

## West Bar Surgery - South Bar House

### The Location

The practice cares for patients living in Banbury and the surrounding villages with a five mile radius. There is a main site and a branch surgery at Ferriston, three miles away. The main surgery recently moved into purpose-built spacious premises near the town centre, which are shared with another practice and Oxford Health staff and a retail chemist.

### The Patients

There are some 17,000 patients registered with the practice from a mixed socio-economic profile and a relatively high level of deprivation.

There is an active patient participation group who produce quarterly newsletters, and support and maintain the website for the practice along with helping with other initiatives and patient questionnaires.

### Services to Patients

In addition to general medical services, offered via a traditional General Medical Services (GMS) Contract, the following services are provided on site:

- Antenatal clinics
- Asthma services
- Audiometry
- Baby clinics
- Child health and immunisation services
- Contraception, including IUCD fits and implants
- Coronary Heart Disease care
- Counselling
- COPD care
- Diabetic clinics
- Drugs and alcohol counselling
- Hypertension
- Joint injections
- Midwifery services
- Minor surgery
- Palliative care
- Parent-craft and relaxation
- Phlebotomy
- Postnatal group
- Sexual health service
- Smoking cessation
- Travel vaccinations and advice
- Well woman and well man clinics
- Women's services, including cervical smears
- Wound dressings and ulcer clinics

### **The Partners and the Practice Team**

There are seven partners, and three further salaried GP's employed by the practice. The partners have a variety of specialist clinical interests, including dermatology, family planning, women's health, medical officer for an independent school, nursing home care, drug abuse care, GP training and teaching medical students.

Other than the doctors, there is a team of six practice nurses, which includes two nurse practitioners, four practice nurses, two healthcare assistants, a phlebotomist. The nurses are highly trained with two independent nurse prescribers, and nurse specialists in chronic disease management.

Other practice staff include a Practice Manager, 16 receptionists of which there is a Reception Manager a Training Manager, four Secretaries/PAs to the doctors, one Registration Clerk, one Information Manager, one Audit Co-ordinator, an Appointments Scheduler, one Scanning Clerk and a Notes Summariser. The reception staff multi-task between reception, administrative, scanning and summarising duties. There is a low staff turnover and high morale.

The practice has close links with community staff who are also based at the same premises such as District Nurses, Health Visitors, Midwives, Counsellors and Physiotherapists.

### **GP Training**

There is a strong training ethos in the practice and a long history of GP training. We currently have two GP Trainers, Dr Stephen Haynes and Dr Ann Sanders, and intends expanding training and will soon have three GP trainers.

The practice also have foundation doctors in training including 4<sup>th</sup> and 5<sup>th</sup> year Oxford medical students throughout the year.

### **The Premises**

The new premises for the main surgery opened in February 2009 and consist of an innovatively designed, spacious and bright building on four floors. The building was built and is owned by Assura

The practice has a well-developed website ([www.westbarsurgery.co.uk](http://www.westbarsurgery.co.uk))