

## 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 outlying villages of West Deeping, Deeping Gate and 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.

### **Population Characteristics:**

The Practice currently has around 23897 registered patients across the two sites, 20390 are registered at Market Deeping and 3507 at the Glinton branch surgery.

- There is a broad range of ages within our practice population. 54% 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 some housing expansion within the Practice area over the last fifteen years and although the practice list size had remained fairly static there is now some growth.
- Most homes are owner occupied with small numbers of housing association and local authority housing available.
- There is a good network of local transport.

### **About the Practice:**

The Deepings Practice provides core NHS services under a Personal Medical Services (PMS) contract and is a member of the South Lincolnshire Clinical Commissioning Group (CCG). Dr Akram is the Practice representative with the CCG. The partnership at present comprises of eleven Partners. We also employ two salaried doctors. The GP lead for the salaried GPs is Dr Chaudhry.

We are committed to providing high quality continuing care within the community. We aim to provide a wide range of high quality NHS services 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.

Both premise sites are relatively modern and well established, Market Deeping is a purpose built premises completed in November 1997. Glington 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 Partners that provide surgeries at Glington are Dr Phipps, Nolan-Hughes, Akram and Ismail. The premises are both owned and maintained by the Partners. Some accommodation within the Market Deeping site is leased to other NHS Agencies for the use of various attached staff such as Health visitors, District Nurses, Physiotherapists and Podiatrist etc. We have recently expanded the Market Deeping site to enable us to enhance our existing service provision and develop our integrated health care team to ensure that we can offer patients excellent health and social care in a community setting.

The Practice offers dispensing services to 7235 patients across the two sites. In the autumn of 2010 a robotic dispensing system was installed within the Market Deeping site. This has helped create a much improved working environment for our Dispensing Team.

We use the EMIS Web clinical system. It would be misleading to say that we are anywhere near to being a paperless Practice; we prefer to see ourselves as being paper light! Our website ([www.deepingspractice.co.uk](http://www.deepingspractice.co.uk)) provides patients with current relevant useful information about the Practice and the services we provide. We offer some on-line services and hope to develop this over the next twelve months. We have an intranet facility across the Practice which we are continually developing to improve communication across the Practice Team.

With effect from 1 April 2013 all GP Practices were required to be registered with the Care Quality Commission (CQC) and The Deepings Practice is registered for the regulated activities it provides and had an inspection in December 2014. This routine CQC inspection and have been given an overall rating of Good. The full report and further information regarding this can be obtained from the following website: [www.cqc.org.uk](http://www.cqc.org.uk)

The Deepings Practice is a long established training practice. Dr Akram, Dr Davies, Dr Ismail and Dr Chaudhry, are approved GP Trainers; we take trainees from the Eastern Deanery and East Midlands Deanery. We facilitate GP training sessions for the South Lincolnshire locality in co-ordination with the relevant Deanery.

The Practice facilitates in-house staff training on six occasions throughout the year. We believe in the value of supporting training and development for both clinical and non-clinical team members.

## The Practice Management Team:

**Practice Chairman** is Dr Nolan-Hughes; she has been nominated and successfully voted into position by her fellow Partners. Dr Nolan-Hughes is responsible for overseeing the day to day management of the Partnership; she also chairs all Practice meetings.

**Deputy Practice Chairman** is Dr Davies and she acts as chairman in the absence of Dr Nolan-Hughes.

**Business Manager**, Mrs Jo Kevan joined the Practice in 1996 and took up the position of Business Manager in 2000. In 2011 a Senior Management Team (SMT) was formally introduced. The Business Manager works closely with the SMT and the Practice Chairman to ensure the practice as a whole operates smoothly on a day to day basis and meets statutory and contractual requirements.

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

Mr Dean Fisher, **Technical Admin Support**, is responsible for supporting and facilitating Information Governance with the Practice. He is also responsible for ensuring that all the practices IT Systems efficiently.

Mrs Tracey Jackson, **Senior Receptionist** (job share) joined the Practice in October 2016 and shares responsibility with Gemma (below) for supervising our team of 17 receptionists, ensuring front to house at both sites runs smoothly. Dr Herbert is the GP Lead for the practice.

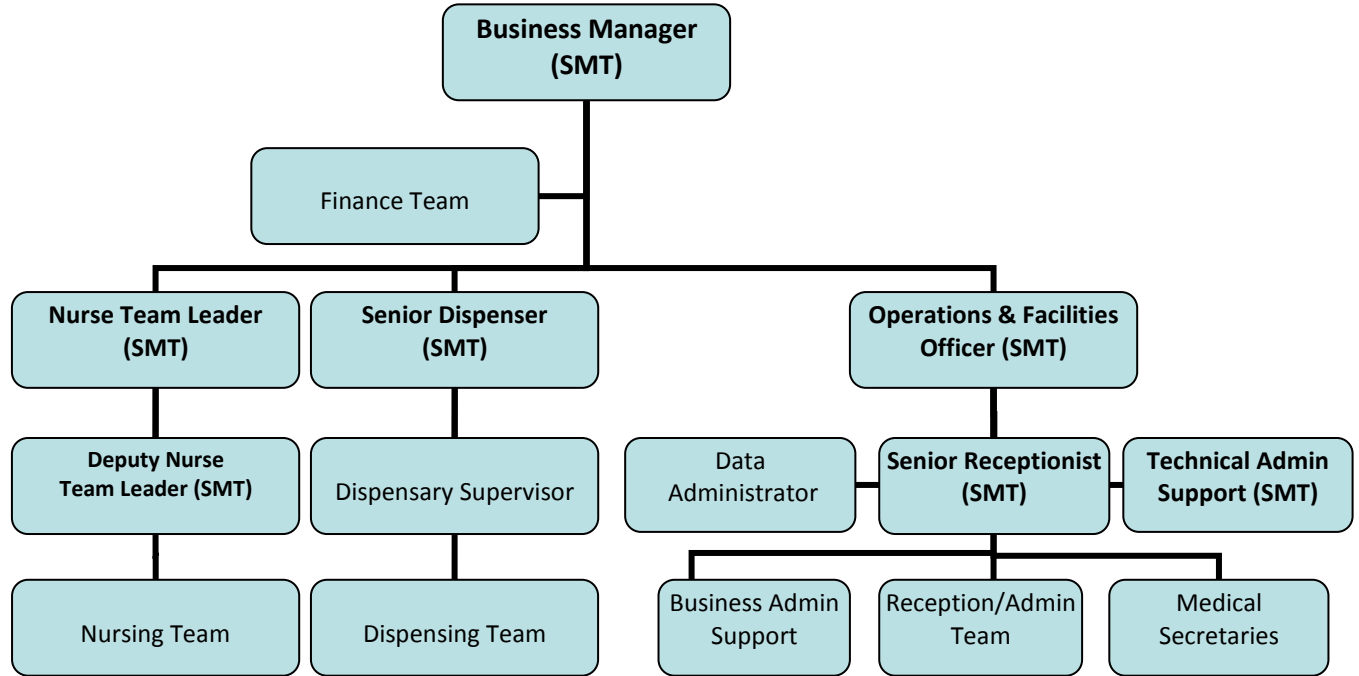
Mrs Carol Stevens, **Senior Dispenser** joined the Practice in 2002 as a dispenser but took up her current role in 2006. Carol manages a team of ten staff and is responsible for liaising with pharmaceutical representatives and the Prescribing Pricing Authority (PPA) on behalf of the Practice. The dispensary department includes a dispensary supervisor role (Job Share), Adele Sutton and Pam Woodbridge to assist and support with the running of the department across both practice sites. Dr Ismail is the Lead GP for dispensing matters. Dr Davies is the Lead GP for prescribing matters.

Mrs Gemma Wright, **Senior Receptionist** (job share) took up this position with the practice in June 2016. Gemma previously worked with the practice in an administration role. Gemma works closely with Tracey ensuring our team of receptionists are available to provide front of house support to the practice team.

Miss Jackie Wright, **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 and facilities. Patient complaints, Health & Safety matters and significant events should also be reported to Jackie in the first instance. Dr Asplin is the GP Lead for significant events and Complaints for the practice.

Mrs Judy Yarham, **Senior Nurse** joined the Practice in 2005 and took up the Team Leader post in 2011. This post is responsible for the management of a team of fifteen staff. The team is made up of nurses and health care support workers. Nursing Team provides a wide range of core, enhanced and health promotion services. These are provided at both Market Deeping and Glinton sites. Dr Akram and Davies are the Lead GP for the nursing department.

The Practice Organisational Structure (Non GP) is as follows:



In total we currently employ 72 members of staff within the Practice Team. We are extremely fortunate to have an excellent team of support staff that assist with the delivery of both clinical and non clinical services. There are 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 30 who are employed by other agencies but work as an integrated part of our Primary Health Care Team. These colleagues provide services such as:

District Nursing  
Podiatrists  
Dietician

Physiotherapists  
Health Visitors  
School Nurse

Counsellors  
Ultra sonographers

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