



Statement of Purpose

The name and address of the registered provider is:

Concord Medical Centre
Braydon Avenue
Little Stoke
Bristol
BS34 6BQ

CQC location ID is: 1-199759186

concordmedicalcentre@nhs.net
www.concordmedicalcentre.co.uk

Registered Manager: Dr Jane Watkins
Practice Manager: Dawn McCaffrey

Our Practice

Concord Medical Centre delivers Primary Care services to around 14,500 patients.

Our Practice is in Little Stoke, North Bristol, approximately 5 minutes from the M4/M5 junction with links to the South West, South Wales and London. The practice population lives mainly in the Little Stoke, Bradley Stoke, Patchway, Stoke Gifford, Charlton Hayes and Filton areas. The Practice is part of South Gloucestershire area and is a member of the BNSSSG Clinical Commissioning Group and is an active member of the local One Care GP Provider federation.

A high proportion of the practice population consists of families with young children, (only 9.2% are aged over 65). We have a low visiting rate and there are no Care or Nursing homes in the area.

Completion of our brand new Building in Dec 2017 has provided a further 21 consulting rooms, an infusion room, new admin and reception areas and conference facilities. The existing Building has been newly refurbished in 2018 to the same standard. This will also support our expanding list size. We are working with One Care to provide Improved Access throughout the week and weekends to support our aims to be a Hub practice providing more services locally to patients across the area.



Our Team

We have a large, well supported, clinical team from GPs, Clinical Pharmacists, Musculoskeletal Consultants, Mental Health Nurse Practitioner, Minor Injury and Illness Extended Practitioners as well as Practice Nurses and Health Care Assistants. The Clinical Team is supported by an experienced administration team with extended duties. You will notice that your administrative workload will be considerably lighter than the norm; most repeat prescriptions are dealt with by the admin and pharmacy teams, all normal and other pathology results such as cholesterol, diabetes and thyroid are managed by admin staff and incoming letters are also dealt with by our experienced admin team, leaving you to concentrate your skills where they are most needed.

The Practice is fully computerised, using Emis Web and is paperless.

Innovation

Concord Medical Centre helped develop the Productive General Practice Programme alongside the Improving Quality foundation (previously NHS Institute for Innovation and Improvement). This programme has allowed us to apply lean principles to all areas of the Practice and has created a team where change is welcomed and new ideas flourish.

Learning and teaching

Providing a supportive learning environment

A full two week induction will give you a great start and allow you to get to know the team and the ways we work. Mentoring by a more experienced clinician is encouraged. Clinical Professional Development is scheduled weekly and learning is actively encouraged.

Clinical excellence

We are proud of our awards for quality - Royal College of General Practitioners Quality Practice Award in 2008 and 2015 and Care Quality Commission rating of 'Outstanding' in 2015.

Continued Professional Development

We encourage career development within protected time. We strongly believe in the principle of lifelong learning and mutual support, and we are all willing to share knowledge, experience and information.

Undergraduate and postgraduate teaching

We teach undergraduate students from the University of Bristol. We have qualified GP trainers and the whole clinical team takes part in student teaching. There is ample opportunity for interested GPs to contribute to the teaching programme in the practice.

We have now been appointed as a Training Practice and are currently training F2 and ST1/ST2 Doctors as well as Registrars.

Research

The Practice is a Research Practice and is a member of the Primary Care Research Network South West region. The Practice is committed to delivering well-designed clinical studies that not only generate vital new knowledge; it can also have surprisingly widespread benefits for our patients, both now and in the future.

The Practice offers a supportive and caring environment and encourages all members of the team to be participative.

Concord Patient Group

We have a vibrant, cross section of patients that we call upon to give feedback on what we do and what we are planning. This helps us to speak to the patient group that is most appropriate and reflects the demographic we have here. We are planning to expand this group in 2019 to involve and engage our patients in helping to shape their Practice in the future working with an organisation called '**All together better**'.

The Future

We are also exploring ways of providing health services outside the NHS. We have worked with the Bristol Oncology and Haematology Service and a new 6 bay ward facility has been opened at the Practice to enable local patients to receive their chemotherapy and cancer treatments in a local, comfortable and less clinical setting. A Community Garden was created around the ward with the help of local garden centres and gardening community groups.

The Practice works closely with Concord Pharmacy to review care pathways and developing new ways of working to the benefit of the patient. The Pharmacy is within the Concord Practice building but is run independently by Concord Pharmacy.

The Practice Core opening times are from 8.00am – 6.30pm Monday to Friday (we do not close for lunch). The Practice offers additional appointments outside of its core NHS contract for those patients that work or find it difficult to get to the surgery during core opening times.

Improved Access appointments are available from Monday to Friday between 7am to 8am and 6.30pm to 8pm. We also provide appointments every Saturday between 8am to 1pm and Sundays 8am to 11.30am

We offer the following online services: appointment booking, repeat prescription requests, Test Results and Clinical Record views and ask my gp e consultations available anytime convenient to the patient.

Our Aims and Objectives:

- Provide a high standard of medical care
- Be committed to our patients needs
- Act with integrity and complete confidentiality
- Be courteous, approachable, friendly and accommodating
- Provide a high standard of Customer Service
- Ensure safe and effective services and environment
- To improve patients choice through decision making and communication
- To continue to improve the services that we provide through monitoring and auditing
- Maintain a high quality of care through continuous learning and training
- To guide our employees in accordance with diversity and equality
- To ensure effective and robust information governance systems
- Treat all patients and staff with dignity, respect and honesty.

Our purpose is to provide people that are registered with the practice with personal health care of high quality and seek continuous improvement on the health status of the population. We aim to achieve this by developing and maintaining a practice that respects and values its staff, encourages personal development and is responsive to people's needs and expectations. We aim to use the latest advances in Primary Health Care whenever possible.

The membership of the partnership is as follows:

Dr Jane Watkins

Dr Simon Bradley

Dr James Case

The Regulated Activities under CQC Registration

Antenatal care

With midwife and GPs

Audiology & ENT service

Practice nurse and ENT Lead GP

Child health care

With the Health Visitors and GPs

Chronic disease management

Asthma checks

Diabetes checks
Heart disease checks
High blood pressure checks
COPD follow up

Clinical Pharmacist

Appointments with our Clinical Pharmacist are available every day

Contraception/Sexual Health

Practice Nurse Appointments
Implanon and Coil fitting

Dexa Screening

Osteoporosis scanning service available

Immunisations

Child Immunisations
Travel Clinic

Mental Health Nurse Specialist

A dedicated full time CPN

Minor Illness & Injury

Nurse Specialist appointments available daily

Minor Operations

Sebaceous cysts and lumps
Lipomas

MSK

Consultant Practitioner appointments available daily

Smoking

Support with stopping advisers – Group sessions and adhoc

Diabetes Retinal Screening

This occurs about twice a year.

Dietician

Appointments available via choose and book system monthly

CVD Clinic

Specialist Nurse appointments

Research Projects

Various research projects use the Health Centre on an occasional basis to conduct their NHS research

Specialist Dressings Clinic

Every day

Lifestyle and Weight Management Clinic

Available everyday

Phlebotomy Service

All day Monday to Friday. Early mornings 7.30-8.30 Wednesdays and Thursdays

Post Natal Care

Practice Nurse and Gynae Lead

Concord Medical Centre is committed to involving and engaging with its practice population. We have established a patient reference group as a forum for patient feedback and a voice, we have a Practice Facebook page and twitter account and are in the process of setting up a carers and cared for group. By having these groups the practice is committed to continually improving our services by learning from and listening to our patients. Patient engagement will be a priority in 2019/20 as we forge a relationship with a new organisation called All Together Better.

Concord Medical Centre fully complies with the Data Protection Act and GDPR 2018 and is fully committed to the security of patient and staff records. The Caldicott Guardian at Concord Medical Centre Dr Jane Watkins.

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Date 16/08/2017

Reviewed January 2019

Signed by Registered Manager

Dr Jane Watkins