Canterbury Medical Practice
Bridge Health Centre
Patrixbourne Road
Bridge
Canterbury
CT4 5BL

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Service Provider ID: 1-199739855
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Canterbury Medical Practice’s priority is to provide the highest standard of clinical care to the 21,000 patients registered with the Practice as well as those from other practices who are seen in our additional clinics. We aim to work collaboratively with other healthcare providers and support organisations, to enable more patients to be treated in a primary care setting, closer to home. We embrace a continuous improvement ethos and strive to ensure that we are available to patients when they determine they need a consultation. We have a holistic approach to patient care and a strong training ethos within the practice with 3 GP trainers, PN Mentors as well as opportunities for non-clinical staff to develop and progress.

All our clinicians work to the standards set out by their professional bodies such as the Nursing and Midwifery Council or the General Medical Council to ensure that patients receive safe, effective care.

All staff are involved in training appropriate to their role to maintain high standards of care including making sure that confidentiality rules are followed and all patients are treated with dignity and respect.

Our Patient Group meets 3 times a year to discuss service feedback and improvements as well as developments within the practice and the wider health and social care context.

We aim to:

• provide high quality clinical care
• meet our patients needs
• act with integrity and complete confidentiality
• be courteous, approachable, friendly and accommodating
• ensure we provide safe and effective services and environments
• to put patient care at the centre of what we do
Building on the past, delivering for the future; the best in health and wellbeing for all our patients.

- to maintain a motivated and skilled workforce
- use feedback, monitoring and auditing to continuously improve our services
- treat all patients and staff with dignity, respect and honesty

Canterbury Medical Practice has 8 parity partners, Salaried GPs, Associate GPs, Nurse Practitioners, Physician Associate, Practice Nurses, Healthcare Assistants, Phlebotomist, Dispensers, Receptionists and Administrators as well as specialists and therapists providing our additional services.

**The Partners** are responsible for all the strategic decisions regarding the Practice and meet at least bi-monthly:

- Dr William Lloyd Hughes
- Dr Mark Jones
- Dr Julian Thompson
- Dr James Hinksman
- Dr Kim Gardner
- Dr Eddy Rossini
- Dr Tina Crook
- Dr Will Davies

Some of the Partners have Lead roles in specific areas such as Prescribing, Nursing, Finance, Quality, GP Training, School Medical Officer, Information Governance, Dispensary.

**Practice Administrator:**
Canterbury Medical Practice had an Executive Management Team which meets weekly to deal with issues that arise more frequently:

- Dr William Lloyd Hughes - Senior Partner
- Dr Mark Jones - Partner
- Dr Kim Gardner - Partner
- Emma Ray - Executive Manager
- Judith Marsh – Executive Nursing and Quality Lead

Other meetings are held at different frequencies to exchange information and ideas and make decisions around the day-to-day operation of the practice, including meetings of the Management Team, Nursing Team, Reception Team, Dispensary Team & Administration team. Meetings with Staff Representatives are also held from time to time.

**Services Offered by the Practice**
Canterbury Medical Practice operates from five sites:

1. Bridge Health Centre, Patrixbourne Road, Bridge, Canterbury, CT4 5BL, 01227 831900. This is the main location and administrative centre of the practice. It is set at the edge of the village of Bridge with good access from the A2 and has 9 consultation and treatment rooms, on site parking and disabled access.

2. Cossington House Surgery, 51 Cossington Road, Canterbury, CT1 3HX, 01227 763377. Cossington House is located to the south of Canterbury city centre and has 8 consultation and treatment rooms, some on site parking and disabled access.
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3. Littlebourne Surgery, The Corn Stores, Nargate Street, Littlebourne, Canterbury, CT3 1UH, 01227 721515. Set in heart of village of Littlebourne, it has 3 consultation and treatment rooms, on street parking, disabled access and houses a Dispensary serving the patients of Littlebourne.

4. London Road Surgery, 49 London Road, Canterbury, CT2 8SG, 01227 463128. London Road Surgery is located to the north of Canterbury city centre and has 4 consultation rooms, limited on site parking, but good on street parking nearby and disabled access.

5. Beech Grove serving the Bruderhof Religious Community, Sandwich Road, Nonington, CT15 4HH, 01304 842980. Consultation and Treatment Room facilities located within and specifically catering for this small religious community of around 250 patients.

The practice offers a mix of appointments, same day, in advance, telephone to meet the differing needs of our patients, as well as home visits for those who are housebound.

**Opening Hours**
We are open at all four of our surgery sites from 8am to 6.30pm with extended hours surgeries on 3 evenings a week until 8.00pm. At evenings and weekends patients are directed to call NHS 111 to access out of hours care.

**Online Services**
Patients are able to register for online services to make or cancel appointments, request repeat prescriptions and request access to their medical records.

**CQC Regulated Activities:**
*Treatment of Disease, Disorder and Injury* - Canterbury Medical Practice offers this regulated activity at all sites under their contract to provide General Medical Services - as well as enhanced services such as anticoagulation monitoring, immunisations, contraceptive services and Care Plans for patients with more complex needs.

*Surgical Procedures* - Patients can be referred for minor operations or joint injections, which are offered at all but our Beech Grove sites.

**Diagnostic and Screening Procedures** - Canterbury Medical Practice offers a wide range of diagnostic and screening services including, blood tests, ECGs, Health Checks, 24hour Blood Pressure monitoring, 24hour ECG monitoring, Echocardiograms, Cytology, Young person checks, Over 75 checks, Baby checks, Weight management. Non-Obstetric Ultrasound services are also hosted at our Bridge and Cossington sites and Hearing Tests at Bridge.

**Maternity and Midwifery Services** - The clinical team liaise with the midwifery team and provide ante-natal and post natal care. Midwives hold clinics at our Bridge and Littlebourne sutes once a fortnight.

**Nursing Care** - Canterbury Medical Practice provides a wide range of nursing care from simple wound dressings to treatment for leg ulcers, ear syringing, suture removal,
**Family Planning Services** - In addition to contraceptive prescriptions, we offer family planning services for young people including Chlamydia screening as well as coil and implants fitting and removal.

**Other Services offered by Canterbury Medical Practice include:**

Long Term Care for Conditions such as Asthma, Diabetes, Coronary Heart Disease, Chronic Kidney Disease, COPD. Where possible we try to provide holistic services with patients at the centre, rather than disease-focussed services. For example, patients have their tests so results are back in time for their appointment in our nurse-led Diabetic clinic, followed by an appointment with a GP who can review any other health needs and medications. Another area where we try to go beyond our core contract is in visiting our patients in care homes at least fortnightly to ensure they have good continuity of care, that care home staff are well supported and emergency admissions are only those that are needed. We ensure that all our care home patients have regularly reviewed care plans that are shared with out of hours providers & paramedics, not only those identified via risk stratification to be most at risk of emergency admission.

Smoking Cessation Advice and support
Childhood Immunisations
Vaccinations and Immunisations
Travel Advice
Well women/men checks

We also hold contracts additional to GMS and Enhanced Services to provide:

- Cardiology GPwSI Service
- Echocardiogram Service
- Anticoagulation Monitoring Service
- Musculoskeletal Services including Physiotherapy, Osteopathy and Acupuncture
- Reflexology Services
- Schools’ Medical Officers
- In addition to hosting a wide range of therapy services as well as IAPT, Pain Clinic, Podiatry, etc provided by local Community providers

Partners, Nurses and Managers from Canterbury Medical Practice are actively involved via working groups, steering groups, etc. in our local CCG, Town Team and Encompass, one of the vanguard Multi-speciality Community Provider sites. We have evolved from the merging of 3 local practices since 2013 and are working closely with other local practices to engage with the ‘practice at scale’ and ‘New Models of Care’ agendas highlighted in NHS England’s Five Year Forward View and the more recent General Practice Forward View, whilst ensuring we maintain the aspects of smaller GP valued by our patients, such as continuity of care.