolan-Hughes.

Other Members of the **Senior Management Team** (SMT) in alphabetical order are as follows:

Mrs Sally Clipson, **IT & Business Support Officer** joined the Practice in April 2010. Sally is responsible for co-ordinating and monitoring the Practices performance with regard to QOF (Quality & Outcomes Framework). Sally is also responsible for ensuring that the practices IT systems are running smoothly on a day to day basis. Dr Akram is the GP lead for QOF. Dr Rigg & Dr Akram are the Leads for IT Matters

Mrs Sandra Eberle, **Senior Receptionist** joined the Practice in 1994 and took up her current role in 2000. Sandra is responsible for supervising a team of 18 Receptionists and ensures that front of house operates smoothly. Dr Thomas is the GP Lead with regard to Reception

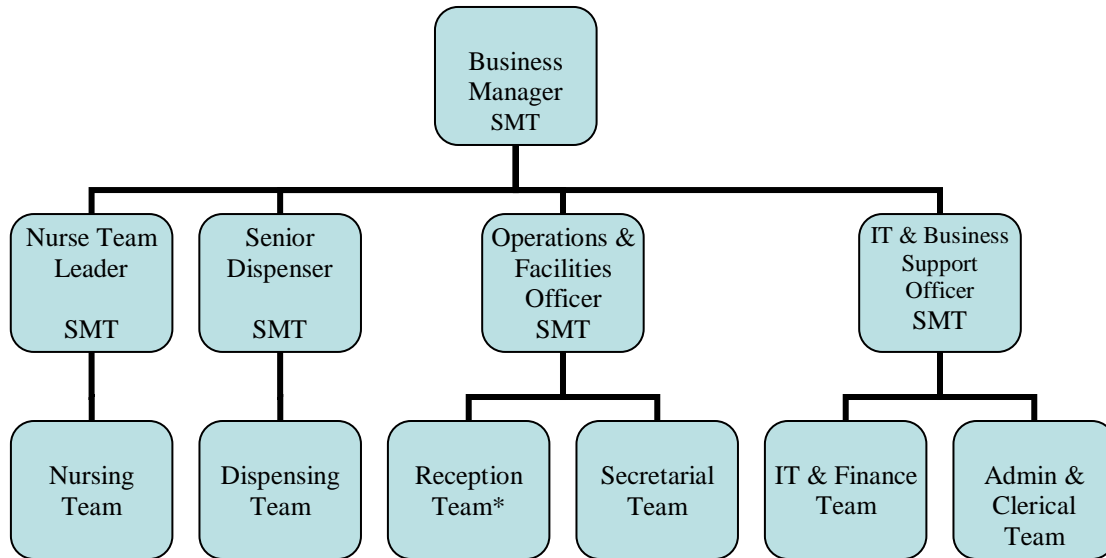
Miss Judith Rixon, **Branch Administrator** joined the Practice in 1991 and is responsible for the smooth day to day running of the branch surgery at Glington. There are four Partners who provide surgeries at the branch surgery, Dr Norman, Dr Phipps, Dr Nolan-Hughes and Dr Herbert.

Mrs Jackie Sterling, **Operations & Facilities Officer** joined the Practice in June 2011. Jackie is responsible for the smooth day to day running of the Practice and the premises. Patient complaints, Health & Safety matters and significant events should also be reported to Jackie in the first instance.

Miss Carol Woodthorpe, **Senior Dispenser** joined the Practice in 2002 as a dispenser but took up her current role in 2006. Carol manages a team of ten staff and is responsible for liaising with pharmaceutical representatives and the Prescribing Pricing Authority (PPA) on behalf of the Practice. Dr Phipps is the Lead GP for dispensing matters. Dr Marshall is the Lead GP for prescribing matters.

Mrs Judy Yarham, **Nurse Team Leader**. This post is responsible for the management of a team of fifteen staff. The team is made up of nurses, health care support workers and reception staff. Nursing services are provided at both Market Deeping and Glington sites. Dr Hughes is the Lead GP for the nursing department.

The Practice Organisational Structure is as follows:



* The Reception Team incorporates both Market Deeping and Glinton sites. Market Deeping staff are supervised by Senior Receptionist, Mrs Sandra Eberle. Glinton site is coordinated by our Branch Surgery Administrator, Miss Judith Rixon. Both are members of the Senior Management Team (SMT).

In total we currently employ 67 members of staff within the Practice Team including both clinical and non clinical staff. We are extremely fortunate to have an excellent team of support staff that assist with the delivery all of our services. There are indeed many vital back office tasks that are required to ensure the smooth operation of a modern medical practice, our whole team work very hard to help make this happen.

In addition to our directly employed staff we have approximately 25 who are employed by other agencies but work as and integrated part of our Primary health Care Team. These colleagues provide services such as:

- District Nursing
- Health Visitors
- School Nurse
- Physiotherapists
- Podiatrists
- Dietician

On occasion there are others who join the Practice to provide additional community services on an ad hoc basis.