

# REDGATE MEDICAL SERVICES

PARTNERSHIP



## Redgate Medical Centre

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Somerset  
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WEB  
[www.redgatemedicalcentre.co.uk](http://www.redgatemedicalcentre.co.uk)

## Somerset Bridge Medical Centre

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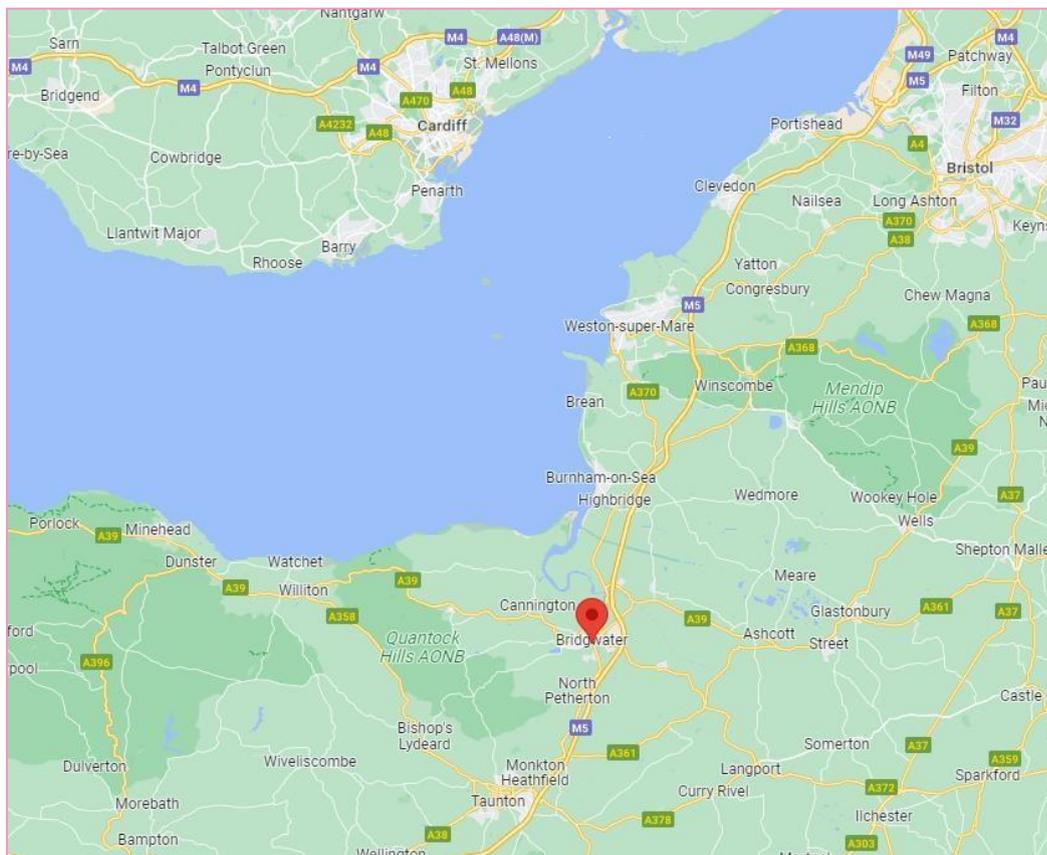
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## 1. WHERE TO FIND US

Bridgwater is a market town situated on the edge of the Somerset Levels which lies in the Sedgemoor District. The town has a population of approximately 85,000. Bridgwater has excellent communication links, having close access to two motorway junctions of the M5 – one of the major communication routes through South West England. In addition, both the A38 and A39 routes cross through the town. The county town of Taunton lies just 11 miles to the south, whilst the cities of Bristol and Exeter are only 35 miles away to the north and south respectively. The Quantock Hills, which were awarded England's first area of Outstanding Natural Beauty are easily accessible 8 miles to the west and the West Somerset coast just 15 miles away. The town has good railway links to Bristol, Taunton and Exeter.



With Bridgwater being a good motorway access point for the region there has been significant developments within the Town in recent years which has provided many additional job opportunities for the local community. To the north of the town there is a very large Morrison's regional distribution centre as well as the new Avon and Somerset Police Constabulary Regional Headquarters. Work is underway on the 10-year construction phase of a third nuclear plant at Hinkley Point and more recently the construction of the UK's first commercial smart campus 'Gravity' These two developments will continue to bring a strong growth in industry and tourism to the town. The University Centre Somerset is based in state-of-the-art facilities in the county town of Taunton with specialist learning centres at sites in Bridgwater and Cannington

## **2. PRACTICE PREMISES**

The Redgate Medical Services partnership provides primary care medical services from two practice locations within the town - Redgate Medical Centre which is located on the eastern side of the town, on the main A372 heading towards the village of Westonzoyland and Somerset Bridge Medical Centre, which is located on southern side of town, on the A38, Taunton Road, just 1 mile from Junction 24.

Both are non-dispensing, PMS practices, with practice list sizes of approximately 7000 at Redgate Medical Centre and 5550 at Somerset Bridge Medical Centre.

We are very fortunate to have two purpose designed and built premises. Redgate Medical Centre, which is mortgaged by the partners, was built in 1993 and underwent refurbishment and the development of additional consultation space in 2012. These premises now benefit from five consulting rooms and seven treatment rooms. On-site there is a Lloyds pharmacy.

The partners are signatories to the lease of Somerset Bridge Medical Centre, which was completed in December 2005, and has seven generic clinical rooms, a dedicated minor surgery & recovery suite, physiotherapy and counselling suites. The practice also has the benefit of an on-site pharmacy.

We have community-based staff linked to both premises including district nurses, health visitors, dieticians, midwives and visiting Mental Health Link Workers.

The 30 bedded Bridgwater Community Hospital provides the local community with a 7 day a week nurse-led Minor Injury Unit, comprehensive outpatient services, radiology services (including CT), an endoscopy suit, specialist physiotherapy and OT services and a midwife-led birthing centre. Local GPs also benefit from direct admission access to the hospital. The practice provides support to a 90 bed care home/dementia unit which is adjacent to the hospital.

### **3. THE PRACTICE TEAM**

The Partnership currently comprises of two GP partners, Dr Syed Akhter and Dr Dave Badham directly employing 35 staff. The partners are currently supported by five salaried GPs - Dr Mengu Hicyilmaz, Dr Nandhini Subbiah and Dr Julia Hewson, Dr Aemun Reza and Dr Mersedeh Abiri. We have two Nurse Practitioners, for highly skilled Practice Nurses and two Health Care Assistants. Working alongside our GPs is a wide-ranging team including an Advanced Nurse Practitioner, Enhanced Care Practitioners, Musculo-skeletal practitioners, practice nurses with a wealth of long term condition knowledge and experience, health care assistants, prescribing clerks and a large administrative support team

#### **Dr Syed Akhter (m) FRCS**

Dr Akhter, GP partner, qualified from Dow Medical College, Karachi, and trained as a surgeon in Ireland before joining Somerset Bridge Medical Centre in 2002. He obtained fellowship in surgery in 1996 from the Royal College of Surgeons. His main interest is Extended Minor Surgery in which he holds the specialist qualification (FRCS). Dr Akhter moved to Bridgwater with his wife and family in 2002.

#### **Dr Dave Badham (m)**

Dr Badham joined the practice in October 2023 and undertakes remote sessions on Monday and Thursdays. Dr Badham was formerly a GP partner at College Way Surgery for 23 years and GP trainer for 20 years prior to joining the practice/partnership.

#### **Dr Mengu Hicyilmaz (f)**

Dr Mengu joined the practice as a salaried doctor in November 2016 and works part-time Monday/Thurs/Fridays. She trained in London. She enjoys working with patients and developing a shared understanding of their illness, so that individuals and families can thrive. Dr Mengu works Monday, Tuesday, Thursday and Friday.

#### **Dr Julia Hewson (f)**

Dr Hewson re-joined the practice in August 2019, having previously worked here between 2008-2011 after completion of her GP training. Julia has a keen interest in family medicine and women's health. Dr Hewson works Wednesday, Thursday and Friday.

#### **Dr Nandhini Subbiah (f)**

Dr Subbiah joined the practice in June 2019 and works part-time Monday and Tuesday. Dr Subbiah has a specialist interest in dermatology.

**Dr Aemun Reza (f)**

Dr Reza works as a remote working salaried GP on Monday and Wednesdays. She joined the practice back in September 2023.

**Dr Mersedeh Abiri (f)**

Dr Abiri works as a remote working salaried GP on Tuesday and Thursdays. She too joined the practice in September 2023.

**Alison Williams (f)**

Alison is a very experienced Advanced Nurse Practitioner and prescriber who works Monday, Tuesday, Wednesday and Friday alongside the GP team. She consults with patients with acute medical issues as well ongoing/long term health issues. She has a vast wealth of knowledge, particularly in women's health and menopause. Alison manages the nursing team.

**Sam Bird and Karen Davies (f)**

Sam and Karen are Enhanced Clinical Practitioners who consult with patients experiencing acute medical issues such as coughs, colds, chest infections, UTIs. They both work full-time.

#### **4. PRACTICE COMMUNICATION**

A monthly cycle of clinical team meetings brings us together in differing ways to plan, learn and discuss patients. This includes monthly multi-disciplinary reviews meetings which are attended by our Community Nurses, Health Visitors and specialist hospice link nurse. During the session we hold significant event meetings, prescribing reviews and team educational meetings.

Everyone has an equal voice in shaping the way we develop, and this is given expression through a variety of multi-disciplinary working groups.

In addition to our regular clinical meetings, we hold a team 'huddle' each morning before the surgeries commences.

##### **Management Team**

Led by Kathy Bartley the Practice Manager, the lead Nurse and the Duty Managers meet fortnightly to decide our main priorities for the forthcoming year and work cohesively to solve any identified problem areas.

##### **Patient Participation Group**

We are very fortunate to have an active and dedicated patient participation group (PPG) that meets regularly and provides useful feedback on all aspects of the practice. New members to the group are always welcome. The group's activities include things like obtaining the patient's view on practice services, carrying out surveys (e.g., patient satisfaction and health needs of patients), supporting health promotion events and designing new services or initiatives. Our group has been particularly instrumental in the establishment of some of our social prescribing activities, namely our Walking Group and Gardening Group.

## 5. WORKING WITH OUR LOCAL HEALTH COMMUNITY

### Social Prescribing

Recognising that people's health is determined primarily by a range of social, economic and environmental factors, we pride ourselves in addressing our patients' needs in a holistic way and enabling them to take greater control of their own health. Working in close partnership with Somerset Activity & Sports Partnership and our PPG the practice has developed a range of social prescribing activities which have included an active walking group, weekly gardening sessions, a community singing group, chair-based pilates sessions and foot massage. The uptake and feedback from patients who have/continue to take part in some of these activities has been inspirational.



## **Links with Secondary Care**

The local population is served by two main NHS health trusts – Taunton and Somerset NHS Foundation Trust, Musgrove Park Hospital - our local District General Hospital and Somerset Partnership NHS Foundation Trust, who provide community and mental health services. They also employ community hospital staff in Bridgwater, Burnham on Sea, Williton and Minehead Hospitals.

## **Bridgwater Bay PCN**

*‘A group of GP Practices who have agreed to work collaboratively, for the benefit of the patients, the local population, local health services and the wider NHS’.*

Long before the formal establishment of GP Federations under the CCG, the 9 practices within the Bridgwater Bay PCN were working collaborative on several projects and commissioning health services for the population of Bridgwater. As the strength of the PCN continues to grow Redgate and Somerset Bridge Medical Centres play an active part in its development. Members of the practice are committed to attending regular PCN Meetings. As part of the PCN Direct Enhanced Service (DES) we now indirectly employ several other health professionals under the Additional Roles Reimbursement Scheme (A.R.R.S). These include health and wellbeing coaches, first contact practitioners (MSK), care home coordinators, a paramedic, community pharmacists/technicians, cancer care coordinators, GP Assistants,

## **Somerset Integrated Care Board**

NHS Somerset is responsible for commissioning healthcare services for the 544,000 people who live in Somerset. The member practices of Somerset ICB are arranged in nine federated localities. Each federation has a nominated clinical delegate. They delegate through day-to-day contact with people who need health services, provides clinical expertise and local perspective to the countywide CCG.

## **Somerset Primary Health Ltd**

Both practices are members of Somerset Primary Health Ltd (SPH), the provider organisation set up by Somerset practices to develop business plans and bids to provide local health services to the local population.

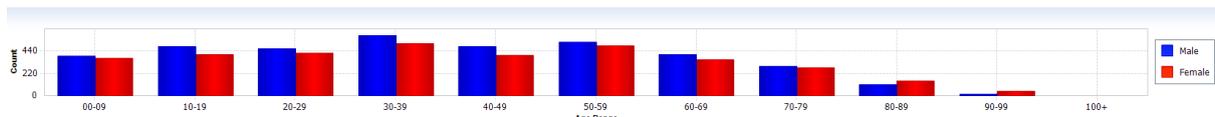
## **Somerset LMC**

Practices and clinicians alike are very well supported by the Somerset LMC. Both practices are members of the Somerset GP Education Trust who provide training and host regular educational events for practice staff

## 6. THE PRACTICE LIST

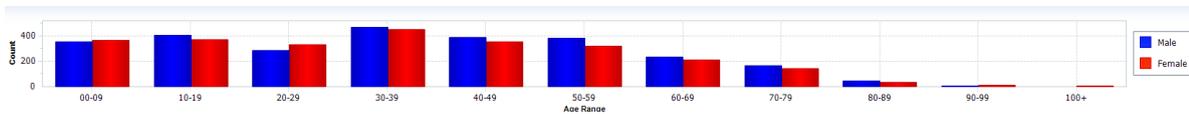
### Redgate Medical Centre

The practice has a patient list size at Redgate of approximately 7160 patients, with males equating to 52% of the overall practice list and 48% female. Redgate has a fairly young practice population with just 12% of patients being over the age of 70.



### Somerset Bridge Medical Centre

Somerset Bridge Medical Centre is a growing patient list due to local housing developments, currently around 5330 patients. The male/female split is almost equal. Again, the practice has a predominantly young population with only 7% of registered patients being 70 years or over.



## 7. PRACTICE OPERATING HOURS

The opening hours of both the practice premises are currently 08.00 a.m. to 6.30 p.m. Monday to Friday. The practice provides pre-bookable GP and practice nurse appointments during extended opening hours until 8 pm on Wednesdays at Somerset Bridge Medical Centre and Tuesday evenings at Redgate Medical Centre. Out of Hours access to a GP is provided by NHS 111.

During normal opening hours the practice provides a comprehensive range of appointments, clinics and services.

**A typical GP clinic timetable is as follows: -**

	<b>Morning</b>		<b>Afternoon</b>
8.30 am – 8.50 am	HUDDLE		
9.00 am – 10.30 am	10-minute pre-bookable appointments  OR Telephone Triage (urgent care)	2 – 3.20 pm	Telephone Triage (urgent care)
10.40 – 11.00 am	COFFEE		
11.00 – 11.30 am	Telephone Triage/Telephone Consultations	3.30 – 4 pm	Pre-bookable Telephone of F2F Consultations
11.30 am – 12.00 noon	10-minute face-to-face appointments (bookable only by GPs)	4 – 4.50 pm	Protected Admin
12 – 1 pm	Prescription reauthorisations  Home Visits (occasional)	4.50 – 5.30 pm	10-minute face-to-face appointments (bookable only by GPs)

Sharing the workload pressures every day is fundamentally important to the practice. To support this ethos unlike most practices we don't have a dedicated 'Duty Doctor' each day. Instead, all clinicians (GPs, Nurse Practitioners, First Contact Physiotherapist, Practice Nurse) working take a share of the workload having a mixture of routine and same day access appointments, undertaking home visits and admin. This is overseen by the Duty Managers at both sites who keep a close eye on clinician's individual workloads.

Each morning our Triage Team, which consists of GPs, Nurse Practitioner and Practice Nurses assess all patient requests for urgent appointments. The introduction of telephone triage for urgent care has significantly reduced the pressure on urgent appointments and enabled patients to receive timely advice and intervention by the most appropriate clinician. GPs undertake both telephone and video calls to patients.

## **8. QUALITY AND OUTCOME FRAMEWORK (QOF)**

The practice has always been a high QoF achiever. This work is overseen by our dedicated Data Coordinator and team of highly skilled administrative staff. All clinicians are expected to take an equal and active part in ensuring the practice meets all QoF targets.

## **9. TRAINING AND EDUCATION**

Good communications and consultation are essential for efficient operation in any organisation. The Practice is keen to support the continuous professional development of all its employees and provide support for revalidation.

The practice has forged close links with the University of Plymouth to provide training placements and mentorship to second and third year student nurses. Alison Williams, Nurse Lead is actively involved in providing support and education programmes to newly qualified nurses in general practice.

In 2020 the practice was a finalist at the prestigious Student Nursing Times awards in the category of student placement of the year.

The practice currently hosts pre/post registration doctors with work placements but is hoping to become an accredited GP training practice during 2024. GP education is really important to us as we believe that achieving and maintaining training practice status enhances the quality of the medical care we provide at the practice. It also enables patients to see a wider range of clinicians whilst allowing the surgery to benefit from the fresh ideas and approaches brought by young enthusiastic doctors.

## **10. CARE QUALITY COMMISSION**

In January 2016 both practices were inspected by the Care Quality Commission, and we were rated 'Good' in the 5 key areas of assessment. In addition, areas of 'Outstanding Practice' were noted in the practice's understanding of its patient population and its proactive approach to improving patient wellbeing and physical health through our social prescribing activities.

## **11. CLINICS AND SERVICES**

We offer a comprehensive range of enhanced services including minor surgery, extended minor surgery to our registered patients and those in neighbouring practices and DMARD monitoring. We provide an INR level 4 service to our patients and those of a large neighbouring practice. We provide structured care for patients with chronic conditions, child health surveillance, medicines management and a full range of family planning services. We host weekly antenatal clinics which are run by a Community Midwife.

Recently we have become the provider of a primary care aural micro-suction service, receiving referrals from other practices within Bridgwater Bay PCN.

We have close working links with Bridgwater College, with members of our nursing team providing an on-site Drop-In Service for students twice a week. We also provide College students daily access to a clinician at the practice via email for information and confidential health advice. We offer extended hours on Wednesday evenings at Somerset Bridge Medical Centre and Tuesday evenings at Redgate which we operate by way of a rota between all the GPs and admin staff.

Health promotion is a key focus for the practice. We have a very successful weight management service up and running which is led by our Health Care Assistant, who regularly sign-posts patients to our social prescribing groups. Our Health and Wellbeing coaches support people with long term conditions to access physical activity in order to promote and protect their health.

## **12. CLINICAL SYSTEM**

The practice is relatively paper light. Using EMIS web all consultations are recorded solely on the electronic patient notes with the practice receiving electronic pathology reports, OOH reports, discharge summaries and hospital letters. Patients can book appointments, view their medical record and order repeat prescriptions online via our practice website or the NHS App. The two Practice sites are linked enabling full access to the computerised records of all patients from either site. This assists us in achieving national and local targets as well as gathering accurate data for audit. Additionally, it has improved our repeat prescribing system and our management of chronic diseases.

We also have an extensive suite of ancillary Microsoft, Ardens (and other) programmes. The practice operates registration and pathology service links and is comprehensively furnished with up-to-date office and clinical equipment.

### **13. PRACTICE BUDGETS**

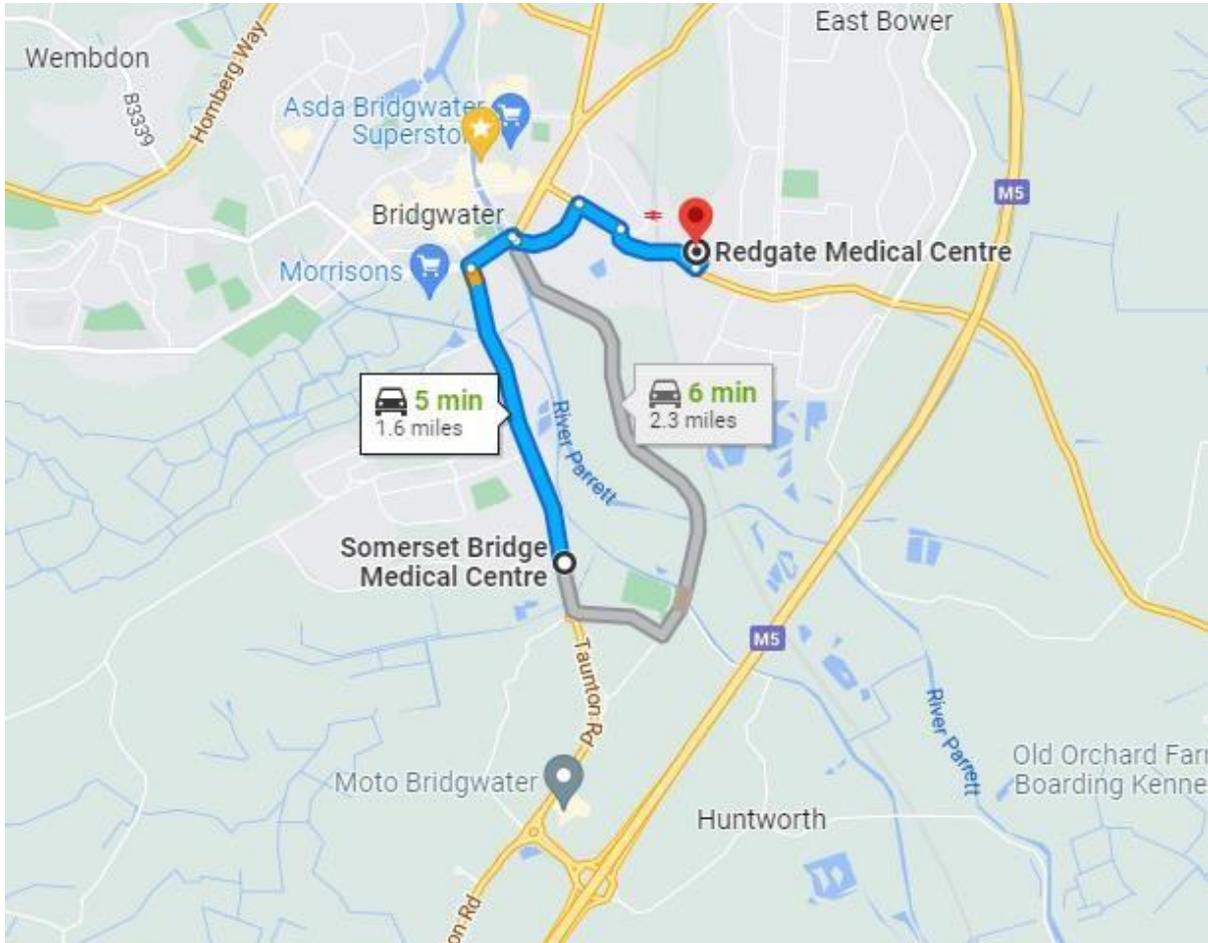
As a G.M.S. practice our budget is negotiated and nationally agreed with NHS England. We receive twelve equal monthly payments, which includes in the baseline those elements that were formally paid under IOS claims, plus cost rent, practice staff salaries, training budget, quality preparation, quality aspiration, GP appraisal, NHS Pension. Deductions are then made for the statutory and voluntary levies, OOH, superannuation and any Added Years for the NHS Pension Scheme.

### **14. SUMMARY**

We are a very friendly and well-established practice. We are proud of a team that is professional, caring and capable of delivering excellent service on an ongoing basis through a period of significant change for the NHS. Throughout the global pandemic we took a very much 'business as usual' approach to providing care and support ensuring our patients maintained good access to our services. Despite the challenges and restrictions that we all faced we made it our priority to continue to review our Long-Term Condition patients as well as support our most vulnerable patients. During the last two years we have made some significant changes to the way in which we deliver primary care but there are still plenty of other challenges ahead. As a practice we feel that this is an exciting time and are we looking forward to the opportunities that are on offer over the next few years.

We do not feel the need to extol the virtues of living and working in this beautiful part of country since you may already be aware that there are excellent housing opportunities, good schools and a wealth of social activities. Should you require more information on these issues we would be happy to assist you.

## HOW TO FIND US



**For further information please contact:**

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Somerset Bridge Medical Centre, *Stockmoor Park Estate, Taunton Road, Bridgwater, Somerset, TA6 6LD.*

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